



Mind in West Essex Annual Review 2017

Chairman's Reflection

A look back over 2017

With increasing demand and a continuing squeeze on budgets, the last year has continued to be difficult for everyone in the voluntary sector, and Mind in West Essex is not immune to that. Despite this, our Staff, Board and Volunteers have continued to work their magic in providing services to our clients.



Since our last AGM, we have started our Futures in Mind service partnership, working with Phoenix Futures and Mid and North East Essex Mind to deliver services across Essex on a six-year contract.

Other projects that commenced in 2017 include our Bereavement Counselling service which has met a need that other services have been unable to fill, and we recruited two Community Engagement and Fundraising Coordinators to increase our profile and fundraising capability across West Essex.

We continue to operate our existing projects: Reducing Loneliness through Befriending; Counselling; Support Time and Recovery; Training and Resilience; Clinical Triage Service. All these projects are supported by Communications, HR, Finance

and Management teams doing a great job.

Finally, it would be remiss of me not to mention a number of Trustee changes in the last year. After 10 years as Chairman, Doug Mason has stood down from that position, but we are delighted to say he is remaining on the Board as Treasurer. Doug has been a strong and sure leader for those 10 years, and the organisation owes him a great deal of thanks for his commitment and wise counsel.

Amanda Bettison has resigned as Treasurer as her work commitments meant she was unable to attend meetings. Amanda was a competent and reassuring Treasurer with an eye for detail, and she will be greatly missed.

We do have two new Trustees in Lynn Maidment and Andrew Morgan, and I am sure they will have great input into our future direction.

Richard Crone

Richard Crone
Chairman



Chief Executive Projections

A look forward to 2018

Following on from a successful year that has to a large extent been about consolidation and slowly but surely getting back on our feet, I am looking forward to the opportunities that 2018 will bring.

We are particularly excited about the forthcoming launch of our e-training platform. We will be able to use this to reduce some of the barriers to volunteering. We hope that through this we will be able to further grow our volunteer base and develop additional volunteering opportunities.



We are delighted to have some additional resource, thanks to Healthwatch Essex and the Essex Community Foundation, to help us in our ambition to increase mental health awareness in Epping Forest over the coming year.

There are a number of members of the public who have set themselves interesting fundraising challenges over the coming months through which they aim to raise money for us and raise the profile of mental health in our local communities. To these

people we are so grateful and we look forward to being part of their journeys.

We will be continuing to develop new initiatives such as promoting the Time to Change movement, the Bereavement Service and Poetry for Positivity groups, whilst also continuing to develop and deliver all of our current offer in a way that responds to the needs of the people of West Essex.

In addition to the above I also look forward to continuing to support the development of the Essex Alliance, being part of the countywide work on reducing loneliness and to representing the sector on the Essex Health and Wellbeing Board.

Last but by no means least I am just looking forward to continuing to work alongside our fabulous team of staff, volunteers and trustees. Their support, skill and commitment to our mission is a real and tangible thing and for that I thank each and every one of them.

A handwritten signature in black ink that reads "Alison Wilson". The signature is fluid and cursive, with a long horizontal line extending from the end of the name.

Alison Wilson
Chief Executive Officer

Counselling Service

Private Counselling Service

The Private Counselling service grew consistently throughout 2017, providing support to 382 individuals in Uttlesford, Harlow and Epping Forest Districts.

We have a team of twenty-eight self-employed therapists who provide individual, couples and family interventions using a range of therapy types including Psychodynamic, Integrative, Person Centred, Hypnotherapy and Rewind.

Private Counselling Service

Based on respondents to feedback on the Private Counselling Service

90% said they would recommend the service

8 out of 10 individuals said that counselling has helped them to make positive changes in their life.



382
individuals
have accessed the service in 2017

4
Days

is the average wait time from initial contact to allocation



New Bereavement Service

Due to demand for a bereavement service in West Essex we established a bespoke service offering a range of support. The service includes education, counselling, group work and befriender support.

After securing funding we have been able to set up a ten-week programme in Great Dunmow and hope to establish groups throughout the rest of West Essex.



“There are no words to describe how much you have helped us... Sometimes people just need a little push in the right direction”

Life Management Skills

We continue to offer a lower intensity intervention through our Life Management Skills support. This uses guided self-help approach with regular support from a Life Management Skills Practitioner.

This helps you to understand why you think and behave the way you do; then you can begin to make changes to manage or overcome the difficulties that you are experiencing.

Training Service

Training Overview

In 2017 we had a significant growth in the amount of training we delivered. In previous years we would deliver about one or two courses a month, but between March and October we have been delivering at least one course a week - sometimes up to three. Even in the quieter months of November and December we still delivered seven courses. The source of the training has now split into two areas, one for National Mind and the other for ourselves.

We have been delivering to some significant organisations such as the RSPCA, Crown Prosecution Service, Standard Bank, Atkins Global, Thames Water, British Museum and Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services, to name but a few. Due to the excellent

feedback we receive, we often get asked back to deliver further courses.

