



Annual Impact Report 2014-15 + 2016 Calendar

Protecting and strengthening the voluntary sector
through capacity building and collaborative working

Annual Impact Report 2014-15

- | | | | |
|----|---|----|---|
| 3 | The Year in Numbers | 18 | Young People's Emotional Wellbeing and Employment |
| 4 | Chair's Report | | |
| 5 | CEO's Report: 'Leading Innovation in Mental Health' | 20 | Spotlight On Our Services For Young People |
| 6 | Launch of Innovative City and Hackney Wellbeing Network | 22 | Welfare Rights |
| 8 | Lessons Learned from the new City and Hackney Wellbeing Network | 24 | Advocacy: An Advocate for All Occasions |
| 10 | Psychological Therapies and Mindfulness | 26 | Appropriate Adult: Police Custody Service |
| 12 | Psychological Therapies: Impact | 28 | Employment and Education |
| 14 | Featured Project: Hoarding Intervention Pilot | 30 | Mind Recovery College |
| 16 | Older People's Wellbeing | 32 | New innovations for 2016: Training and Research |
| | | 33 | Financial Review 2014-2015 |
| | | 34 | Our Trustees, Staff and Volunteers |



The Year in Numbers...



46,804 hours of support to our clients across services and networks in 2014-15



38,853 hours of support across all City and Hackney Mind services



833 clients accessed our advocacy services, attending **14,606** face to face sessions



We supported **1,072** people detained in police custody

We supported **49** "hidden" carers, who previously faced barriers to accessing support



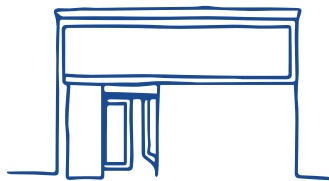
2,650 people referred to the City and Hackney Wellbeing Network from February to November 2015



355 people accessed our Welfare Rights service, attending **679** face to face sessions



198 clients accessed Talking Therapies, with **70%** of people reporting reduced depression, **73%** of people reporting reduced anxiety and **77%** reporting reduced psychological distress



420 clients accessed employment and accredited adult education services, comprising **1,026** support hours. **34%** of our employment clients successfully obtained jobs



19,284 one-to-one support sessions were held within our Recovery services, with **86.7%** of Recovery clients developing and strengthening their coping skills

Chair's Report

"If you want to go quickly, go alone. If you want to go far, go together" African proverb

There is little doubt that for City and Hackney Mind our most significant success of 2014-15 was winning the tender to provide community mental health services in Hackney and the City. Over 50% of our existing services were at risk and much of our future depended upon it. This was also true for the 10 partner organisations that were part of the bid for the new City and Hackney Wellbeing Network.

Preparation was complex and arduous for all involved and had many significant organisational and financial implications, but we believe that a progressive and rewarding model has been created by the commissioners, which is now being successfully delivered by us and our partners.

In February and March 2015 - the first two months of delivery - 380 clients joined the Wellbeing Network- over 2,000 hours of activities.

But it's not just winning contracts that counts.

To ensure our services are the best we can provide, this year we have integrated practices such as Mindfulness and Acceptance and Commitment Therapy throughout our Talking Therapies and have run Mindfulness courses across the borough creating greater impact and gaining more successful outcomes for our beneficiaries.

As trustees we have also put our contribution to the test. Through a review process we now look hard every year at how well we are fulfilling our role; in giving support to our staff, our volunteers and our clients, and in ensuring the organisation is well-run and financially robust in these demanding times.

Perhaps most importantly of all, this year we have taken major steps to involve users in the design of



innovative new services. We recruited 7 clients to act as peer leaders and to co-produce a Recovery College at IRIE Mind. The Recovery College is enabling clients to become experts in their own care and to transform their experience of recovery.

It has been a magnificent effort to achieve all of these things in a highly demanding year and I would like to thank the staff, volunteers, my fellow trustees and our service delivery partners, whose efforts in a period of intense change have been truly outstanding.

My thanks as ever to all our supporters, donors and service delivery partners and to those whose vision sustains, as a priority, quality provision for and by the community and local organisations such as Mind.

Hilary Potter,
December 2015



CEO's Report

"The best way to predict the future is to create it"

Our central objective is that in Hackney and the City, 'no one faces a mental health problem alone.' We will always be there to support our clients achieve their ambitions to lead fulfilled lives.

The demand for services is increasing while local authorities and clinical commissioning groups are demanding more responsive and higher quality services with less funding available. At the same time there is an increased impetus to direct payments and personalised services, creating a new market for voluntary sector providers to deliver services that were previously provided by the statutory sector.

Current data suggests that we can expect to see a 6% rise in the number of people aged 18-64 with a common mental disorder, or with two or more psychiatric disorders, by 2020. This data, in conjunction with the current economic and employment climate, suggests that we are likely to see an increase in the needs of users accessing our services, and therefore a greater need for provision.

Organisations like City and Hackney Mind are increasingly being asked to consider not only adult mental health care, but also provision for young people and older people, reflecting the Government's strategy for a more 'whole population', holistic approach to mental health services.

As a result of extensive discussions, our trustees, staff, volunteers and clients have determined that the following 6 goals will shape the future direction of the charity:

1. Strategic Objective One – We will deliver quality services that demonstrate high impact
2. Strategic Objective Two - We will embed innovative service user participation in everything we do
3. Strategic Objective Three - We will invest in ourselves and our networks to produce quality services
4. Strategic Objective Four - We will develop services to prioritise under-served local needs
5. Strategic Objective Five – We will take opportunities to grow sustainably to reach more people in order to achieve our vision that no one will face a mental health problem alone
6. Strategic Objective Six - We will influence and shape the future of mental health services to put users at the heart of service provision

The main priorities for City and Hackney Mind in the coming year are as follows:-

- To strengthen communication focuses- internal and external: media, direct marketing, websites and social media.
- To promote service development, capacity building and support for sub-contractors, Local Mind Associations and the voluntary sector.
- To develop specialist mental health services for young people, older people and people with learning disabilities.
- To develop a specialist African Caribbean and mixed race service to tackle health inequalities.
- To address the needs of new migrant and refugee communities in Hackney and Waltham Forest.



- To improve our internal infrastructure: teams, finance, HR, IT, database and premises.

We will continue to learn from best practice, be innovative and lead the way forward guided by the views of our clients. We are positive, confident and optimistic about what we do and the future. We are ambitious and have the drive and resources to achieve the challenging objectives outlined in our ambitious strategic objectives 2016-2019.

I am impressed and proud of the transformation that we have undergone in the past year. I would like to thank our service users, volunteers, staff and trustees for their contribution and achievements. Lastly I would like to thank our donors and supporters for your commitment and support for our work. Without your help and financial support, we would not have been able to achieve the impact on the lives of people outlined in this report.

