



Impact Report 2020



Richmond
Borough



Contents

- 4 Chair's Remarks
- 5 Chief Executive's Report
- 6 Welcome to Richmond Borough Mind
- 7 We're to help
- 8 Learning how to improve our wellbeing
- 10 Exploring new ways of being
- 12 Getting involved
- 13 Working with young people
- 14 Creating recovery plans
- 16 Engaging with others
- 18 Financial review
- 20 Thank you to our funders and fundraisers
- 21 Officeholders, trustees and management



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RichmondBoroughMind

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Chair's remarks

As Chair of the Board of Richmond Borough Mind, it's been my privilege every year to tell you how proud my fellow directors and I are of the services which we provide to the people of Richmond and its surrounds. The team and our many supporting volunteers provide vital help to a huge number of people out of all proportion to our small size.

In the usual way this report tells of the services we provided in the year to 31 March 2020 and I would like to say thank you to the many people and supporters we relied upon to do so. Of course, the end of that year, and the period since, have been anything but usual. No sooner than settled in our new offices, everything we do was completely unsettled by the Coronavirus. Doing what we do is always a challenge but the lockdown and social distancing rules suddenly made everything very much more difficult. Face-to-face counselling, peer group meetings, presentations and coaching and everything else we do had to quickly adapt. Our small administration team also had to get used to working from home.

The achievement of the team in ensuring that our services have continued unaffected is remarkable and I pay tribute to it here. I reiterate our thanks to the volunteers, funders and all the others who make our essential services possible. We are especially grateful to those who have expressed the continuation of their support. I think it no exaggeration to say our services have rarely, if ever, been needed more. We are determined to carry on helping the people of Richmond in our special way.

Richard Hurst

Chair of Trustees

Chief Executive's report

Firmly settled in our new offices at UK House, our services have grown in 2019/20. The new space has enhanced our Counselling service and has also helped to expand our Carers service. Our Richmond Wellbeing Service continues to offer support to thousands of residents experiencing common mental health problems.

We were also very excited this year to open our two new Journey Recovery Hubs, offering out-of-hours support to those in Richmond and Kingston in immediate crisis. While at the same time our Wellbeing Centre, for those with long-term mental health problems, continued to expand its offer and accessibility through inviting self-referral.

In March, we all experienced the upheaval of the Coronavirus crisis, a global health crisis like no other. But this crisis is as much local as it is global; and consequently, our response has been to keep all our local services running throughout lockdown, expanding our online offer in the process. And as we move out of this crisis and back to our normal lives, we will have new ways of looking after our mental health at the click of a button, accessible from the comfort of our homes.

We continue to look for new ways to fund our work; and sincerely thank RPLC, the Hampton Fund, the Barnes Fund and all our other funders and donors for supporting us throughout this most difficult of times. Taking care of people's mental health is crucial now more than ever; and we look forward in the years ahead to work with our partners to ensure that everyone has access to the help they need.

Val Farmer

Chief Executive

Welcome to

Richmond Borough Mind

Richmond Borough Mind is rooted in the local community and exists to meet local mental health needs. Through our various projects, staff and volunteers, we provide high quality, individually tailored services so people can live full lives and be connected to other people in their communities.

Our vision and mission

Our vision is of a society where people who experience mental health issues and their carers enjoy a good quality of life within their local communities.



We promote good mental health for everybody and campaign for positive change.



We provide high quality services, information and support.



We focus on recovery to promote independence, support people to help themselves and help people realise their potential.



Richmond
Borough

helpline

020 3137 9590

Your first call for mental health support

We're here to help

This year we reached over **8,840** people in the borough of Richmond

We're here for the

25%

of people who experience a mental health problem in any given year

We're here for the

33%

of 16-19 year olds who have a diagnosed mental health condition

We're here for the

52%

of people who say they've experienced poor mental health in their current job

We're here for the

88%

of people who use mental health services who have faced discrimination because of their mental health

Learning how to improve our wellbeing

Richmond Wellbeing Service

The Richmond Wellbeing Service offers a range of support to people experiencing common mental health problems such as depression and anxiety. We offer cognitive behavioural therapy to help service users manage their thinking patterns, and learn practical approaches to look after themselves and improve how they are feeling. Most work is done in groups. The service is part of the national Improving Access to Psychological Therapies (IAPT) scheme and RB Mind runs it in partnership with East London NHS Foundation Trust. Our innovative computerised cognitive behavioural therapy came into its own this year, as we were able to move the entire service online during the lockdown period.