Training Feedback

"Really enjoyed and engaged with the course content. Didn't feel like a 'going through the motions' type of course, was genuinely insightful"

"MHFA helped me to understand what I can do to help and not just what mental health is"

Mental Health First Aid

"Good ideas for reacting to challenging situations"

Supporting Teenagers Emotional Wellbeing Course

Training Courses

Supporting Teenagers Emotional Wellbeing is a half day parent/carer course about teenagers emotional wellbeing.

The course looks at teenage development and some reasons as to why they behave as they do, common mental health problems, self-harm and suicide. We explore straightforward and effective ways to help them and you make changes that can make this trickier time easier.

The course can be delivered over 3 weeks in 1 hour sessions or in one block, depending on your needs. Only £30 per person.



MHFA England

Mental Health First Aid

- Adult
- Youth
- Adult/Youth lite
- Workplace
- Schools & Colleges

Mental Health First Aid is an educational course which teaches people how to identify, understand and help a person who may be developing a mental health issue. In the same way as we learn physical first aid, MHFA teaches you how to recognise those crucial warning signs of mental ill health.

Fundraising Stories

Fundraising heroes of 2017

A huge thank you to every volunteer. Without you, we could not hold these events.

Charity Car Park

In July we were posted at Harlow College to operate their car park for the day. For just £2, busy shoppers can park all day with all proceeds coming to us. Despite the dull weather we managed to raise **£325**.

Bike-a-thon

To mark World Suicide Prevention Day on 9th September, we held a Bike-a-thon at Harlow Asda. With the help of four fantastic volunteers who cycled 115 miles – the border of West Essex – we raised an amazing **£932.35**!

Yoga Session

In November, yoga instructor Marcella kindly gave up her time to run a yoga session at The Maltings in Dunmow, raising a fantastic **£170**.

Mind Over Mountain

In August, twin sisters Ann and Catherine undertook the challenge of climbing Slievenamon Mountain in Ireland. They made it safely to the top and raised over **£1,000** in the process!

Talking Tea Party

For World Mental Health Day on 10th October we re-launched



our Talking Tea Party campaign, inviting local businesses to host their own party as the theme was Mental Health in the Workplace.

Pop Connect Networking

Pop Connect is a local Networking Group with a growing number of groups across Essex, Cambridgeshire and Hertfordshire. An incredibly talented singer songwriter in the Epping group is recording her own CD and is kindly donating all of the proceeds to us!

Parallel London 5km

Fundraiser Sarah overcame many physical and mental difficulties to complete this challenge. She raised an incredible [£792.51](#) for us, and her courage, resilience and determination are just some of the qualities that make her such an inspiration.

Charity Calendars

The Saffron Walden Mums That Can chose to target mental health issues in Mums and produced a Pin Up 1950' Charity Calendar 2018 to support us. Local companies kindly sponsored the calendar to pay for printing costs so 100% of the sales went to us. A huge thank you to all the Mums involved, who raised over [£800](#).

Christmas Bucket Collection

This rose over [£400](#) at Saffron Walden Tesco, thanks to the help of our volunteers.



Community Services

Support Time and Recovery

The Support Time and Recovery Service is delivered in partnership with the Healthy Minds Service, run by Hertfordshire Partnership Foundation Trust in West Essex.

Together we use our expertise to offer a wide range of talking treatments to help people with a variety of different mental health problems.

The STaR Workers have been kind, compassionate and flexible in supporting people to address their practical issues. Here are some of the comments we have received from grateful clients during 2017:



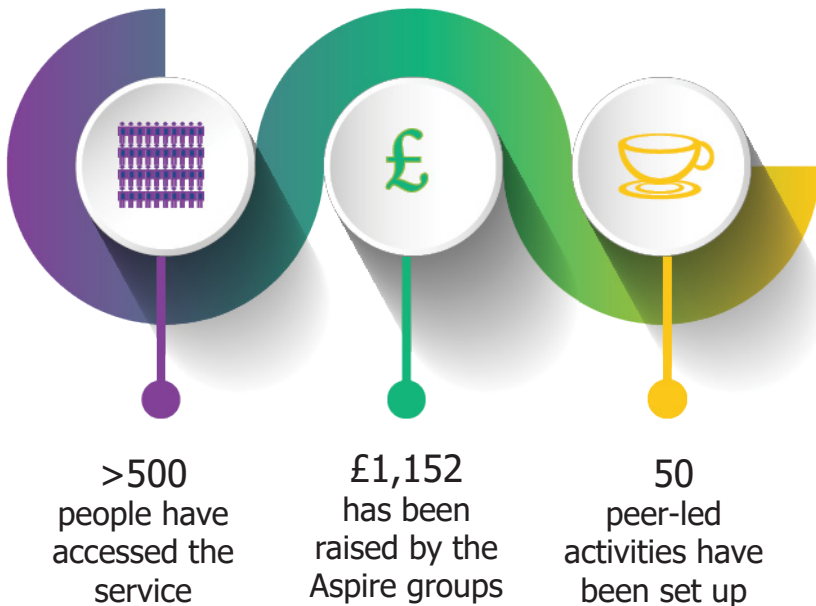
“I would like to thank you for your supportive service. Your calm voice (Sarva) with your foundation of knowledge certainly gave me confidence to move forward”

“Please pass on my huge thanks to Debi for all her help; I had nowhere to turn with all my worries about debts and she just sorted everything. She’s amazing”

Futures in Mind

February 2017 saw the Launch of an innovative approach to recovery in Essex; Futures in Mind is a partnership service with Phoenix Futures and Mind in Mid and North East Essex.