Krishna Maharaj,
December 2015

Launch of Innovative City and Hackney Wellbeing Network

February to November 2015

- Since February 2015, we have received 2,560 referrals, all of whom have been supported to access the right services for their needs
- Currently, 1,334 clients are active members of the network, engaging in a range of activities and therapies with various organisations within the network
- 26,194 hours of support delivered to network clients



City and Hackney Mind, along with 10 local voluntary sector organisations, launched an innovative multi-agency mental health service for residents of Hackney and the City of London to address both the mental and physical wellbeing of our communities. This exciting new service was launched in February 2015, and named the 'City and Hackney Wellbeing Network' after extensive consultation with clients and partners <http://chwellbeingnetwork.london/>.

As the lead contractor, City and Hackney Mind was tasked with the difficult job of developing and implementing an entirely new service with a coherent identity, methodology and purpose; and at the same retaining the diversity and independence of 11 different organisations specialising in mental health, creative arts, specific cultural communities, English as a second language, and physical health. Despite the challenges this service presents, we are proud to lead a Network of community sector providers who not only reflect years of experience and expertise but also the diversity of the communities with which they work.

The City and Hackney Wellbeing Network provides a high-quality, seamless service with the aim of improving the wellbeing of people with common mental health issues such as anxiety and depression, as well as the recovery outcomes of those with more severe and enduring mental health conditions. Through the Network, residents of Hackney and the City of London are now able to access immediate support via a Single Point of Entry service as well as ongoing coordination of their care via a Network Coordination service. Network clients are supported to access a range of activities and therapies related to mental and physical wellbeing, social inclusion, creativity, and employment and education. Courses range from Mindfulness, to Resilience training, to Yoga, Cook and Eat and Arts-based groups.

'Any Door is the Right Door'

For each client of the Network, his or her journey begins with the Single Point of Entry team who serve as the gateway to the entire City and Hackney Wellbeing Network, including additional services within



City and Hackney Mind that are not part of the network and statutory mental health services. Our team supports every client who contacts our Single Point of Entry to access the support they require, whether or not they take up services within the Network. Referrals can be taken over the phone, in person, online or in writing and the team is always in contact with clients within 3 days of their referral.

We found this service to be crucial for people experiencing mental distress, who had previously expressed long-standing frustration and confusion about the disjointed mental health system and lack of basic coordination between services. The Single Point of Entry

team was therefore formed in January 2015 prior to the launch of the network and assumed responsibility for helping clients to access the right services at the right time and to become more knowledgeable about the range of support available to them. Our team also ensures that clients are successful in accessing appropriate services outside of the Network, namely with primary care, NHS services and Adult Social Care.



Lessons Learned from the new City and Hackney Wellbeing Network



To date, the City and Hackney Wellbeing Network has supported 2,560 clients who have self-referred or been referred into the Network <http://chwellbeingnetwork.london/>. Many of the clients contacting the Single Point of Entry team are in desperate crisis. They report ongoing and intermittent problems with self-harm, suicidal/hopeless thoughts, traumatic stress, addiction and crushing despair. Our Network Coordination and Psychological Therapies teams are therefore working closely together to meet demand and to ensure that people in crisis are able to access immediate and appropriate levels of support.

The Wellbeing Network is a unique and innovative service model, commissioned by Hackney Council and the City of London and designed in close collaboration with the City and Hackney Clinical Commissioning Group. Commissioners from across London are keen to replicate this model in other boroughs and have been consulting with us about the design and logistics of the service, as well as the

lessons we have learned in the first year. We have found that the Single Point of Entry and Network Coordination services have resulted in a more client-centred and responsive way of working and are a great success of the Network.

We have also received overwhelming feedback from clients and partners that a combination of individual and group-based support is required to address client needs and to help people achieve their goals. Our challenge in the coming year will therefore be to successfully negotiate an increase in the one-to-one provision offered by the Network, within the funding available.

Case study from the City and Hackney Wellbeing Network

Mr D is a 52 year-old man who struggles with what he describes as drug-induced depression. He was referred to the Network by his GP. Mr D reported feeling severely depressed, lacking enjoyment in life and finding it difficult to motivate himself to carry out everyday tasks. After meeting with his assigned Network Coordinator, he agreed to try a 5-week 'Mindfulness for Recovery' course.

During the initial session, he was irritable and anxious, often interrupting other members of the group. Mr D said that he was unsure about whether he would find the course useful. By the third session, Mr D began making positive contributions to the group, noticeably listening and providing thoughtful feedback. He also mentioned that he had been practising the Mindfulness exercises and was finding more joy in small everyday tasks. He began savouring 'being in the moment' with his children and found that he had more patience.

Throughout the course Mr D expressed on a number of occasions, a desire to return to work. A number of weeks after the end of the course, Mr D reported that he was now in part-time employment and that he continued to use the mindfulness techniques he learned. He reports using the mindfulness techniques to maintain a more positive outlook and to better manage negative thoughts and feelings.

January 2016

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
28	29	30	31	1 New Year's Day	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



Psychological Therapies and Mindfulness

Over the past year, our Psychological Therapies Department achieved a significant milestone; Service Accreditation with the British Association of Counselling and Psychotherapy (BACP). As a BACP-accredited service, we are able to assure our clients and our stakeholders that we have been independently assessed and demonstrate robust evidence of high quality provision and professionalism.

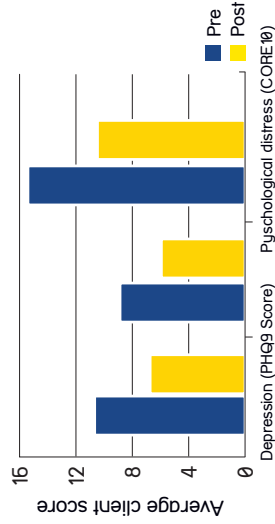
This achievement, along with the evaluation of our work by the Royal College of Psychiatrists and City University London's Psychology Department, has enabled City and Hackney Mind to validate the effectiveness, efficiency and quality of our work and to protect and even grow the service in the face of service and funding reductions.

