



# Impact Report 2021



Richmond Marathon Walk  
start at The London Eye

# Foreword

**Having just celebrated our 60th birthday, Richmond Mind had one of its toughest years yet.**

Demand for our work greatly increased across all age groups, we saw COVID-stressors such as health anxiety, job insecurity and isolation trigger a deterioration in mental health.

Meeting the need under restrictions was challenging but thanks to flexibility from our funders we were able to launch digital service delivery models within weeks. 100% of our staff were able to work from home, avoiding the need for furlough relief.

Our team displayed outstanding creativity and resourcefulness in the way they supported those isolated or digitally excluded: setting up telephone support services, online groups, 'walk and talk' groups and healthy eating picnics in the park.

Our 'Mindscape' exhibition was staged at Orleans Gallery. Whilst impacted by lockdown it was a delight to showcase the work of some of our service users and local artists exploring themes around mental health.

With growing demand and uncertainty over funding, Richmond Marathon Walk was created with partners. A team of staff and Trustees from Richmond Mind walked from The London Eye to Hampton Court in October and raised £8000.

We are grateful for the tremendous resilience shown by staff and volunteers and look forward to supporting more people in the coming year.

**Val Farmer**  
Chief Executive

**Richard Hurst**  
Chair of Trustees



**I feel that without this support things would have been much worse over this year of covid lockdowns**



Carers in Mind service user

**Over 6,000**  
**people supported in the**  
**borough of Richmond**

# We are Richmond Borough Mind

**We are rooted in the local community and exist 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.

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Charity No. 114629  
Company No. 7954134

## Get involved

### Donate



One-off or regular donations make a huge difference. We are an independent charity responsible for our own fundraising.

Scan the QR code or visit [rbmind.org](http://rbmind.org)

### Shop

At no extra cost to you, earn donations for Richmond Borough Mind by doing your online shopping on fundraising sites like Easyfundraising and AmazonSmile.

### Volunteer

Join our team of volunteers that keep our charity going.

### Connect

Stay up to date and involved with our latest news, services and events through our Mindful Memo e-newsletter and social media links.



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# How we can help:

All our services now accept self referrals

## Helpline

We all need emotional support, particularly during difficult times. Feelings such as low mood, stress and anxiety can impact our mental health, and sometimes you just need to talk about it. Our Helpline offers a confidential, safe place where you can speak to someone who will listen, offer you support and guide you to further help.

## Psychotherapy & Counselling

We offer affordable Psychotherapy and Counselling on a long-term basis. Our service provides one-to-one therapy, giving service users the opportunity to work through their psychological difficulties in depth with a professional therapist using a range of approaches from psychodynamic to cognitive behavioural therapy.

## Richmond Wellbeing Service

If you are experiencing common mental health problems such as depression and anxiety, our Richmond Wellbeing Service could help you to manage your thinking and improve how you are feeling. Most work is done in groups but one-to-one support is available on a short-term basis. This is a free NHS service.

## Wellbeing Centre

Our Wellbeing Centre is a warm and welcoming place where those of us with long-term mental health problems can move towards recovery. It is a chance to develop self-esteem and self-confidence through a range of physical, educational, creative and social activities, as well as to receive structured one-to-one support.

**89% of Wellbeing Centre users would recommend the service to others.**

## Carers in Mind

We know supporting someone with a mental health problem can be mentally and physically exhausting. Our Carers in Mind team helps people of all ages to help the people they love. We provide support groups, social activities and one-to-one advice and training, helping you to feel more confident in your caring role.

## Journey Recovery Hubs

Journey Recovery Hubs provide out-of-hours support to those of us in imminent mental health crisis, helping to create safety plans, drawing on strengths, resilience and coping mechanisms. We aim to prevent further escalation and to reduce your isolation, increase your independence and self-management, and improve your wellbeing.

## Peer Group Network

Our Peer Group Network offers activity groups run by people who have experienced their own mental health problems and can offer help to those of us in a similar place. Groups are friendly and social, themed around activities including Walking, Reading, Cooking and Meditation. We also offer one-to-one befriending support.

 **You saved my life** 

Journey Recovery Hub  
service user

## Positive Living Group

Our Positive Living Group provides an opportunity for group members to connect through therapeutic cooking. Participants learn how food impacts on their mental health, and how to source and prepare meals. We also help members take steps towards achieving their goals and occasionally go on trips.

## Young People's Services

We run free courses and workshops in primary and secondary schools, colleges and other youth settings. Our focus is on mental health awareness and teaching coping tools and strategies. We also provide support for young people struggling with a particular aspect of their mental wellbeing covering Anger Awareness, Anxiety Management, and Low Mood and Self-esteem.

## Training

We provide bespoke training and workshops for teams and organisations around a variety of Mental Health and Wellbeing topics - Mental Health Awareness, Managing Boundaries, Resilience and much more. Our clients span the corporate world and third sector.

