



 Mind
Richmond

Impact Report 2022

We are ...

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.

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Company No. 7954134



Foreword

This year, as we came out of lockdown, Richmond Borough Mind rose to the challenge of delivering mental health services in a post-pandemic world, celebrating a number of milestones along the way.

We were there as schools re-opened to offer our new Life Skills workshops to young people, helping them to process what had happened and to look forward to lives after Covid-19. We developed a specialist trauma group in our Wellbeing Centre and our new Parent Carer support group was created to support those who care for children with mental health needs. We celebrated 10 years of working in partnership with East London NHS Trust to provide Improving Access to Psychological Therapy (IAPT) services and were delighted to achieve the Mind Quality Management award.

The innovative work we are doing across our charity is aimed at ensuring the 'new normal' is one in which our support is easily accessible. This is why we continue to offer a hybrid approach: our services are accessed both digitally and face-to-face by thousands of service users. And this year we took our offer into parts of Richmond that do not currently use our services, through three Community Outreach Hubs.

We would like to extend our heartfelt thanks to our staff, volunteers, partners and funders for their creativity and commitment. In an ever-challenging funding landscape and with mental health problems on the increase, we look forward to working with you in the years ahead to ensure our services are accessible and targeted to everyone in the borough.

Val Farmer
Chief Executive

Richard Hurst
Chair of Trustees

How We Can Help:

All our services now accept self-referrals.

Helpline

Staffed by skilled and experienced volunteers, our Helpline provides evening and weekend phone support to a growing number of people, offering emotional support, a confidential, safe place where you can speak to someone who will listen and signposting to further help.

Psychotherapy & Counselling

We offer one-to-one therapy, giving service users the opportunity to work through their psychological difficulties in depth using a range of approaches. Our service will expand to offer group therapy in 2022/2023, and remains one of the few low-cost options for longer-term psychotherapy and counselling in the borough: 30% of clients are offered the lowest cost sessions.

Positive Living Group

Group members connect through therapeutic cooking at our Positive Living Group. Participants learn how food impacts on their mental health and wellbeing, and how to source and prepare nutritious meals. We also offer a Movement and Relaxation group and occasionally go on trips.

Richmond Wellbeing Service

If you are experiencing common mental health problems such as depression and anxiety, our Richmond Wellbeing Service could help you manage your thinking and improve how you are feeling. This is a free NHS service, offering Cognitive Behavioural Therapy (CBT) to help people keep well in the future, mainly through group work.

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 people 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.

“The staff always treat us like we are people not just a condition.”

Wellbeing Centre
service user

Journey Recovery Hubs

Our Journey Recovery Hubs provide out-of-hours support to people 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 isolation, increase independence and self-management, and improve wellbeing.

Wellbeing Centre

In-depth support is provided through specialised psycho-educational and practical one-to-one support and group activities including Recovery from Trauma and Hearing Voices groups. Many people who may have been in services for several years see a significant improvement in their mental health while attending our Wellbeing Centre.



Carers in Mind

Our Carers in Mind team helps people to support the people they care for. We provide support groups, social activities and one-to-one advice and training, helping carers feel more confident in their caring role. Our Parent Carer Support Group is helping to prevent young people's mental health deteriorating as they adjust to life post-pandemic.

Training

We deliver bespoke Mental Health and Wellbeing Training to teams and organisations. We work closely with clients to help identify and review objectives for training, aligning content to their values to ensure a quality, personalised product is provided. Our clients span the corporate world and third sector.



