

Impact Report 2023

 mind
Richmond

Vision and Mission

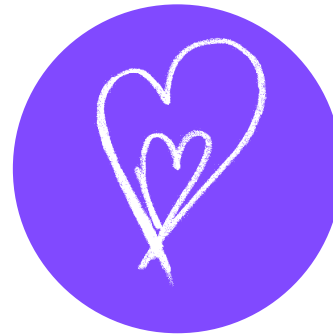
Our vision is of a society where people who experience mental health issues and their carers enjoy a good quality of life within their local communities.



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



We provide high quality information, services and support.



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

Foreword

The long-term impact of the Pandemic coupled with the cost-of-living crisis saw Richmond Borough Mind reach out to offer more mental health support in the community than ever before.

Our Outreach project went from strength to strength, supporting community hubs in areas of deprivation and connecting with groups historically underrepresented and more at risk of developing ill mental health like the BAME and LGBTQ+ community, people experiencing domestic violence and those with addictions. We launched our SMI Health Checks service to address health inequalities experienced by people living with a serious mental illness, who statistically may lose 10-15 years on their life expectancy. As part of the Community Mental Health Transformation Programme, we partnered with South West London & St George's Mental Health Trust, Age UK, Crossroads Care and Richmond Aid to develop and provide Peer Support.

Our Counselling and Psychotherapy team went through a transformation programme to be able to provide therapy to more people where cost, language and lack

of shared experience can be barriers to access. We also added a Coaching Group, Expressive Arts Group and Movement Group to our Counselling service to create a wider choice of therapeutic options.

None of this happens without investment and support. We'd like to thank our team of staff and volunteers for their tireless commitment and our friends at Fulwell Golf Club for raising over £50k for our work with Children and Young People.

Val Farmer Chief Executive
Gurjit Mahil Chair of Trustees



Our Year in Numbers

Our Youth Wellbeing projects engaged **2,740** service users, mostly young people aged eight to twenty-five, but also parents, carers and school staff

We reached more than **8,000** people through our services and training

31 Peer Volunteers in the Peer Group Network facilitated peer-led groups and befriending services

Our Wellbeing Centre supported **112** service users

12 languages were spoken within our Psychotherapy and Counselling service

9 Peer Support Workers were recruited

Carers in Mind supported **585** carers

126 volunteers provided more than 5,000 hours of support across the organisation

Journey Recovery Hub provided **2184** of out-of-hours crisis support

Key Achievements in 2022/2023

1 Our new Outreach project launched to reach those historically under-represented in mental health services including ethnic minority groups and the LGBTQ+ community.

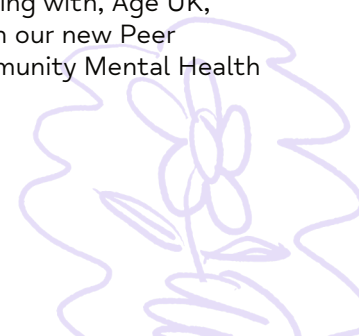
2 Our Counselling and Psychotherapy service expanded to include group therapy, Life Coaching, and Expressive Arts and Movement Groups, improving access to affordable therapy for more people.

3 We partnered with Richmond Mental Health Adult Social Care to offer monthly Social Care Surgeries to our Carers, to talk through social support available to them and their loved ones.

4 We set up Connect to Tech in partnership with Richmond AID, Ruils, Richmond Mencap and Age UK Richmond to ensure locals have the tools to engage with digital and online services.

5 We created our Serious Mental Illness (SMI) Health Checks project to support people living with SMI and ensure their holistic health needs are being met to reduce health inequality in Richmond.

6 South West London and St George's NHS Trust selected us a lead provider working with, Age UK, Crossroads and Richmond Aid on our new Peer Support project under the Community Mental Health Transformation programme.



7 We added a new monthly Lunch Club to our Peer Group Network run by, and for, people who experience mental health problems - a chance to meet others and enjoy new dishes.