This department has expanded significantly and is currently responsible for following strands of work:

- The Psychological Therapies Alliance www.cityandhackneypta.co.uk (with key statutory and voluntary sector partners to create a single Psychological Therapies care pathway in City and Hackney)
- One Hackney and the City www.onehackneyandcity.org.uk (a multi-agency and multidisciplinary specialist service for frail elderly and complex needs clients to address gaps in provision, improve physical and mental health outcomes and prevent unnecessary hospitalisation- Mind's role is as the voluntary sector mental health lead agency)
- City and Hackney Wellbeing Network (group therapy, including Mindfulness and Acceptance and Commitment Therapy, for clients with common mental health issues such as depression and anxiety and individual therapy for clients with more severe and enduring mental health conditions)
- Hackney Integrated Gangs Unit Framework Provider (offering a package of mental health support for gang affiliated young people and their families and training to colleagues in the Integrated Gangs Unit)

"I am so grateful for the therapy service at Mind. I have been self-destructive most of my life. I recently left a domestic violence relationship that ruined my self-worth, confidence and my ability to be a better parent than my own. My therapist is so thoughtful and knowledgeable about mental illness and trauma; she understood me and challenged me in a way that gave me hope, determination and compassion toward myself and other people in my life. I am now working, making better choices, trusting the right people and have found less negative ways to manage my emotions and anger. I wish I had therapy in my 20s so I could have avoided all this pain. Thank you so much for everything"

Outcomes: clients' mental health before and after therapy



- Mindfulness Therapies Unit - creating a teacher training programme with Mind in Salford to roll out across the Mind network in England and Wales as well as expanding our Mindfulness courses throughout Hackney and the City of London
- Hoarding Pilot Project - funded by Mind and City and Hackney Clinical Commissioning Group (CCG)
- African Caribbean Service - improving access to culturally competent narrative and individual therapies for hard-to-reach client
- Carers' Mental Health Support - providing mental health support and advice to Carers
- Reduced Cost Psychotherapy Practice - evening and early morning hours for people in work
- Counselling for Parents of Young Children - long-standing partnership with Ann Tayler Children's Centre to provide therapy for mothers with postnatal mental health issues to facilitate positive attachment with their babies; improved parenting skills and mental wellbeing.
- Young People's and Older People's Specialist Services

February 2016

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	1	2	3	4	5	6

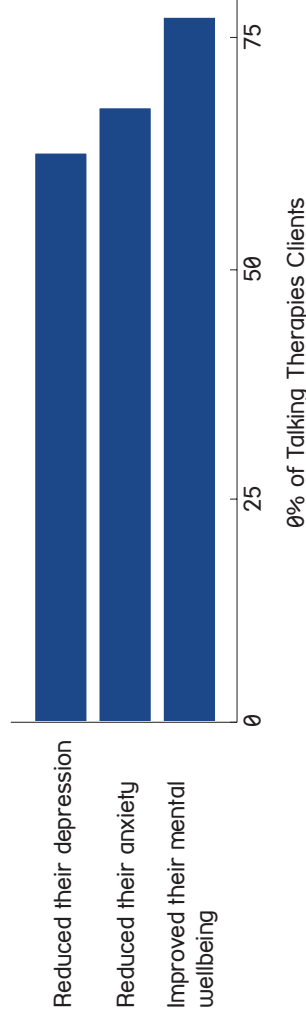


Psychological Therapies: Impact

Recent achievements:

- Service Accreditation with the British Association of Counselling and Psychotherapy (BACP), assuring our clients and stakeholders that we demonstrate robust evidence of high quality provision and professionalism
- Protecting our high-demand service in the face of significant funding reductions
- Of our 198 Talking Therapies clients, 70% reported reduced depression, with 73% reporting reduced anxiety and 77% reporting reduced psychological distress and improved daily functioning, as measured by validated clinical outcome measures.
- Expansion of the department to include specialist services for: complex and severe mental health conditions, hoarding, African Caribbean communities, home-bound clients with multiple health issues, at-risk young people and people with personality disorders
- Meeting the standards of the Improving Access to Psychological Therapies NHS framework, with data uploaded to the national IAPT database and strong partnership with the local NHS IAPT Talking Therapies Service
- Creation of an in-house Mindfulness ‘Teacher Training and Delivery Unit’ which will pilot a teacher training and clinical placement programme for the Mind network across England and Wales
- Developing expertise in evidence-based group therapies to reach greater numbers of people
- Formal collaborations with key statutory and voluntary sector mental health agencies via the ‘Psychological Therapies Alliance’ and ‘One Hackney and the City’ Service
- Strengthening our partnership with City University’s Psychological Department, through the formal establishment of a new Centre for Psychological Wellbeing and Neuroscience www.city.ac.uk/arts-social-sciences/psychology/research/centre-for-psychological-well-being-and-neuroscience, which will expand our academic research into Mindfulness-based therapies and offer placement opportunities for postgraduate students in psychology
- Identification of 49 “hidden” carers of adults with mental health conditions, who had not previously received support, to build their

Therapy outcomes



resilience and to address their own mental health issues and stressors, in partnership with GP surgeries.

We believe we have been able to survive and even thrive, despite radical changes across health and social care sectors, because we have focussed on developing expertise in evidence-based therapies, on nurturing collaborations with key colleagues from other organisations, on continually evaluating the impact of our work, on reviewing client feedback and on transforming a traditional counselling service model into a flexible and multidisciplinary service.

‘We would like to acknowledge and appreciate all the work you have done for our families over the years. It has been a great pleasure to have worked with you personally and working together to achieve good outcomes for the families you have supported’.

Ann Taylor Children’s Centre Staff



March 2016

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
29	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25 <small>Good Friday</small>	26	27
28 <small>Easter Monday</small>	29	30	31	1	2	3

Featured Project: Hoarding Intervention Pilot



At City and Hackney Mind, a new pilot project is supporting people to tackle the problems associated with hoarding.

The service, funded by National Mind and City and Hackney Clinical Commissioning Group (CCG), is based upon a toolkit that encompasses a range of assessment tools and

best practice techniques together with innovations such as Mindfulness and Acceptance and Commitment Therapy (ACT). The toolkit is intended to make best use of evidence-based treatment and to include new multidisciplinary and multi-agency approaches to supporting people suffering from hoarding disorder.

Achievements:

- 30 clients have self-referred in the first 3 months of the pilot
- Referrals have been placed by new contacts in Social Services, statutory health services and voluntary sector agencies
- 10 clients are currently engaged in the pilot
- 1 client has been helped to avoid eviction. Another is being supported to maintain independence

- We have a waiting list of clients for the new service and we are working with colleagues in the One Hackney and the City Service to address demand, including referring appropriate clients for peer support groups
- Our clients are learning new skills to help them understand the causes of their behaviour and make adjustments to help reduce their symptoms and therefore improve their lives socially, domestically and financially.

Ms Smith came to us under threat of eviction due to severe hoarding behaviours affecting the health and safety of herself and her neighbours. Our Hoarding Intervention Pilot enabled us to offer Ms Smith long-term psychological support in her home, telephone coaching and a remit for us to collaborate closely with relevant services such as the local Adult Safeguarding Team, Housing Officer, a local de-cluttering service and her GP.

To date we have been able to work close with Ms Smith to:

- Avoid eviction and maintain independence in her own home.
- Have the space and support needed to encourage insight, understanding and the potential for change.
- Talk about her emotional difficulties around acquiring and discarding possessions.
- Let some items go and address her anger and resentment without judgment or shame
- Gradually reduce her anxiety and stress about discarding items via graded CBT exposure exercises

“You’ve made me understand that this isn’t just about being untidy – a few people have suggested that my hoarding is about loss and not letting go but I didn’t take them seriously.”