3326

people entered treatment with RB Mind's part of the Richmond Wellbeing Service

Carers in Mind

Our Carers in Mind team supports people who themselves are supporting family members and friends with mental health problems. We provide one-to-one and group sessions including our revamped Coping with Caring Workshops; training courses; and social events to help carers learn new ways they can look after their own mental wellbeing. Our Acute Carers Recovery Worker continued to offer additional help this year to carers supporting someone during an acute crisis period. One of our priorities has been working in partnership with local organisations to improve the help carers receive. To this end representatives from South West London and St George's Mental Health NHS Trust met our carers to answer their questions at our monthly lunches; and based on this feedback social services shortened the length of the carer assessment questionnaire making accessing help easier.

Our Carers in Mind team supported

397 Carers

"I feel so much better for having someone to talk to who knows hospitals and has knowledge of mental health. You've made me feel more confident and less nervous."

Carers in Mind service user.



Amelia's Story

Amelia came to Carers in Mind seeking support for herself in caring for her young adult son, Mark. Mark had a diagnosis of emotionally unstable personality disorder, social anxiety and depression. He was also misusing substances and had a history of self-harm and attempted suicide.

Mark had recently moved back into the family home after having to defer his second year at university. Amelia was finding it increasingly difficult to manage communication with Mark, and did not feel that her husband had much understanding of his mental health issues. Amelia had started to find that her son's low mood was impacting her own wellbeing, and she did not feel she had a support network of friends she could speak to. Amelia was almost at breaking point in her own wellbeing when she contacted us.

After listening carefully to Amelia's story, our Carers in Mind team helped Amelia design a support plan that placed her wellbeing at its heart. She joined

one of our monthly carers support groups which has enabled her to meet other carers who she can share her experiences with. Amelia wanted to learn more about her son's condition so she felt better equipped to support him. She also wanted to learn ways to improve communication with Mark so her relationship with him could improve. In response to this we encouraged her to sign up to our Coping with Caring educational workshops, which she did. Amelia also told us that Mark was willing to engage in counselling and was looking for the right service. We gave her information about our own Counselling and Psychotherapy service and he self-referred and began sessions soon afterwards.

All of this combined has had a positive impact on Amelia's mental health and she feels more resilient and better able to cope in her caring role. Amelia said to us after a one-to-one session: "I often go to appointments and after an hour I wonder what I actually got from it but with you, I got a lot so thank you."

Exploring new ways of being

Psychotherapy and counselling

This year we continued to provide psychotherapy and counselling sessions to people living in the borough, offering those in need a safe confidential space to explore and talk with a professional therapist. Our service offers a wide range of approaches including psychodynamic, integrative, person-centred, existential and cognitive behavioural. It is subsidised for those on lower incomes and we are delighted to say that this year, 30% of people we supported received low-cost sessions. Following the Coronavirus pandemic and the subsequent lockdown in March, we further widened our offer by moving the service onto a remote service: video conferencing and over the phone. This is something we would very much like to build on in the future.

162
people received counselling
through our Psychotherapy
and Counselling service

Volunteering

At RB Mind, we believe passionately in the role of volunteering; and volunteers are at the very heart of everything we do. This year we were supported by 104 volunteers across the charity. Volunteering at RB Mind covers our Trustee roles, Peer Group Leaders, Psychotherapists and Counsellors, Events Co-ordinators, Fundraisers, – the list goes on and on. All our volunteers bring a wealth of experience and skills from their lives outside our charity; and it is hoped through their time with us they get a chance to build their self-esteem, confidence and skills and possibly develop a whole new field of work which they can take forward in their future lives.

This year RB Mind
volunteers gave

5069

hours of their time



Volunteer's Story

I became a volunteer with Richmond Borough Mind to get some experience working in the charity sector for an organisation I felt passionate about. Within a short period of time it felt like more than both those things. Coming from a teaching background, I was nervous about how I would fit into an office setting, having little experience in one. I was very quickly made to feel part of a really warm, welcoming team.