Young people's wellbeing was already a concern in the borough of Richmond before COVID-19. Richmond has: <sup>1</sup>

**4<sup>th</sup> worst youth wellbeing scores in London**

**3<sup>rd</sup> highest rate of hospital admissions for self-harm**

**1 in 3 of 16-19 year olds already have a mental health diagnosis**

“Thank you for giving our students such great support”

Sixth Form Manager

## Our work with children and young people

Whilst the pandemic was hard on everyone, children and young people quickly emerged as one of the worst affected groups in terms of mental health outcomes and more likely than any other age group to say that lockdown had made their mental health worse.<sup>2</sup> Richmond Borough Mind was quick to respond by expanding on our education based programme for children and young people in schools to bolster support. We secured funding to provide:

- Covid-19 school workshops, which allowed pupils the opportunity to talk about their experience during lockdown and taught coping tools for them to use.
- Parental workshops, designed to help parents understand mental illness and provide the skills, knowledge and resources to communicate with and assist their children.
- Transition to adulthood workshops – covering topics such as exam stress, relationships, leaving home, managing money and more to help prepare for the next stage of life.

<sup>1</sup> The London Borough of Richmond upon Thames Health and Care Plan 2019-2021

<sup>2</sup> The opinions and lifestyle survey, Office for National Statistics

# Covid-19: casting a spotlight on mental health

The effects of the pandemic added new pressure on those affected by mental health problems and many experienced mental health difficulties for the first time. One positive that emerged is that more people are now openly discussing their mental health.

Many statutory and non-statutory mental health services were operating a reduced service, with some mental health wards closed and crisis support cut. Alongside an increase in thresholds to receive support, this led to fewer people receiving support and more people being unwell at home. This impacted heavily on people needing support and their carers.

Across our services we had large numbers of clients suffering from Covid anxiety, PTSD, eating disorders and self-harm. Under the restrictions of lockdown, many had their usual coping mechanisms disrupted and were feeling more isolated. Sadly there was an increase in domestic abuse with many victims being carers.

**Under lockdown many had their usual coping mechanisms disrupted and felt isolated.**

Our teams responded by offering more 1-to-1 support over the telephone and online. As we approached summer the full scale of the mental health crisis was beginning to emerge. An influx of new referrals to the Journey Recovery Hub saw the service expand dramatically. More than half of self-referrals for our Carers in Mind team came in May and June 2020. Our Wellbeing Centre took on many new referrals from younger people, many having lost their jobs during the pandemic, with new clients equating to 37% of active members. While we attracted more people into our services, a further 60 people also volunteered to help.

**Our teams offered more 1-to-1 support.**

**60 people registered to volunteer.**



**89%**  
of clients felt anxious

**78%**  
felt lonely

**59%**  
felt they had no control  
over their lives

In our Christmas campaign we asked  
“What happens when the mask slips?”

**As the need for support grew, our response developed rapidly to meet the evolving need in Richmond Borough. Here's how we rose to the challenge.**

### **Service Delivery**

Within days of lockdown we invested in the kit we needed to support our teams in working from home and providing support remotely over the phone and online.

### **Mindful Memo**

Our e-newsletter launched, providing hints and tips on self-care, now received by over 1500 people.

### **Resilience Training**

We provided workshops free of charge to 300 people on the front line across the voluntary sector and to key workers.

### **Parental Workshops**

Designed to help parents understand mental illness and provide the skills, knowledge and resources to communicate with and assist their children.

### **Helpline**

Our helpline launched operating 7 days a week on local rate number **020 3137 9590** to provide emotional support and help callers navigate the local support services.

### **Befriending Service**

We provided 52 young people and adults with a weekly phone call to help alleviate loneliness.

### **Covid-19 School Workshops**

These sessions provided pupils with the opportunity to talk about their experience during lockdown and offer coping tools for them to use.

**100%**

**of parental workshop attendees said the workshops would help them communicate effectively and manage difficult conversations.**



### **Carers in Mind expansion**

Our service grew to include parent carers and young carers, making the service inclusive of all mental health cares and supporters.

**454 people supported by Carers in Mind - a 12% increase on previous year**

### **Reaching the digitally excluded**

As soon as restrictions allowed we began 'walk and talk' sessions provide support and much needed social interaction.