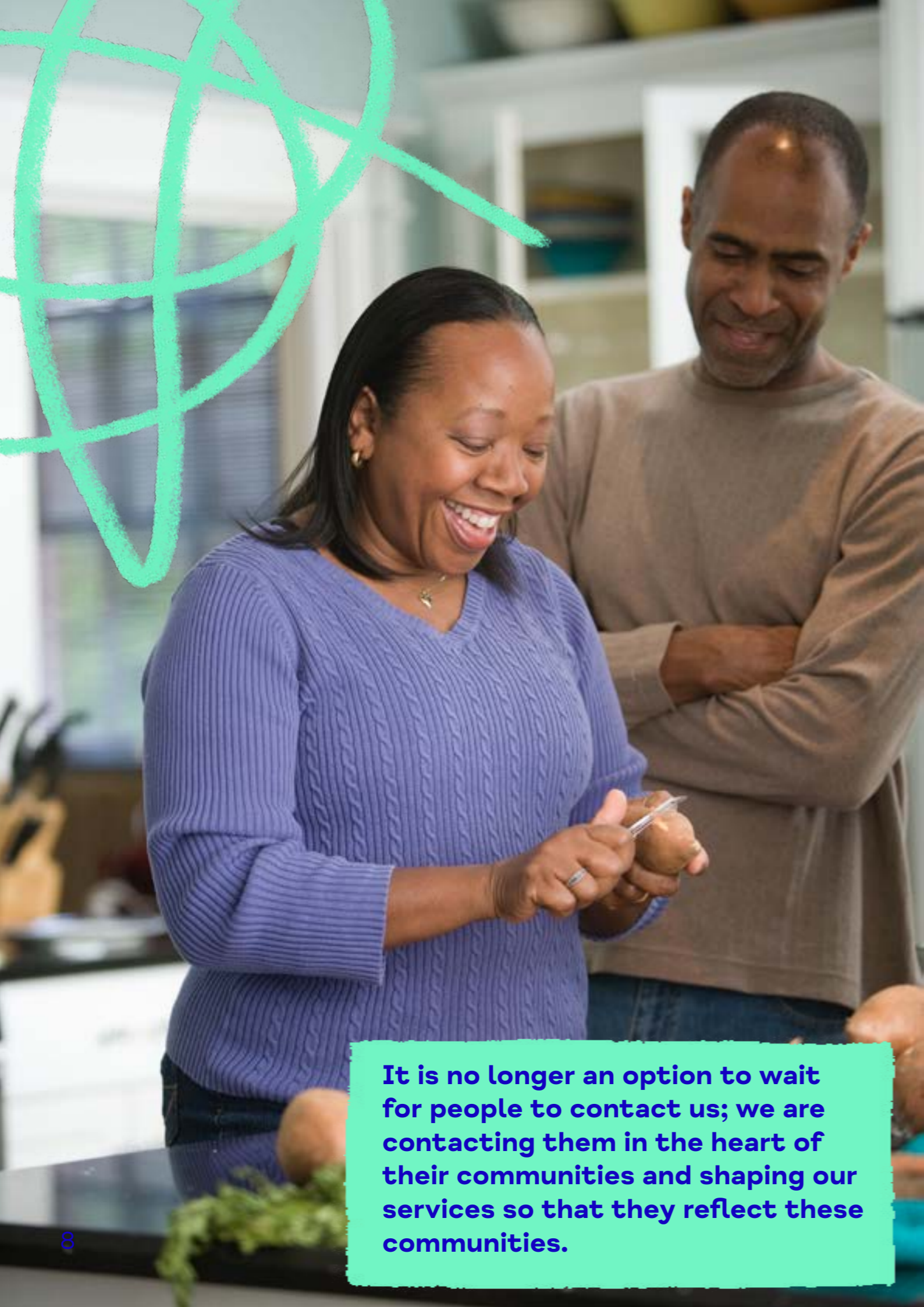
1 in 3
16-19-year-olds in Richmond
already have a mental
health diagnosis

“I truly appreciate it and the sharing has been very comforting... knowing that I am not the only parent who finds myself in such an incredibly stressful situation as I and others have over the last few years.”

Parent Carer Support group member

Our offer to young people

- Free Mental Health Awareness workshops in primary and secondary schools, colleges and other youth settings, including 'Life Skills', our transition to adulthood workshops covering topics such as exam stress, relationships and leaving home.
- Our Reach programme supports young people not in education, employment or training struggling with a particular aspect of their mental wellbeing covering Anger Awareness, Anxiety Management, and Low Mood and Self-esteem.
- Parental workshops, designed to help parents to better understand mental health problems and provide the skills, knowledge and resources to communicate with and assist their children.
- Youth Zone in Kingston offering a range of fun activities and one-to-one support and advice, developed in partnership with Mind in Kingston and funded by the Richmond and Kingston Clinical Commissioning Group.



Mental health in a post-pandemic world – a question of how and who

The pandemic has changed the mental health landscape forever. An already escalating issue, mental health problems have been exacerbated by the anxiety and stress caused by Covid-19 and the social isolation of successive lockdowns.

So, in a post-pandemic world, it is incumbent upon all mental health providers to understand the way in which we need to deliver services has also changed. During lockdown all our services went online, and our service users were able to seamlessly access support via their computers and phones. Acting on feedback from service users we realized that our services are all more accessible as they can offer hybrid support. The pandemic has made us all acutely aware that many people, for a multitude of reasons, cannot access help face-to-face and so running groups and 1-to-1 support online and on the phone, now features alongside our in-person provision.

But it is not just a question of how but also who. Traditionally certain groups in the borough have not accessed mental health services. We are now reaching out to these groups, having established three Outreach Hubs

across the borough, in a bid to engage more diverse communities and audiences who currently do not use our services. It is no longer an option to wait for people to contact us. We are contacting them in the heart of their communities and shaping our services so that they reflect these communities designed for, and by, service users of all cultures and backgrounds.