8 Through our partnership with Turner's House we held an exhibition of amazing artwork created in our Wellbeing Centre Art Group, giving the public a chance to see the fruits of our work on display.

9 We provided Workplace Wellbeing Training to 200 senior managers across Richmond and Wandsworth Local Authorities.



“My therapist was able to help me connect with myself better and understand what my issues are, which is a huge step because for years I either didn't know what was wrong or just outright ignored any ‘problems’; and we used a whole range of techniques to look at ways to address those issues.”



Psychotherapy and
Counselling service user



Our range of support

Psychotherapy and Counselling

Work through your psychological difficulties on a 1-to-1 basis with a therapeutic style to meet your needs. We also run an online Compass Coaching Group and Expressive Arts Group.

NHS Richmond Talking Therapies



Learn how to manage your thinking and improve how you are feeling with short-term courses for low mood and more.

Journey Recovery Hubs

Those in imminent mental health crisis access out-of-hours support and create safety plans to prevent further escalation.

The Wellbeing Centre

Move towards recovery of long-term mental health problems through physical, educational and social activities.

 Knowing there is someone you can talk to is invaluable. 

Wellbeing Centre
service user

SMI Health Checks

Living with a Serious Mental Illness (SMI) can reduce life expectancy by 10-20 years. We'll support those who do in getting their holistic health needs met.

Outreach

Accessing support can be challenging, so our outreach project ensures no one misses out. We offer wellbeing assessments and information on further support at venues across the borough.

Peer Support

Peer Support Workers use lived experience to offer emotional support, share knowledge and skills, and connect people with resources and communities. We work 1-to-1 and in groups.

Befriending

If you'd like someone to encourage you to reach your goals, or feel more connected, you may benefit from chats with one of our volunteer befrienders.

Positive Living Group

Connect with others through therapeutic cooking. Learn how food impacts mental health and how movement and relaxation can help you look after yourself.

Peer Group Network

Join our network supporting each other through life's challenges. Enjoy activities like walking, reading and meditation in groups run by volunteers with their own lived experience of mental health.

Volunteering

Influence and help improve mental health locally. Share your experiences, give your time and skills and develop new ones.

Support for Children, Young People and their families

We run workshops and programmes in schools, colleges, youth settings and online, where we teach coping tools and offer 1-to-1 support.



Carers in Mind

Supporting someone with their mental health can impact your own wellbeing. We offer emotional support, advice and training, support groups and social activities.

Mental Health and Wellbeing Training

We provide training on mental health topics including mental health awareness, resilience, emotional intelligence and more, all can be tailored to meet your organisation's needs.

“ I learnt that we all have different emotions and when they get too much, they overflow my bucket. In class after the assembly, we wrote down five ways we can make ourselves feel better when



Mental Health Awareness
school workshop attendee



Anna's Story

Anna is 34 and lives with her mother who is remarried. Her father left when she was a baby. She found out just before lockdown that he had died.

Anna sought therapy to work through her relationship issues and feelings of being stuck. As her annual income was lower than £15K, she was offered low-cost art group therapy within our Counselling service. Even though at times it was challenging and painful for Anna, she was acutely aware that she needed and wanted to confront her 'demons', to address her uncomfortable feelings.

Working with the arts offered a way for Anna to express herself non-verbally, allowing anything unbearable or difficult to be worked through and processed. She engaged with dialogue, painting, sand tray, puppetry, and using postcard images to increase her awareness. By slowing down and being aware of the needs of others, she experienced her environment as being calmer. She acknowledged the need to accept her true self and not to need affirmation.

As the next step in her journey, we recommended to Anna that she attend our six-week Life Coaching course to give her a deeper understanding of herself and others.



Working with the arts offered a way for Anna to express herself non-verbally, allowing anything unbearable or difficult to be worked through and processed.

Financial Review

In the year to 31st March 2023, income increased by 8.8% to £1,723,763. The growth is due to additional funding for the Outreach workers, Health Engagement Officer, additional core administration and additional funding for our support services.