Futures in Mind is a coproduced service designed and delivered by staff, service users and volunteers. We provide an integrated support, advice, recovery and mentoring service for adults across Essex who have experienced poor mental health and/or drug and alcohol issues.



Wellbeing Assistants

Our Wellbeing Assistants have continued to provide excellent person-centred care and support to our service users in receipt of a personal budget. We know that continued support from a well-matched assistant helps people find their own path to recovery.


Our Wellbeing Assistants have helped clients navigate the benefit system, get back into the community, rediscover lost friendships, attend an award ceremony and challenge their own personal goals for recovery.

"It's helped me to build my confidence, to have things to look forward to" - Sarah

Reducing Loneliness – Befriending

Our befriending service has evolved to support people in West Essex experiencing loneliness; for people with little or no social contact, loneliness can lead to depression and anxiety, and can even shorten life expectancy.

Currently we have 30 people being supported by a befriender - a service that is invaluable, especially in our more rural areas of West Essex.



Clinical Triage Service

An Overview

Having first piloted the Clinical Triage Service in 2014 we have continued to develop and strengthen relationships with GPs throughout West Essex.

The triage service acts as a single point of access for adult mental health referrals. Following initial screening, referrals are directed to the most appropriate service. Discussions are held daily between the triage team and the primary and secondary care services.

We have seen the number of referrals coming through fluctuate but 2017 saw the second highest number of cases come through the clinical triage service.



New Staff and Trustees

Meet the newest of our team



"I think it is important to integrate therapeutic support and practical support. I feel that a holistic approach is the best way to tackle mental health issues and prevent them from recurring" STaR worker - Munaza

"I joined in July as part of the Administration Team, covering administration and triage, but mostly work on triage as it is always so busy! I feel proud being part of the team, to know we are each helping in different ways" - Amanda



"I joined in October as a Hub Administrator and now also work as a Time to Change Champion. I love both roles, as I feel I am having a direct and positive effect on improving mental health in the local community" - Sarah B

"My favourite aspect of the job is talking to people seeking counselling. Often they are anxious or distressed and it is our job to reassure them and to arrange their counselling sensitively and efficiently" Admin - Jen D





"I deal with HR, anything from advertising a vacancy, interviewing, managing staff's contracts, timesheets, holidays & sick leave, as well as other ad hoc duties as instructed by Kelly" - Emma

"From my time in the role, it has become apparent that many people see us as a large charity and do not realise that we have to raise our own funds to support people in the local area" Fundraising - Danielle C



"My role as a Wellbeing Assistant involves providing practical and emotional support to improve mental and physical health. I feel it is a very important part of helping to improve someone's quality of life" - Carolyn

When I have matched someone with a Befriender, it's not just rewarding for those people involved, but I also feel a sense of reward when I hear that it's going really well.
- Kim



Meet the newest of our team



I enjoy working on the Clinical Triage Service with Healthy Minds and the Mental Health Access and Assessment Team as we work together to ensure we reach the best outcome for our service users” Screener - Denny

“After joining in July I realised how much I enjoy working as part of a team, being involved in an individuals journey towards accessing the right support ” Screener - Natalie



“Improvements in mental health have been made however, there’s a lot still to be done and I look forward to helping the dedicated professionals of MiWE in whatever capacity I can” Trustee - Lynn

“I have worked in both public and private sector organisations. For the last 15 years have been running my own businesses. Helping MiWE with Marketing and Communication strategies both online and offline” Trustee - Andrew



2017 Highlights

Some of the highlights and donors

Huge thanks to our donors:

1st Tye Green Guides

J Clayden

T Wright

London Care

Daniel Robinson

Raytheon

R Clarke

Peasgood & Skeates

Chelmsford Star Cooperative

Mr & Mrs Harrington

Saffron Walden Round Table

Alloy Febweld

East Gate Masonic Lodge

M Pedata

Volunteer Sarah was a finalist in the Pride of Essex Awards for her contribution as a Community Champion.



Louis Spence popped in with Channel 5 News as part of a documentary on mental health.

We were finalists in the Essex TV awards for Charity of the Year



Supporting your community in Epping Forest, Harlow and
Uttlesford Districts

Uttlesford Community Hub
45 Stortford Road,
Great Dunmow,
CM6 1AT

01279 421308

10-11 Corner House,
Bushfair,
Harlow,
CM18 6NZ

01371 876641

www.mindinwestessex.org.uk



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