April 2016

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1



Older People's Wellbeing

The One Hackney and City programme www.onehackneyandcity.org.uk, commissioned by the City and Hackney Clinical Commissioning Group (CCG), has led to City and Hackney Mind reaching new populations who have not previously been supported due to issues such as frailty, impaired physical mobility, isolation, agoraphobia and hoarding. We are now able to reach out to people in their own homes and to work in an entirely new and flexible way, in close partnership with health, social care and mental health professionals.

We have found that therapy and emotional support has been especially effective when coupled with joint-working between health and social care professionals. With our clients' consent and participation, we are now working closely with GPs, Adult Social Care, physiotherapists, dieticians, housing associations, psychologists and other voluntary sector providers to bring about the best possible health outcome for each client and to prevent unnecessary physical and mental health deterioration. In addition, we have offered an integrated approach to the support provided to clients, drawing on tools and techniques from Cognitive Behavioural Therapy, Dialectical Behavioural Therapy, Acceptance and Commitment Therapy,

Mindfulness-based Stress Reduction and Psychodynamic Psychotherapy, according to need and circumstance.

We have focused our work on helping Older People build greater awareness of their patterns of behaviour and their need for meaningful activities and social support. We have also offered individual Mindfulness sessions which has resulted in reduced stress, anxiety and depression. Overall, our home-based work has resulted in our clients increasing their engagement with friends, family, health professionals, community activities and wider social networks.

As part of the City and Hackney Wellbeing Network, we are running specialist wellbeing groups to improve older people's social networks, including 'Memory and Wellbeing' and a 'Life Begins at 50' group. These groups result in new friendships, help people deal with loss, volunteering opportunities, financial planning and include trips such as theatre visits.

Looking forward, we will extend the work to reach a wider number of people via a peer-led model, where older volunteers will visit people and support them into the community, as part of the Big Lottery Ageing Better programme, managed by Connect Hackney and our local CVS.



Miss N, aged 78, was referred to City and Hackney Mind experiencing severe mobility issues, depression, anxiety and isolation. A Mind psychotherapist worked with Miss N in her home over a number of weeks. Together, they used cognitive behavioural

therapy techniques to increase Miss N's daily activities and social contacts. To address a lack of motivation that is common in depression, the therapist used Motivational Interviewing techniques to help Miss N become more willing to re-connect with friends, to become more proactive around her physical health care and to agree to participate in community-based activities such as a local art class and book club that she previously enjoyed.

There has been a significant shift in the level of Miss N's social isolation. With support from City and Hackney Mind she has enrolled on a local art course, re-joined a book club, and is more confident to leave her flat to attend health appointments and meet up with friends. With support from both 'MRS Independent Living' and City and Hackney Mind, progress has been made with the de-cluttering and organisation of Miss N's home, an important factor in her low mood and isolation. Miss N has described that her depression feels less heavy and more manageable and feels she has rediscovered confidence she felt she had lost.

May 2016

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
25	26	27	28	29	30	1
2 <small>Early May Bank Holiday</small>	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30 <small>Spring Bank Holiday</small>	31	1	2	3	4	5



Young People's Emotional Wellbeing and Employment



Leaving school and getting help, holistic support for 14 – 25 year olds

- In 2014-15, City and Hackney Mind worked towards the development of an integrated, specialist service for young people from ages 14 – 25 years. Our offer is multi-disciplinary and adapted to the needs and circumstances of each client. We have drawn together projects to include elements of employability, training, volunteering, higher education, psychotherapy and mindfulness. Our clients are able to access a 'pick and mix' of services through our single point of entry gateway. We also work primarily with young people with complex mental health issues and gang-affiliated
- young people struggling with anti-social environments, homelessness and housing issues, troubled families, poverty and exclusion.
 - 132 young people have benefitted from the project
 - 13 young people have entered paid employment
 - 2 young people were supported to retain paid employment
 - 1 young person obtained an apprenticeship
 - 6 young people were supported to find a work or volunteering placement

- 10 young people enrolled for further education
- 39 young people were supported to obtain housing
- 7 young people were supported to return home

Xavier* is a young man who was a victim of gang violence (stabbing) and has had ongoing mental health difficulties from childhood (PTSD) due to neglect and physical abuse. He struggled in school due to a lack of confidence, learning difficulties, problems with authority and poor concentration. Initially referred to City and Hackney Mind for emotional support via our work in Waltham

Forest Gang Prevention Programme, Xavier built a trusted relationship with a psychotherapist at City and Hackney Mind, over the course of a year. This was integral to his recovery as a victim of violence, specifically embedding the daily practice of mindfulness into his routine. Xavier reported finding the shorter mindfulness exercises, such as the 3 minute breathing space,

particularly helpful. Mindfulness practice helped Xavier cope with his anxiety and feelings of confusion, with managing anger, and reducing his reliance on cannabis (which he had previously been using nightly to deal with anxiety and boredom and to combat feelings of anger and worthlessness). The psychotherapy and mindfulness sessions gave Xavier techniques to respond to adverse and

stressful situations, enabling him to engage in his own life values; with support from City and Hackney Mind's employability team he successfully applied to train abroad for six months. Xavier became more confident, driven, and resilient and had a life-changing experience during his time abroad.

June 2016

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3



Spotlight On Our Young People's Services

Featured Project: Future Connect in partnership with Alone in London

Mental ill health is both a cause and a consequence of homelessness and there are higher rates of mental health problems in the homeless population than in the population as a whole. The onset of mental illness can trigger, or be part of, a series of events that can lead to homelessness. Our project, Future Connect, delivers specialist mental health support and employability workshops to young people in London at risk of homelessness or currently homeless.

In partnership with Alone in London, the project combines expertise to address multiple support needs including mental health problems, homelessness, deprivation, vulnerability and substance abuse. This ensures that young people have access to the specialist advice and support to secure employment and resettle more permanently. Ultimately, the project leads to more young people being able to manage independent living.

"I found that working with my advisor makes me feel better about myself and situation. My advisor continues to support me and doesn't judge me - instead I find that she helps me realise that I am capable I just need to work on getting emotionally strong and pin pointing what it is I actually WANT to do! I realise that this journey is going to take time, yet having support services like Alone in London and employment advisors is beneficial for anyone needing help." Future Connect young person.



Mindkit Coordinator and young people with the Duke of Cambridge, who attended a wellbeing session in October 2015.

2015. Their training course was accredited by the University of Middlesex. 4 of the volunteers were supported onto higher education courses, including two enrolling in teacher trainings.

Young people learn about evidenced-based approaches called 'The 5 Ways to Wellbeing' and 'Mindful Living' to look after their mental wellbeing and boost their resilience, which can improve their ability to cope with life's challenges, their self-confidence and performance.