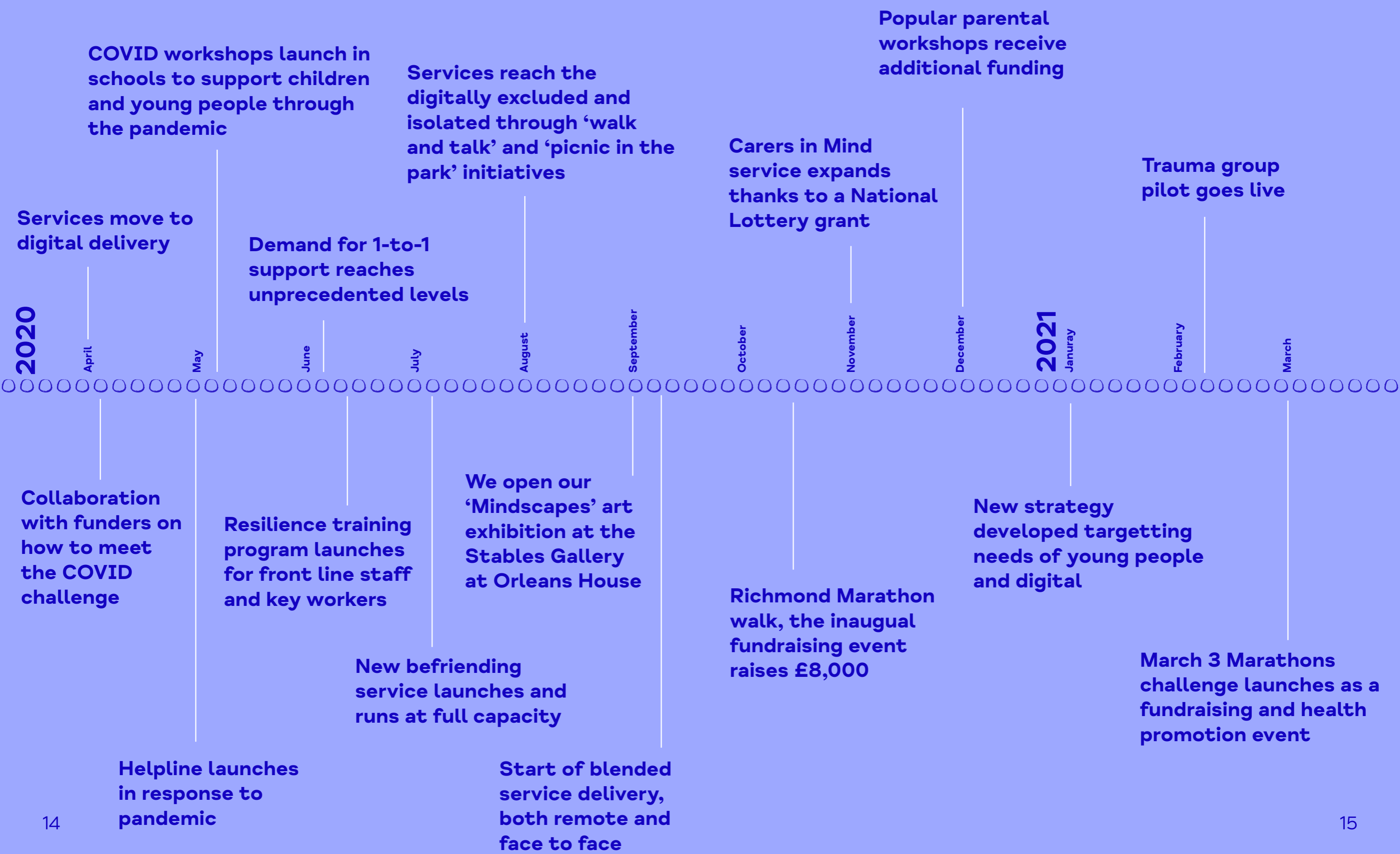
### **Picnics in the park**

Our Positive Living Group met in parks to prepare and enjoy a healthy picnic together.

### **Online Therapy**

Our Wellbeing Centre provided Art for Wellbeing, Recovery from Trauma and Dance Movement therapy online resulting in a 40% increase in the number of groups provided.

# Our year at a glance:



# Financial review:

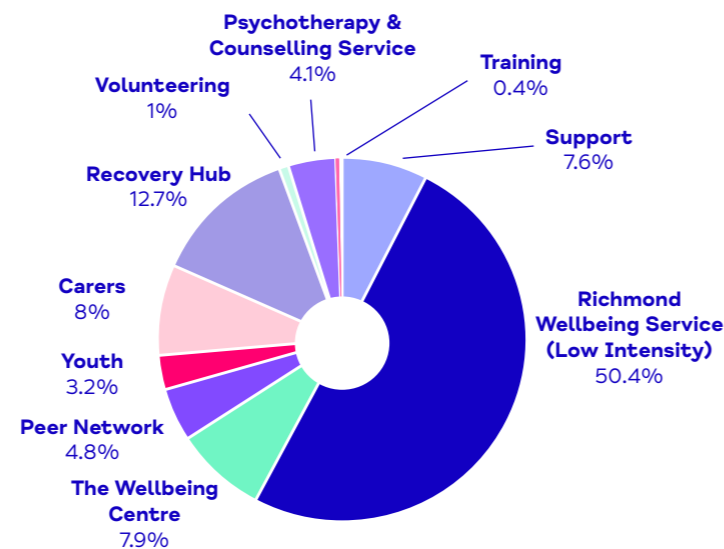
## Financial review

In the year to 31st March 2021, income increased by 30% to £1,355,982. The growth is due to the Journey Recovery Hub having its first full year of operation and an extension to the Richmond Wellbeing Service contract. Fundraising was impacted by the cancellation of fairs and events, however a shift in focus to sponsored events was very successful.