The office environment has a lovely atmosphere and the tasks I was given from the outset were interesting. No two days are the same and I feel like I am constantly learning. I have been treated like a staff member from the get-go and given small responsibilities here and there which have improved my confidence and self-esteem.

As a team we have been working towards a large project and it has been great to share my ideas in a non-judgmental space, give my input and be part of running something from the beginning. I can't wait to pitch in extra hard after lockdown eases to see our efforts come to fruition. To enjoy what I'm doing every day means so much to me and every day I am at Mind is a good day.

Getting involved



Donate or Shop

One-off or regular donations make a huge difference. Visit: www.rbmind.org for details. Shop at no extra cost to you and earn donations for Richmond Borough Mind by doing your online shopping on fundraising websites such as Easyfundraising and AmazonSmile.

Fundraise for us

Organise your own fundraising event or take part in one of ours and we'll help you fundraise on our website.



Mental Health Awareness training

We work with organisations in the borough to give staff skills and support through courses on Mental Health Awareness, Workplace Wellbeing and Resilience, and Stress Management for Managers.

Schools and Colleges

We also run a variety of Youth Wellbeing projects in schools, colleges and other youth settings including free Mental Health Awareness assemblies and workshops; after-school programmes to help build resilience; and one-to-one peer mentoring support.



Working with young people

Youth Wellbeing Projects

The borough of Richmond has the 4th worst youth wellbeing score in London, the 3rd highest rate of hospital admissions for self-harm and a third of 16-19 year olds have a mental health diagnosis. Feedback across the community of children and young people, parents and schools suggests the biggest need is for young people to have someone to talk to and a safe space to share feelings.

This year RB Mind launched our new Reach programme for young people (aged 14-18) which takes place outside school hours; and we delivered a series of mental health awareness sessions in primary and secondary schools.

School Workshops and assemblies

We also run a series of workshops and assemblies dealing with mental wellbeing problems for primary and secondary schools in the borough. Our primary school sessions are designed to cover the topics in the Department of Education (DfE)'s statutory guidance but presented in a way that pupils at this educational stage are able to understand and relate to. Our workshops for secondary schools also cover the topics in the DfE's guidance but in a more mature way and are tailored to the particular concerns that children may have in this age range.



Reach programme

Reach is a series of three courses providing support for young people who are struggling with a particular aspect of their mental health. The three courses cover Anger Awareness, Anxiety Management, and Low Mood and Self-esteem. The focus is on providing young people with the tools and knowledge to help support themselves and develop healthy ways to manage their difficulties. To this end participants are encouraged to share and discuss their difficulties and what helps them.

Creating recovery plans

Wellbeing Centre

Our Wellbeing Centre is a warm and welcoming place where people with long-term mental health problems can move towards recovery. Through psycho-educational and practical support groups, 'Recovery Star' one-to-one support sessions and activity groups including creative writing, art, and exercise, service users build strategies to manage their lives and prevent relapse. It is also a place to develop self-esteem, self-confidence and self-expression. This year we expanded our offer with a new Nutrition group run by nutritionists, and our Tai Chi group. We have also worked to make our Wellbeing Centre more accessible to the general public – and as a result people can now self-refer to the Centre or be referred by their GP.

68
people attended our
Wellbeing Centre

We opened
2
new Recovery Hubs
to provide out-of-
hours support those in
immediate crisis

Journey Recovery Hub

This year we were very excited to open our two new Journey Recovery Hubs. The hubs focus on recovery for people who are in immediate crisis. They are open seven days a week, providing out-of-hours support to those living with mental health problems. The main aim is to support people to reduce any immediate crisis they might be experiencing and to safety plan, drawing on strengths, resilience, and coping mechanisms. In turn this will help to prevent escalation, reduce isolation, increase independence and self-management, and improve wellbeing.



"Your service is irreplaceable and has been lifesaving for me at the lowest places I have experienced in a very long while. It has really served to help me understand what I can do to help myself in those moments and what I can do to manage them and with any luck prevent them becoming unbearable or more serious."

Wellbeing Service user.

Linda's Story

Having been bullied as a child, Linda found it hard to engage with other people and pursue any interests due to her lack of confidence. Her physical and mental health problems compounded this further. She had been attending the Wellbeing Centre for a considerable time and whilst benefitting greatly from the activities and the structure that this regular attendance provided, she still found it difficult to come out of her shell. Rather than engaging with other service users and staff, Linda often found it easier to listen to music on her headphones or become preoccupied with her mobile phone.