"I'm including these brilliant ideas in my own life. Simple, straightforward and helpful indeed. I'm also sharing these great ideas with my friends. As I go along with my teacher training course, I find the training I had at Hackney Mind invaluable. I'm already using some of the facilitation skills at my teaching practice." Mindkit Volunteer Youth Wellbeing Trainer

Featured Project: Talent Match

Talent Match is a youth-led approach to supporting unemployed young people into employment. By working with young people, employers and community organisations, we help young people not only to find work, but also to nurture their skills, confidence, and resilience.

In 2014-15, City and Hackney Mind Talent Match supported 35 long-term unemployed young people in three boroughs into positive, productive futures, helping those facing the biggest barriers to overcome them. By working with young people, employers and organisations grounded in the community, the team helped young people not only find work but navigate fulfilling and long lasting careers. Through personalised, one-to-one support, we helped 8 young people achieve meaningful and sustainable jobs, 5 into further education and 8 more into voluntary work.

Featured Project: Mindkit in partnership with Mind in Bromley, Lewisham, Richmond and Harrow

An award from the Department of Health's Health and Social Care Volunteering Fund (HSCVF) has enabled City and Hackney Mind to train 10 inspiring peer volunteers to deliver free, interactive and structured wellbeing and resilience sessions to young people aged 14 - 25 years old in schools, colleges, universities, youth centres and other community organisations.

Our 10 Mindkit Volunteer Youth Wellbeing Trainers all have their own lived experience of mental ill health, and have delivered wellbeing and resilience sessions to 871 young people since June 2015.

July 2016

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



Welfare Rights

"The rights of every man are diminished when the rights of one man are threatened." John F. Kennedy



With the significant changes in social security, benefits and tax credits, in 2014-15 we encountered many clients who had reached a crisis point by the time of their self-referral. The majority of these clients' mental health had deteriorated owing to the stresses of trying to manage their money and

be a proactive manager of their own welfare benefit and finances, providing information and impartial advice to enable them to access other services available as appropriate. Many of our clients who have maintained stability will often express a desire to return to work or seek volunteering opportunities, and continue working with City and Hackney Mind to achieve these goals.

We reach out to our community and provide advice and guidance in multiple settings:

- Hackney Community Mental Health Teams
- Tyssen Street, Dalston, as mental health specialists for Hackney CAB

City and Hackney Mind has a small yet dynamic customer-focused Welfare Rights team. We provide free, unbiased advice and guidance for the residents of Hackney who live with mental health difficulties. We are committed to supporting our clients to gain a stable financial platform from which they are better able to make informed choices.

Frequently, clients accessing the Welfare Rights service will have multiple issues of debt, housing, benefit and health concerns all impacting on their mental health and wellbeing. Our aim is to work with the client to increase their financial stability and maintain their tenancies, empowering each client to

- Drop-in service at Hackney Service Centre
- Home service for people who are unable or find it difficult to leave home
- Money Smart, providing debt advice
- GP surgeries

At every opportunity we are expanding to fill voids in Welfare Rights for the mental health sector, to offer a more complete service to fulfil the needs of the Hackney community. Our clients who are no longer in crisis and managing their benefits go on to access the range of activities and therapies offered by the Wellbeing Network at Mind.

"I feel on top of the world, at last I can stop worrying, also for my Dad who is my carer, he has been very stressed" (Welfare Rights client)

"Mind's City and Hackney office serves as a safety net for those with mental health issues in the borough who are having problems accessing benefits" (The Guardian online, 19/01/15).

In 2014-15, City and Hackney Mind staff spent 1,033.97 hours working to support clients with welfare rights issues. We held 579 face-to-face consultations and supported 355 clients.

August 2016

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

29 Summer Bank Holiday



Advocacy: An Advocate for All Occasions

	Hospital-Based Advocacy	Community-Based Advocacy	Total
Number of Clients worked with	475	358	833
Number of Face-to-Face Sessions provided	11,912	2,694	14,606
Hours of support provided	5,964	5,253	11,217

City and Hackney Mind has been a provider of independent mental health advocacy services since 1992. The organisation has been awarded the Quality Performance Mark administered by Action for Advocacy in acknowledgement of the quality of service provided by the project.

Independent Advocacy supports individuals to understand and access their rights and to engage with health and social care processes in order to achieve the best outcome for the person. Advocates support their clients

to access and understand information, make their own informed decisions, communicate their wishes and have their voices heard. At City and Hackney Mind we primarily support our advocacy partners (clients) to speak up for themselves, both to empower individuals and also to ensure the views and wishes of the individual remain central to our work.

During 2014-15 the organisation has delivered both statutory and non-statutory forms of advocacy support across multiple sites in hospital, forensic and community settings:

Service Type	Statutory Advocacy		Non-Statutory Advocacy	
	Independent Mental Health Advocacy (IMHA)	Care Act Advocacy	Inpatient Advocacy	Community Advocacy, within the 'Advocacy for All Hackney' network

Since 2012 City and Hackney Mind has been the lead provider in the Advocacy for All Hackney network; funded by Hackney Council, this service provides independent advocacy support for local Hackney residents living

in at home or under the care of the London Borough of Hackney's Social Services.

Under the Advocacy for All Hackney banner, we are proud to be working closely with a range of local community-based organisations

in the delivery of this service. Working together as a network of local providers, we are able to offer choice to people wishing to use the service and better able to meet the varying needs of Hackney's diverse population.

Advocacy for All has helped people to address issues identified as social determinants of ill-health, including debt and homelessness. It has also helped to ensure that people are fairly represented within the criminal justice system. Many clients have, of course, presented with multiple issues and it is one of the network's strengths that it encompasses a range of staff skills appropriate to the needs of vulnerable people.

Provider	Specialism
City and Hackney Mind	Mental Health
Age UK Hackney	Older Age
Mencap	Learning Disability
North London Muslim Community Centre	Muslim Community
CHOICE in Hackney	Disability
City and Hackney Carers Centre	Carers
Chizuk	Orthodox Jewish Community
Bikur Cholim	Orthodox Jewish Community
Vietnamese Mental Health Services	Vietnamese Community

Achievements:

- Successful leadership of the multi-agency 'Advocacy for All Hackney' network, a community advocacy service comprising 9 local voluntary sector organisations
- Expansion of our statutory advocacy work, Independent Mental Health Advocacy (IMHA), to now include Care Act Advocacy
- Independent review of the Advocacy for All Hackney service conducted by Martin Coyle, Director of True Voice and former CEO of Action for Advocacy.

Featured Project Advocacy for All Hackney Network

"Advocacy for All Hackney are delivering advocacy that is local, connected, effective and highly valued by those who use it. The network demonstrably increases the ability of people to be involved in, speak up about and take control of their own care. This supports the local authority to meet duties under the Care Act.

The Advocacy for All Partnership achieves all of these things through the provision of consistently high quality, issue based independent advocacy that leads to real change in people's lives."