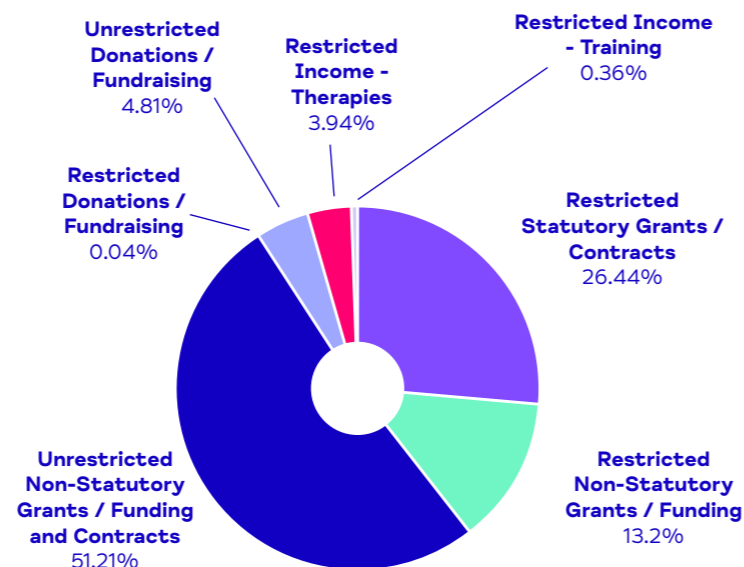
Expenditure also rose by 27% to £1,346,051. The whole year impact of operating costs for the Journey Recovery Hub as well as the staffing impact for the Richmond Wellbeing Service contributing significantly. Expenditure was incurred in ensuring all staff were able to work ergonomically from home during the pandemic.

The principle of Full Cost Recovery has been applied to our projects, based on Full Time Equivalent Staffing of the projects. A surplus of £9,931 results in a positive movement of funds to

## Income by Fund



## Income Breakdown



## Investment policy

Interest rates have continued to be low during the year. Cash balances are automatically managed between the interest bearing CAF Gold account and the CAF Current Account to meet cash flow requirements. Transfers of cash have been made from the CAF Gold Account into the Hampshire Trust Bank and the Cambridge Building Society, with the aims of diversifying cash holding and to obtain slightly higher interest rates, whilst minimising risk.



## Reserves policy

Reserves are at a healthy level at £550,930. Once £114,119 tangible fixed assets and £19,646 restricted funds are accounted for, £416,354 or 76% remains. This represents 3.2 months of budgeted operating expenditure for 2021/22.

The preferred level of reserves is at least three months running costs, however due to recent circumstances this is being reviewed by the Board of Trustees.

A deficit budget has been set for 21/22 with the Board agreeing to use reserves to support a number of strategic developments. The Business Development function is budgeted to begin to make a surplus in 21/22, focusing on growing unrestricted income. The mid-year financial review will focus on the performance against budget of all services, particularly the Youth area, which due to school closures last financial year, carried forward funding into 21/22.



**I feel it's a miracle that there is a service for someone in my position that is free, friendly, varied, understanding, compassionate and helpful. Big WOW!**



Richmond Borough Mind Service User

# Thank you to our funders and fundraisers

**We could not offer the services we do without the support of our funders, donors and fundraisers, and those who give their support in kind. We thank them all most sincerely. In addition, we thank those funders who wish to remain anonymous.**

- Age UK
- The Barnes Fund
- Big Yellow, Richmond
- Bill Brown Charitable Settlement 1989
- Co-op
- Department of Culture, Media and Sport
- East London NHS Foundation Trust
- Hampton Fund
- London Borough of Richmond upon Thames
- Masonic Charitable Foundation
- Middlesex Province Relief Fund
- Mortlake Community Association
- National Mind
- NHS South West London Clinical Commissioning Group
- Pears Foundation
- Richmond Advice and Information on Disability
- Richmond Charities
- Richmond Parish Lands Charity
- Richmond Voluntary Fund
- South West London & St George's Mental Health NHS Trust
- The Chapter of Iris No.255
- The National Lottery
- Twickenham Preparatory School
- Waitrose





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