This is how Richmond Borough Mind is taking forward the fight for better mental health in our borough by reaching more people - online as well as in-person - and from all communities. We hope you can join us in this fight.

We reached nearly **8000** people this year through our services and training offer, an increase of 26% on the previous year, back to pre-pandemic levels.



This year we created outreach services in **3** hubs across the borough, reaching more diverse communities and audiences who currently do not use our services.



It is no longer an option to wait for people to contact us; we are contacting them in the heart of their communities and shaping our services so that they reflect these communities.

As the need for mental health support increases in the post-pandemic world, Richmond Borough Mind is rising to the challenge. As this need grows so does our resolve to meet it. Here's how:

1 Working in partnership with the NHS

This year we celebrated 10 years in partnership with East London NHS Trust to provide Improving Access to Psychological Therapy (IAPT) services in Richmond.

2 Hybrid offer across our services

During lockdown all our services moved online, and we continue to offer a hybrid approach: our support is accessed both digitally and face-to-face by thousands of service users.

3 Mind Quality Management Standard

We were delighted to announce this year we achieved the Mind Quality Management Standards, achieving excellence in three areas: Effective Services, Collaboration and Cooperation within the Mind Federation.

4 Out-of-hours support 365 days per year

Our out-of-hours Journey Recovery Hubs continue to support those in crisis. The Hubs operate 365 days per year to help those who are at risk of moving into, or experiencing, a mental health crisis.

5 Recovery from Trauma group

Our Wellbeing Centre developed a specialist trauma group this year to help service users to better able process trauma and think positively about the future.

6 Life skills and therapeutic activities for young people

We expanded our schools offer by introducing Life Skills courses for sixth formers to help them transition into adulthood. We also developed our new Youth Zone for Kingston and Richmond with a range of therapeutic activities for young people in partnership with Mind in Kingston.

7 Bringing peer support back to the local community

Our Crafty Minds (Art Group) and Mindful Readers (Book Group) returned to face-to-face delivery at the Vineyard Centre and Richmond Library respectively, bringing peer support back to the local community.

8 Making it easier to be a Carer

We added a Parent Carer Support Group to our Carers in Mind service. This broadens our offer to carers, supporting those who care for their children and providing them with the information and tools they need to feel more empowered and informed.



9 Your choice of therapy

Our Counselling service continued to offer therapeutic choice to our service users. You can choose from the following styles of therapy: psychodynamic, integrative, person-centred, body psychotherapy, existential and cognitive behavioural.

“Attending the Trauma group helped me to reflect on my childhood, and although very painful, I am now hopeful for less suffering in the future.”

Recovery from Trauma group member

10 Digital Inclusion of Mental Health Service Users

This year we were awarded a contract to support the Digital Inclusion of Mental Health Service Users. In the coming years we will be bringing our ‘Connect to Tech’ project to community hubs across the borough helping Richmond residents unpick the often daunting world of technology. Our Digital Pod will provide service users their own private room with a computer and internet connection for online appointments.



Our Year in Numbers

- 100 people attended our Wellbeing Centre, many of whom were new referrals
- Our Journey Recovery Hub supported 195 people in crisis
- 135 service users attended therapy, with an average of 20 volunteer counsellors each week
- 575 carers were directly supported by our Carers in Mind service
- Our Richmond Wellbeing Service treated over 5000 people
- 105 volunteers provided more than 6,000 hours of support across the organisation
- We reached 400 people through our training offer to local businesses and organisations
- 28 Peer Volunteers in our Peer Group Network supported both peer led groups and provided befriending services
- Our Youth Wellbeing projects engaged over 2350 people, around 1960 of which were young people aged 8 to 25, but also parents, carers and school staff

But behind every statistic is a life we've changed forever ...

Sophie's Story

I wanted to say the biggest thank you to you all! You gave me such a safe haven, at a time when the world was crumbling around me. I was sitting in a secure ward with a view of the high security facility next door. I looked the other way through the glass and I saw a familiar figure in a suit approach. I realised it was my husband. He had come to the ward to say: "I've brought your divorce papers". I gave him a signature and he walked away. We were together for 20 years. That was my rock bottom.

I was told that I may never recover from 'my condition'. But something inside me told me that they were wrong, that there was no reason why I couldn't recover 'my mind'. Nonetheless, I was literally shell-shocked when I arrived on your doorstep. I had been to some ugly places. You offered me a chance at some sort of re-integration, being in a community with other people. I really enjoyed all the activities: the Reiki, art classes, relaxation, trips to galleries and gardening.