Martin Coyle, Director of True Voice and former CEO of Action for Advocacy.

September 2016

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2



Appropriate Adult: Police Custody Service

The Appropriate Adult service continues to play a vital role in the criminal justice system and in safeguarding the rights and welfare of vulnerable adults and young people in Hackney and Newham. The service has supported over 1,000 people in police custody in the past year, spending 2,461 hours helping detainees in police custody, averaging nearly 7 hours of support per day. This reflects the dedication of our volunteers and officers, who have all worked tirelessly to ensure a high quality service is in place.

This year, we have sought to expand our support as Appropriate Adults to our clients after they leave police custody. As a result of this, we have established more concrete steps in signposting people to wider services in Hackney and Newham, including housing, financial advice, course enrolment or particular mental health services. Since the launch of the City and Hackney Wellbeing Network, we are now part of a more integrated mental health network into which Appropriate Adult clients can be referred seamlessly.

As the service grows, support for volunteers has become more varied. We have organised informative and engaging workshops, ranging from sessions in recognising particular mental

health symptoms to how to deal with varying crisis situations. We have had an information session from the NHS Liaison & Diversion Service and have an upcoming session from the Child and Adolescent Mental Health Service (CAMHS). We have also had assistance from City and Hackney Mind's Clinical Director, Hana Villar, who organised key workshops to enable Appropriate Adults to discuss their challenging experiences supporting young clients involved in gang culture. All such sessions have proved insightful for the service in helping us address the challenges we face as Appropriate Adults.

In 2015, the Home Office commissioned the National Appropriate Adult Network (NAAN) to produce a report on the provision of Appropriate Adults for mentally vulnerable adults. In August, as part of the launch of the report There to Help, City and Hackney Mind's very own Amy Byrne appeared on both BBC Radio 1 and BBC 2 to highlight the crucial role of the Appropriate Adult. Amy has worked closely with colleagues at NAAN to campaign for the AA role to be given full statutory recognition and her contribution to the excellent report by NAAN can be found at www.appropriateadult.org.uk.



Remembering Ronald Todd

This year we have suffered a deep and tragic loss; the passing of

Appropriate Adult, Ronald Todd. Ron

volunteered with City and Hackney Mind for over 12 years and, over the course of that time, supported a huge number of vulnerable detainees. Ron's work, expertise and personality were invaluable to the project and he will be sorely missed by all who worked with him. Ron was part of the fabric of the criminal justice system in Hackney and his support was highly valued by both clients and Hackney police. Ron brought great wisdom and experience to the Appropriate Adult role and, whilst there is still work to do in ensuring Appropriate Adults can do the utmost in protecting vulnerable detainees, there is no doubt that Ron played a huge role locally in ensuring high standards. We will continue to work towards maintaining the standards set by Ron and ensure clients have access to this crucial support.

October 2016

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6



Employment and Education

"The mind is not a vessel to be filled, but a fire to be kindled" Plutarch

City and Hackney Mind has a long-standing history of delivering a high quality Employment and Education Service for individuals who struggle to find and maintain work and to achieve their higher education goals due to their mental health issues.



- Our service provides:
- Individualised Employment Support, particularly to young people, via our Future Connect and Talent Match projects
 - Group-based Employment courses as part of the City and Hackney Mind Wellbeing Network
 - Job Retention case working
 - Accredited Adult Education courses in Literacy, Numeracy, English as a Second Language and Information Technology
 - Employment and Job Retention Support embedded within the local Primary Care Psychology Service

Last year, we had 445 referrals to our employment services. 420 clients received services from us.

- We provided 1,025 support hours to these clients.
- We supported 53 clients to begin paid employment.
- We supported 55 clients to begin a mainstream education or training course
- We supported 91 clients to apply for a mainstream education or training course
- We supported 44 clients to begin volunteering
- We supported 73 clients to access advice about employment issues
- We supported 184 clients to develop their CVs or interview skills

Employment Support Feedback

"When I was offered the job, I started to cry, as I had been through such a bad year, but now I felt I had finally achieved something. I can't describe the feeling, as I had honestly thought my life was over, but with the right support and belief, I had been given a new opportunity."

Job retention case study

Ms C had been signed off work sick for two months with stress before contacting City and Hackney Mind. Our specialist Job Retention Advisor offered to act as a liaison between Ms C and her HR department to open up communication and help Ms C back into work. We worked together to form a plan of a phased return with reduced duties, regular catch up meetings and a more supportive line management structure. Ms C has now returned to work on a phased return with new, supportive adjustments in place.

Education

In 2014-15, we supported 218 adult learners at City and Hackney Mind, with 189 completing their courses, an 87% completion rate.
60 people successfully passed full accredited examinations.

119 learners achieved RARPA and in house certification

The OCR ITQ Level 2 Award course which ran from Sep 2014 – Feb 2015 was the most successful of them all with a completion rate of (9/10) 90% and an achievement rate of 9/9 (100%).

The short, 12 hour ICT course that ran between June and July 2015 provided some very positive outcomes. One student completed the short 'Create a Website' course and this enabled him to develop sufficient skills to consider designing his own website. He has now started a business called Fruit 2 Go, has a client base and is due to register his company.

Numeracy:

QCF Edexcel Maths Level 1 award, March-July 15, 8 learners registered and 8 (100%) completed and achieved Level 1 award.

November 2016

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4



Mind Recovery College

"I have learnt that people will forget what you said, people will never forget how you made them feel" Maya Angelou

"Mind is a home. We have laughter and joy, mixed together to give it flavour. It is hope for tomorrow, so keep doing what you are doing for our wellbeing and health." Recovery College graduate 2015

In 2014-15, City and Hackney Mind launched the Mind Recovery College, a centre of education to empower those with experience of mental ill-health with the necessary skills to support themselves and others in recovery. We have two educational pathways: Peer Leadership Training and the Recovery College curriculum for prospective students who are interested in taking relevant classes to enable them to become more self-reliant in managing their mental wellbeing. The

Recovery College seeks to nurture peer leadership and peer support in order to increase self-management, social inclusion and self-belief for those in all stages of their recovery, as well as reducing stigma and reliance on crisis services.

People with lived experience of mental ill health, or 'experts by experience', with a degree of stability in their lives, are encouraged to attend an intensive 8-week Peer Leadership Training Programme. Graduates of the programme are invited to become volunteer Recovery Champions.

Our Recovery Champions have valuable experiences to share with others about their own journey to recovery. They also contribute to developing the Recovery College curriculum and co-facilitate classes alongside City and Hackney Mind staff. The Recovery Champions are powerful role models, mentoring individuals and supporting them to build skills within the community, thus making positive use of their own experiences.