Noticing Linda's lack of confidence in social settings, a member of staff offered her regular one-to-one sessions to better understand the causes of her behaviour. By making use of the Recovery Star, we were able to highlight a number of areas that were contributing to her lack of confidence and based on this information we created a structured weekly routine for Linda to follow. In her one-to-one sessions, we reviewed Linda's progress, offering her encouragement and tailored

support depending on the challenges she was facing.

Over several months, Linda was better able to explore her interests and find the courage to attend a range of smaller activities and social groups within and beyond the Wellbeing Centre. This has built her confidence to express herself. Her progress is most obvious in our Creative Writing group. Initially Linda was only able to contribute a line or two, whereas now she is able to compose entire poems and has the confidence to share those with the group. As her confidence continues to grow, Linda's social skills have also improved. She now feels able to initiate conversations and maintain social interactions for sustained periods of time.

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Engaging with others

Peer Group Network

Our Peer Group Network is made up of activity groups run by, and for, people who experience mental health difficulties. Groups are creative and inclusive – based around activities such as reading, music, walking, cooking, art and yoga – encouraging our members to reduce their feelings of isolation, develop skills and live independent lives. Running groups is also a chance for our volunteers to learn new skills and build confidence, and for many it is a way to re-engage with education or work. This year the Network focused on developing existing groups, primarily making them more interactive. An example of this is ‘Mindful Cooking’ which moved to a new venue in the Greenwood Community Centre as part of a new plan to make the group more engaging for our members. Members are now given a recipe and each person works on one part of the meal, bringing all parts together to produce the final dish.

“Sometimes when I stop it all kicks in, the depression; but the busier I am the better, and being around people for a few hours helps with my mood. It feels like a family group with games and laughter which opens up the table and lets us talk...I have been like a bird, I grow, grow, grow and open up like a big flower.”

Peer Group Network member

Positive Living Group

RB Mind’s Positive Living Group fosters our members’ ability and enthusiasm for cooking for themselves, improving their self-care and making new friends through a range of outings. Group members are encouraged to get involved as much as possible when preparing the food we make in order that they can build their own skills and be able to use these skills for themselves in their own lives.

Mind ‘n Mortlake

This project is a satellite service of our Wellbeing Centre. It provides an opportunity for people to meet on Fridays at Barnes Children’s Centre to socialise and take part in a variety of activities to support mental wellbeing including healthy eating, art and music groups, and local outings.



Sam’s Story

Sam had been suffering from schizophrenia and anxiety for most of his adult life. In his late forties, he approached his GP to get support for his anxiety, panic attacks and the side effects from a mood stabiliser. His GP referred him to the Richmond Wellbeing Service. During one of his sessions, Sam was then told about our Peer Group Network.

Sam decided to try Crafty Minds, an art group which takes place every Wednesday at the Vineyard Community Centre in Richmond. He was reluctant and nervous about attending at first. Not knowing anybody, he arrived early for his first session and got some lunch in the centre where he could watch to see what the group looked like from another table. After observing the participants for a while and the different materials they used, Sam joined the group. Over time, he has become a regular member.

Sam used to bottle up his feelings and not talk to people which has caused him to become very unwell in the past. However, after a few months attending Crafty Minds he found the Peer Volunteers welcoming and made some new friends this has helped Sam to feel more comfortable and able to express his thoughts and feelings through art.

Since joining Crafty Minds, Sam has produced dozens of collages, taken part in art workshops such as designing and making masks and leaf etchings, and submitted his artwork for an art exhibition RB Mind is running at the Stables Gallery, Orleans House in Twickenham. Due to the boost in confidence he has gained from the group, Sam has also brought a new camera and started taking photos of street art and areas of London.