In the year, expenditure rose by 13.6% to £1,696,258. Much of the additional expenditure is the staffing cost for additional core and finance administration, Outreach workers, Psychotherapy and Counselling staffing and staff pay rises.

The principle of Full Cost Recovery has been applied to our projects, based on Full Time Equivalent Staffing of the projects. A surplus of £27,505 results in a positive movement of funds to £669,292.

As ever we are grateful for the support of our local funders and supporters: Barnes Workhouse, 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 have increased 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

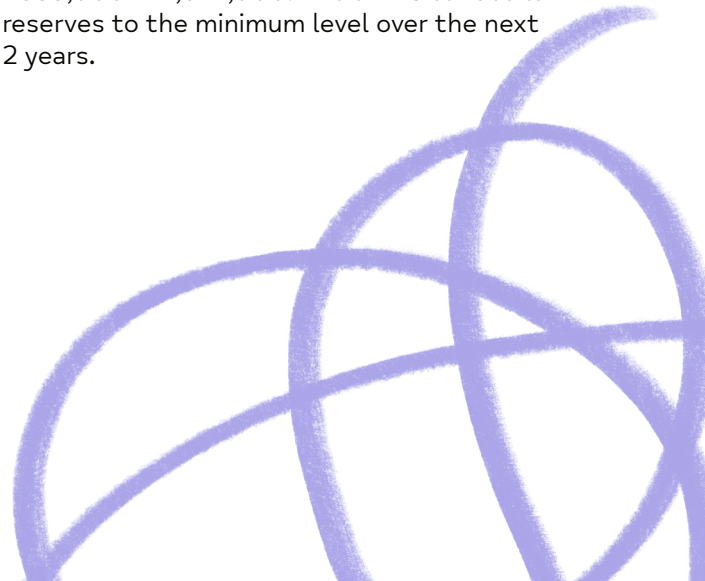
RB Mind holds reserves to increase resilience in times of uncertainty, to provide a temporary buffer if funding is lost, and to cover any future potential liabilities that are not provided for in the accounts.

RB Mind's funding model is a mixed one, with substantial 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. Through building fundraising activity, 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 £505,318 which is fractionally less than 3 months of future budgeted operating costs. The Board agreed additional expenditure on core infrastructure to enable growth in capacity and sustainability.

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. £535,000 - £1,074,000. The aim is to rebuild reserves to the minimum level over the next 2 years.



Thank you to our funders and fundraisers

We could not offer the services or have the same impact 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

Big Yellow, Richmond

East London NHS Foundation Trust

Fulwell Golf Club

Hampton Fund

Kirsty in a Kayak

London Borough of Richmond Upon Thames

London Marathon Runners

Masonic Charitable Foundation

Mind in Brent, Wandsworth and Westminster

Mind in Enfield & Barnet

National Mind

Richmond Active Fund

Richmond Charities

Richmond Parish Lands Charity

Richmond Voluntary Fund

Ride London Team

South West London & St George's NHS Trust

South West London Integrated Care Board

St Michael and All Angels Church

The Barnes Fund

Visor Art Dept

Waitrose

Why not 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. To find out more about our current opportunities please email: **volunteering@rbmind.org**

“ I still feel that I have the motivation, energy and experience to make a difference within the local community ”

RB Mind Operations Volunteer



Join the fight for better mental health

It is always a challenge for us to ensure the money we need is there to make all our services available to everyone in the borough.

This is how you can help:

Donate

You can make a donation to us at any time via our website: **www.rbmind.org**

Shop

You can also raise money for us when you shop online by selecting us as your chosen charity on fundraising sites like Easyfundraising

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:

fundraising@rbmind.org

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**





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Charity No. 1146297 | Company No. 7954134

A huge 'thank you'

to our friends at **Fulwell Golf Club** who raised **£51,326.78** to support the expansion of our work with children and young people. Your creative fundraising ideas and dedication throughout the year have been truly inspiring to us all.