Courses at City and Hackney Mind Recovery College, co-designed and co-delivered by our Recovery Champion peers, include:

- Mindfulness for Recovery
- Introduction to Hearing Voices
- Understanding Relationships and Recovery
- Spirituality and Recovery

We had 480 referrals to the College, and assessed and accepted 459 clients. The Recovery College is funded by City and Hackney CCG and the London Borough of Hackney.

A total of 19,284 one-to-one support sessions were held, and 5,868 hours of group work took place.

- 95.6% of 480 referrals to our Recovery services were accepted onto a Recovery programme
- 86.7% of clients developed and strengthened their coping skills, to manage their mental health and daily independent living
- 81.7% of clients were supported to begin volunteering
- 91.7% of clients were supported to take up new or previous leisure pursuits
- 83.3% of clients were enabled to begin giving support to others
- 90% of clients were supported to improve their confidence/self-esteem.

"I have been attending Mind and Core Arts for five years. I attended a songwriting session- I never knew I had a gift but I realised then I could write songs. I've been writing ever since and have released my first album, "Only Two Questions", and am working on another. Without the support of Mind this would not have been possible, the social activities there helped me build up the energy. Without Mind I wouldn't have been able to do this, they were a very important part of the process. Other service users have told me they like it and this makes me very happy. It is my way of sharing my experiences with others, my experiences of tough times. Life is a challenge, but it can all work out for good. Making music lets me take the burden off my shoulders. I want to encourage people to use and share their gifts, whatever they are." Fola Kotun
 To listen to Fola's music go to www.folakotun.com

December 2016

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24 Christmas Eve	25 Christmas Day
26 Boxing Day	27	28	29	30	31 New Year's Eve	1



New innovations for 2016

Training and Research

City and Hackney Mind has established a portfolio of training courses which we deliver to service users, health professionals, and voluntary sector colleagues, as well as to corporates and businesses in the City of London, including international law and finance firms. In early 2015, we were awarded a training grant from the Health Education North Central & East London (HENCEL) fund via our Clinical Commissioning Group to deliver mental health, mindfulness and recovery training sessions to GPs, teachers, social workers, nurses and other health professionals. Through the HENCEL fund we co-designed and are delivering training courses with our service users related to Mental Health Recovery.

We continue to support high quality research into the impact and effectiveness of our various services, in particular our Mindfulness training courses.

City University London – Research Partnership

In 2016, we plan to strengthen our partnership with City University's Psychology Department, having formally established the Centre for Psychological Wellbeing and Neuroscience in 2014-15. This will expand City and Hackney Mind's knowledge base and expertise in Mindfulness-based therapies, bolstered by academic research demonstrating our efficacy and impact. Through this partnership, we will undertake a significant programme of academic research and knowledge exchange. We will also be offering placement opportunities for postgraduate students in psychology to gain hands on experience in community mental health.

Training Programme in 2016

- Mental Health First Aid
- Mindfulness based Stress Reduction and Cognitive Therapy
- The Neuroscience of Mindfulness
- Mental Health Awareness for Employers
- Resilience Training, based on Acceptance and Commitment Therapy
- Motivational Interviewing
- Mental Health Recovery – a Peer-Led Training Programme
- Debt Prevention – a Peer-Led Training Programme
- Face-It Programme – an intensive therapeutic course which makes use of alternative methods of expression (drama, art and story-telling)
- Understanding and working with Personality Disorders

For enquiries please email training@cityandhackneymind.org.uk

Mental Health Recovery 'e-learning'

In close collaboration with our service users and Recovery Champions from our new Recovery College, we developed a bespoke Mental Health Recovery e-learning programme. This e-learning programme includes moving film testimonies made by our service users about the need for mental health professionals to adopt a recovery-based value system and approach to their work with mental health clients. This e-learning course will be made freely available to all health and social care professionals in Hackney and the City of London in 2016.

New Products from Mind

In 2016, we are developing:

- A Mindfulness teacher training and clinical placement programme, in partnership with Mind in Salford, for the Mind network across England and Wales
- A Hoarding Intervention best practice toolkit, which will be made available to housing associations, mental health agencies and social care practitioners

Debt Prevention Programme – A spotlight on Peer-Led Training

Debt can cause poverty, shame and stigma, eviction, relationship breakdown and leave people at risk of developing long-term emotional distress. The Thames Water and City and Hackney Mind Debt Prevention Programme was developed to highlight the power of peer support and more specifically to address the relationship between mental health and debt. Clients are supported to develop their financial and IT skills, make informed decisions about their money and spending habits and to understand the difference between short-term and long-term financial goals. In this peer-led programme, people recovering from mental ill-health share their own experiences with debt and the techniques they used to improve their lives. "The Debt Prevention course was excellent; I was aware that if you do not budget well, you would or might get in to debt. I am carefully starting to monitor how I spend and what I give out. I manage my spending by going to other stores and choosing the best prices. I am also not lending my money to others without giving deadlines or I do not at all – I am becoming more assertive. My spending is not excessive and I balance myself by having a little money in the bank at all times. I am starting to be trained by Allison in money management and since I am going to be teaching too, I myself have to make sure I know what I am doing also."

Reaching African Caribbean Communities – making mental health services more acceptable, easy-to-access and effective

In 2016 we are expanding our Psychological Therapies services to include specialist provision for African Caribbean communities, drawing on a variety of narrative and creative therapies. Our Drumming Circle class has proven to be extremely popular and is well-attended; most importantly it seems to serve as a gateway for people from African Caribbean backgrounds with mental health problems to become more trusting and willing to seek support. We have begun to offer other narrative therapies such as Silence the Violence, developed in South Africa, and Tree of Life, developed in Nigeria, to improve mental health through a focus on strengths, resilience, cultural connection and pride.

Our intensive five day 'Face-It' programme explores clients' personal beliefs and values through alternative methods of expression such as drama, art and story-telling to uncover people's deeper internal dialogue and repressed emotion, leading to improvements in the quality of their family life.

In partnership with East London NHS Foundation Trust's BME Access Psychology Service, we have co-delivered 'Tree of Life' narrative therapy courses resulting in participants from the course seeking individual counselling through our Psychological Therapies team to address their mental health issues and current life stressors.