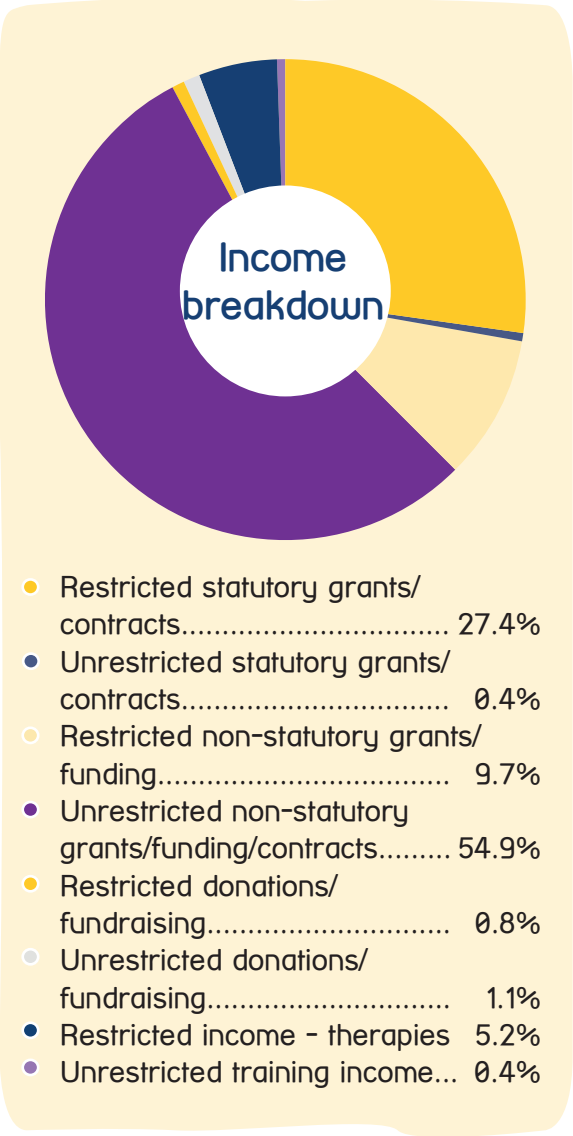
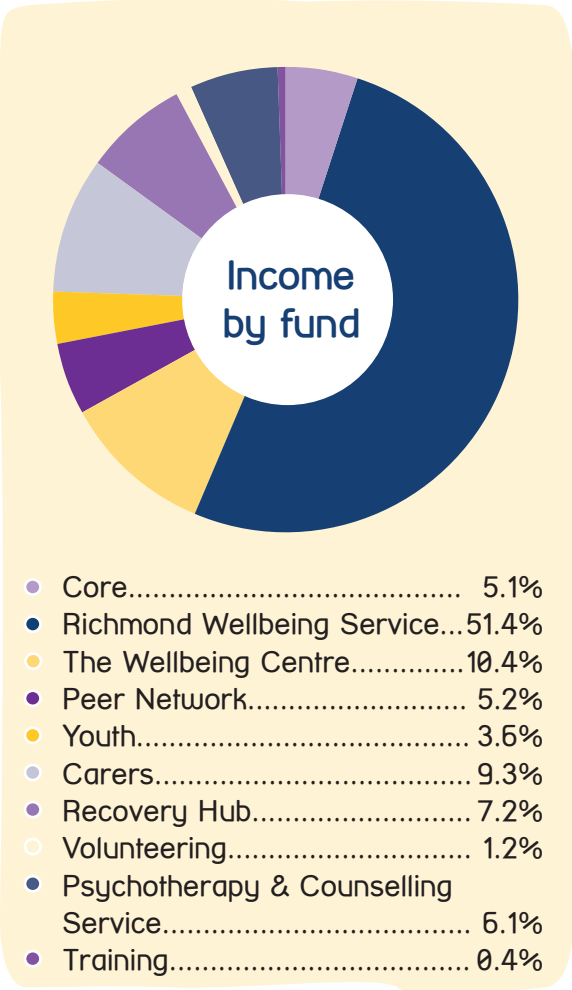
Financial Review

In the year, income increased by 14% to £1,044,555. This was due to receipt of funding for the opening of the Journey Recovery Hub, operating from dual sites in Kingston and Richmond, and an extension of the Richmond Wellbeing Service (RWS) Low Intensity team.

In the year, expenditure rose by 20% to £1,058,379. Increased staffing costs for the Journey Recovery Hub and RWS were the main factors contributing to the rise, alongside the full year impact of the rent on the Twickenham office premises.