Two years after being in a secure ward, I became a volunteer in your Wellbeing Centre. I felt like the sorcerer's apprentice, turning up each week, with a trolley full of vegetables and artisan breads. I remember chopping lots of vegetables, especially sweet potatoes; I really enjoyed making meals for everyone. It felt like good nutrition was important at the centre – the only proper meal of the day for some. Thank you for letting me loose in your kitchen! RB Mind, you were a major part of my road to recovery.



Join the fight for better mental health

We are so proud of all that we have been able to achieve this year and we would like to say a massive Thank You to everyone who has helped us make this happen.

In an ever-changing funding landscape, it is always a challenge for us to ensure the money we need is there to make all our services and projects available to everyone in the borough. How you can support us:

Enrol on one of our workplace training courses

We offer mental health training courses to improve wellbeing and combat stigma in your workplace. We've launched a comprehensive range of training options to suit every organisation and every budget. To book, or to receive a copy of our e-brochure, please email: training@rbmind.org

Fundraise for us

There are many ways of raising funds for us, from taking part in the virtual London Marathon to running your own cake sale. If you want to talk an idea over with us, please email: info@rbmind.org

Volunteer for us

There are so many opportunities for you to use your talents in our charity. From running support groups to counselling to carrying out administrative roles in our central office, you will develop your skills and find inspiration in a rewarding environment.

Donate and Shop

You can make a donation to us at any time via our website: www.rbmind.org You can also raise money for us when you shop online by selecting us as your chosen charity on fundraising sites like Easyfundraising or AmazonSmile.



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“Volunteering has given me a new focus, as due to ill health and premature retirement I was not in a good state. I would recommend it.”

RB Mind volunteer

Financial Review

Financial Review

In the year to 31st March 2022, income increased by 16% to £1,583,991. The growth is due in the main to the increase in funds for youth services. Fundraising income was impacted by the necessary cancellation of fairs and events, however a shift in focus to sponsored events was very successful.

In the year, expenditure also rose by 11% to £1,493,134. Much of the additional expenditure is the staffing cost for Youth Services. The principle of Full Cost Recovery has been applied to our projects, based on Full Time Equivalent Staffing of the projects. A surplus of £90,857 results in a positive movement of funds to £641,787.

As ever we are 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 and Richmond Parish Lands Charity. Legacies, in memoriam donations, other local organisations and other donations are valuable in the support of our services.

Investment policy

Interest rates continued to be low during the course of the year. Cash balances are automatically managed between the interest-bearing CAF Gold account and the CAF Current Account to meet cash flow requirements. The sum invested in the CAF Platinum Account remains at the same level.

Transfers of cash have been made from the CAF Gold Account into the Hampshire Trust Bank, Cambridge Building Society, and Monmouthshire Building Society, with the aims of diversifying cash holding and to obtain slightly higher interest rates, whilst minimising risk.



Reserves policy

- Why do we hold reserves? – to increase resilience in times of uncertainty, to provide a temporary buffer if funding is lost, to cover any future potential liabilities that are not provided for in the accounts.
- RB Mind's funding model is a mixed one, with a large amount of funding coming from statutory bodies such as the London Borough of Richmond and the NHS and the majority of the rest from non-statutory grants. We are trying to increase the level of income generated from donations and other sources in order to provide funds for new projects as well as ensuring that all overheads are covered.
- Some projects are funded by a sole funder; others may be funded by a mixture of funders. If funding for a particular project is lost, reserves may be used while alternative funding is sought, but if this is not possible the project would generally be terminated. In some cases a project may be taken over by a different operator.
- The board reviews risks to funding on a regular basis and has contingency plans for the loss of funding. At the balance sheet date, reserves (after deducting the value of fixed assets and restricted reserves) was £585,406, which represents 5 months of future budgeted operating costs. The board's target is to hold 3 to 6 months of operating costs as reserves which based on the current budget equates to approx. £400-£800,000.

Thank you to our funders and fundraisers

We of course could not offer the services 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 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
- Royal Mid-Surrey Golf Club
- South West London & St George's Mental Health NHS Trust
- The National Lottery
- Twickenham Preparatory School
- Waitrose



Just Another Day at RB Mind



Thank you so much for meeting up with me today and lifting my spirits. You really went above and beyond to make sure I had as much information as possible about housing, benefits, counselling, medication, group meet-ups and more. I really appreciate you sharing your vast knowledge and experience with me. It means a lot to me to know that you are looking out for mine and my sister's best interests and I felt like a weight was lifted while chatting with you.



Carers in Mind service user





Make us your Charity of the Year



This year we were delighted to have been chosen as Charity of the Year for the Royal Mid-Surrey Golf Club, who raised £23,000, well above their own target. Thank you so much for your fantastic support.

If you are looking to partner with a charity to fundraise, please contact Richmond Borough Mind at info@rbmind.org



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