Financial Review for 2014-2015

	General 2015 £'000's	Designated 2015 £'000's	Restricted 2015 £'000's	Total 2015 £'000's	Total 2014 £'000's
INCOMING RESOURCES					
Grant Income	-	-	12	12	84
Voluntary income	5	-	-	5	4
Investment income	3	-	-	3	2
Advocacy & Advice	930	-	21	951	951
Psychotherapy & Wellbeing	646	-	287	933	532
Education & Employment	308	-	168	476	605
Other incoming resources					
Other income	16	-	-	16	11
Total incoming resources	<u>1,908</u>	<u>-</u>	<u>488</u>	<u>2,396</u>	<u>2,189</u>
RESOURCES EXPENDED					
Charitable activities					
User involvement	-	-	-	-	-15
Advocacy & Advice	-1,032	-4	-65	-1,101	-954
Psychotherapy & Wellbeing	-744	-6	-255	-1,005	-469
Education & Employment	-126	-3	-334	-463	-553
ICRF Contract Readiness	-	-	-18	-18	-78
Governance costs	<u>-14</u>	<u>-</u>	<u>-</u>	<u>-14</u>	<u>-17</u>
Total resources expended	<u>-1,916</u>	<u>-13</u>	<u>-672</u>	<u>-2,601</u>	<u>-2,087</u>
Net (outgoing)/incoming resources before transfer	<u>-8</u>	<u>-13</u>	<u>-184</u>	<u>-205</u>	<u>102</u>
Transfers between funds	68	-68	-	-	-
Net movement in funds	60	-81	-184	-205	102
Funds at 31 March 2014	<u>408</u>	<u>206</u>	<u>234</u>	<u>848</u>	<u>746</u>
Funds at 31 March 2015	<u>468</u>	<u>125</u>	<u>50</u>	<u>643</u>	<u>848</u>

The revenue of the charity increased by 9% to £2,396k (2014: £2,189k). The charity continues to grow incrementally. The charitable company had net outgoing resources of £205k (2014: incoming resources £102k). The deficit was primarily due to reductions in designated and restricted funds.

The funding environment continues to be challenging. We remain dependent on funding from local authorities, and London Borough of Hackney in particular (72.4% of 2014-15 income), where we expect overall budgets to continue to reduce. Notwithstanding this, income grew by 9% which reflects increased activity in all service lines

(except Education), and in particular the first two months of the Integrated Mental Health Network contract.

On an ongoing basis we have a strategy in place to protect our income levels (and in turn service levels) which is twofold: 1) continue to be best in class provider of mental health services in the City and Hackney, this is supported by positive feedback from our stakeholders; 2) continued bidding for contracts and grants which support our core activities - excellent progress has been made during 2014-15 towards this goal.

Our reserves remain reasonably strong at £643k, representing approximately 2-3 months of costs.

A special thanks to the following for their support...

The Ann Tayler Children's Centre; The Big Lottery Fund – Awards for All; The Big Lottery Fund – Talent Match; The Big Lottery Fund – Wick Award; City and Hackney CCG; City Bridge Trust; East London NHS Foundation Trust; Hackney CAB; Health & Social Care Volunteering Fund; Homerton University Hospital Foundation Trust; London Borough of Hackney; London Borough of Newham; London Borough of Waltham Forest; National Mind; Norwood; Shelter; The Hackney Learning Trust; Thames Water Foundation; Time to Change; Tinder Foundation; Trust for London; Worshipful Company of Actuaries; Zurich Community Trust

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Meral Oral, Senior Advocate
Amanda Blanks, Community Advocacy Lead
Yim Fan Li, Chinese Specialist Mental Health Advocate

Anca Crasmaru, Community Mental Health Advocate
Esther Ebbing, Jewish Specialist Mental Health Advocate
Elliot Popeau-George, Community Mental Health Advocate
Aoife Hughes, Community Mental Health Advocate
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Benjamin Morgan, IMHA
Hanane Tarhzouti, IMHA
Asli Anik, IMHA
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Sam Worrell, Learning Disabilities Specialist IMHA
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Ben Norton, Independent Care Act Advocate
Malika Ghoualmia, Community Mental Health Advocate
Angela Jacobs, Community Mental Health Advocate
Brandon Goolcharran, Advocacy for All Administrator

I.R.I.E. Mind Recovery College

Shane Collings, Assistant Clinical Services Manager
Jane Edwards, Interim Recovery Day Centre Manager
Allison Hughes, Peer Leadership Coordinator
Nichola Lauder, Interim Head of Recovery and Social Inclusion
Mitchell Mullen, Referral and Pathway Coordinator
Jacqueline Paton, IRIE Mind Support Worker/ Catering Service
Howard Kelly, Locum BME Outreach Worker
Kareem Reynolds, Locum Hearing Voices Group Facilitator
Lisa Jenkins, Sessional Art Group Facilitator

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Zain Ali, Appropriate Adult Support Officer
Lee Benjamin, Appropriate Adult On Call Officer
Scimone Green, Appropriate Adult On Call Officer
Alison Hogg, Appropriate Adult On Call Officer
Rafaelia Sahin, Appropriate Adult On Call Officer
Viera Agolli, Appropriate Adult On Call Officer
Laura Rowland, Appropriate Adult On Call Officer
Jazzmine Cheriton-Francis, Appropriate Adult On Call Officer

Recovery College:

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Jacqueline Paton, Cook and Community Development Worker

Education and Employability:

Lorraine Looker, Job Retention Worker
Ian Causer, Employment Advisor
Kalpna Depala, Employment Advisor
Olivia Haltman, Employment Advisor
Ariane Samuels, Youth Employment Advisor
Sarah Oakley-Hill, Education Coordinator
Eunice Olusina, Literacy Tutor
Stephanie Linkogle, ESOL Tutor
Anna Newman, ESOL Tutor
Gerry Fell, Numeracy Tutor
Robert Russell, IT Tutor
Jackie Sharland, Education Manager

Welfare Rights:

Reeta Kauppinen, Senior Welfare Rights Advisor
Tracey Clonan, Welfare Rights Coordinator
Ayan Dini, Welfare Rights Advisor
Craig Rice, Trainee Welfare Rights Advisor
Chris Wilcock, Trainee Welfare Rights Advisor
Will Pringle, Welfare Rights Advisor

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Amy Byrne, Head of Wellbeing Network/Mindkit Coordinator
Kernisha Henry-Beckford, Network Navigator
Michelle Okpocha, Network Navigator
Marco Pilia, Network Navigator
India Roche, Network Navigator
Reshma Karia, Network Navigator
Abeola Gilfillian, Network Navigator

Ahn Doan
Luisa Bloom
Marco Pilia
Robert Rees
Maxwell Addo
Victoria Cousins
Adrian Cox
Hanna Suvanto
Reeta Kauppinen
Philippa de Lacy

Single Point of Entry:

Sahil Patel, Single Point of Entry Coordinator
Wanda Canton, Graduate Officer
Hannah Foster, Graduate Officer
Cristina Folarin, Graduate Officer
Nasima Begum, Graduate Officer
Geraldine Tovey, Graduate Officer

Apprentices:

Alexandra Schofield, Education
Edward Hammond, Business Administration

Psychological Therapies volunteers

Borja Ramirez-Carderas
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Appropriate Adult Volunteers

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We won't give up until everyone experiencing a mental health problem gets both support and respect. Help us shape the future of mental health.

Donate now: For better, local, mental health. Registered charity no. 283329

Visit our website www.cityandhackneymind.org.uk
or go to www.justgiving.com/cityandhackneymind/

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Advocacy For All Hackney