The principle of Full Cost Recovery has been applied to our projects, based on Full Time Equivalent Staffing of the projects.

We are, as ever, grateful for the support of our local funders and supporters: Barnes Fund, Big Yellow Richmond, Bill Brown's 1989 Charitable Trust, Hampton Fund, Richmond Charities, Richmond Parish Lands Charity and Kew Midsummer Fete. Legacies, in memoriam donations, other local organisations and other donations are valuable in the support of our services.



Investment policy

Interest rates have continued to be low during the course of the year. The sum invested in the CAF Platinum Account currently remains at the same level. Two amounts of £85,000 have been transferred from the CAF Gold Account into savings accounts with The Hampshire Bank Trust and Cambridge Building Society. The dual purposes being, to increase interest received and reduce the risk to cash held, within the coverage of the Financial Services Compensation Scheme. The cash balances are managed between the interest bearing CAF Gold Account and the CAF Current Account to meet cash flow requirements. Further divestment opportunities will continue to be reviewed as the savings account mature, and for the transfer of additional sums to savings accounts from the CAF Bank Platinum Account.

Reserves policy

Reserves are at a healthy level at £540,999. Once £118,536 tangible fixed assets and £32,356 restricted funds are accounted for £390,107, or 72% remains. This represents 3.2 months of budgeted expenditure for 2020/21.

The preferred level of reserves is at least three months of running costs and retained funds to cover the Lease commitment on the office premises in Twickenham. The Board of Directors have given consideration to the use of reserves to supplement the 2020/21 Budget, in order to continue to provide services during the current Covid-19 crisis. Commitment to the use of reserves for increasing the provision of low-cost Counselling sessions, and supporting the Youth Service through a period of school closures are two specific areas identified. Confirmation has been received regarding the continuation of the majority of income streams during the crisis.

Thank you to our funders and fundraisers

We of course could not offer the services we do without the support of our funders and fundraisers, and those who give their support in kind. They are acknowledged below and we thank them all most sincerely. In addition, we would like to thank those funders who prefer to remain anonymous.



- Age UK
- Barnes Community Association
- Barnes Fund
- Big Yellow, *Richmond*
- Bill Brown 1989 Charitable Trust
- East London NHS Foundation Trust
- Hampton Fund (*was Hampton Fuel Allotment Charity*)
- Heathrow Community Fund
- Integrated Neurological Services
- Kew Midsummer Fete
- London Borough of Richmond upon Thames
- Mortlake Community Association
- National Mind
- NHS Health Education England
- NHS Richmond Clinical Commissioning Group
- Philomena Choir, Kingston
- Richmond Advice and Information on Disability
- Richmond Charities
- Richmond Parish Lands Charity
- Richmond upon Thames College
- South West London & St George's Mental Health NHS Trust
- Thames Valley Housing
- Thamesians RFC
- The Fox Pub
- The National Archives
- Waitrose

Thank You
to everyone who
supported us in
2019/20

Officeholders, trustees and management

President	Vacancy
Vice Presidents	Dr Vince Cable MP Baroness Tonge
Trustees	
	Richard Hurst, <i>Chair</i> Russell Goodenough, <i>Vice Chair</i> Philip Congdon, <i>Treasurer</i>
	Jerry Martin Kim Tasso Monika Waller Susan Cain Colette Noe Nasrin Farahani (appointed March 2020) Eva Papadopoulou (appointed March 2020) Joanna Nakielny (appointed March 2020) Lisa Leonard (appointed March 2020)
Charity No.	1146297
Company No.	07954134
Chief Executive	Val Farmer
Principal office	UK House, 82 Heath Road, Twickenham, Middlesex, TW1 4BW
Bankers	CAF Bank Limited, 25 Kings Hill, West Malling, Kent ME19 4JQ
Auditors	Goldwins Limited, 75 Maygrove Road, West Hampstead, London NW6 2EG

3326

people entered treatment
with RB Mind's part of
the Richmond Wellbeing
Service

Our Peer Group Network
was supported by

20

Peer Volunteers

and had

100

active
members

68

people attended
our Wellbeing
Centre

Our youth wellbeing
projects reached

4579

young people

397

carers received support
from our Carers in Mind
project

162

people received
counselling through
our Psychotherapy
and Counselling
service

We were supported by

104

volunteers