

Annual Report

2016/17





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Welcome letter

We are pleased and proud to be introducing the 2016/17 Manchester Mind Annual Review, which highlights the impressive impact of our work during the year.

It seems fitting to start with a huge thank you to all our dedicated staff and volunteers who demonstrate untiring commitment to supporting people struggling with the impact of mental health issues. We also offer our sincere thanks to all our funders, from our large contributors to our growing number of individuals who fundraise for us. We appreciate every penny of funding we receive, which enables us to support, maintain and develop our services within Manchester, and which this year enabled Manchester Mind to support 5084, which is more than ever before.

As a charity, we need to be fully aware of, and be able to respond to, changes that are taking place locally, regionally and nationally. Greater Manchester (GM) Devolution is the major change, which began in April 2016 with Greater Manchester becoming the first region in the country to take control of its combined health and social care budgets. Within Manchester, a new Local Care Organisation is being developed and with a similar purpose of combining health and social care delivery

across the city. Our ever-closer partnership with our fellow Local Mind Association neighbours across Greater Manchester is a key part of our response. Furthering this collaboration with our Local Minds, and developing joint services, will be a key strand of work during 2017/18 and beyond.

Every year we say that we are working in a difficult, challenging and changing environment and it is once again true that we are. We are seeing more people who are struggling to cope with changes such as Welfare Reform and the impact of such changes on mental health is significant. It has strengthened our commitment to providing good quality face-to-face advice services. Our belief continues to be that this work is vitally important and if people are struggling around benefits, debts and housing issues then it makes it much more difficult to deal positively with mental health issues and indeed some of these practical issues will be exacerbating or even be the trigger for poor mental health.

To meet such challenges, one of our key strategic choices this year has been to grow our undesignated funding to enable the charity to be more sustainable, and to continue to develop and maintain services that reach and connect with more people challenged by mental health. Our success in bringing in new funds through fundraising, delivering training and through Good Mood Food catering has enabled us to give critical focus towards improving awareness of the impact of poor mental health on individuals,

families and communities. All of our services have continued to develop volunteering roles, which act as a way of people improving their own wellbeing whilst also giving their valuable time and skills to support our services.

Externally, we would like to acknowledge and thank our partners with whom we learn and share our skills and time. Partnership work really has enhanced what we can deliver together and this year we celebrated the recommencement of funding for the Manchester Volunteer Advice Partnership after a 12-month absence. This work that had been vital in helping us assist more people with their advice needs and alongside a new partnership funded through the Big Lottery, 'Help Through Crisis Fund', we have been able to support more young people in crisis, with their advice needs. Our involvement in Big Manchester Family Intervention Project also continued after further funding was awarded.

In terms of the future, Manchester Mind has the belief that by working openly and collaboratively with individuals, partners and funders we can continue to provide and develop valuable and vital services for Manchester residents affected by poor mental health.

We hope you enjoy reading our Annual Report and that it provides you with a sense of the breadth of services we continue to deliver and the impact they have on the lives of people dealing with the impact of poor mental health.

Nigel Doran
Chair of Trustees

Elizabeth Simpson
Service Director

Facts & Figures

5084

people accessed
Manchester Mind
services (15% increase
on previous year)

81

Building a Healthy
Future courses
delivered

1625

free meals served
(or for donation)

102

advice drop-ins
delivered

One to one
support given

395

times

345

people
volunteered

1694

people accessed
advice

18

people regularly
attended peer
support groups

82%

of volunteers said
that volunteering
has led to improvements
in their mental health

95

Pay What You
can sessions
delivered



175

BAHF course
attendees

2594

young people
received support

151

young people
accessed
counselling

184

young people
volunteered

330

people received
workplace
training

164

free training
sessions
delivered

38

workplace
courses
delivered

£124,707

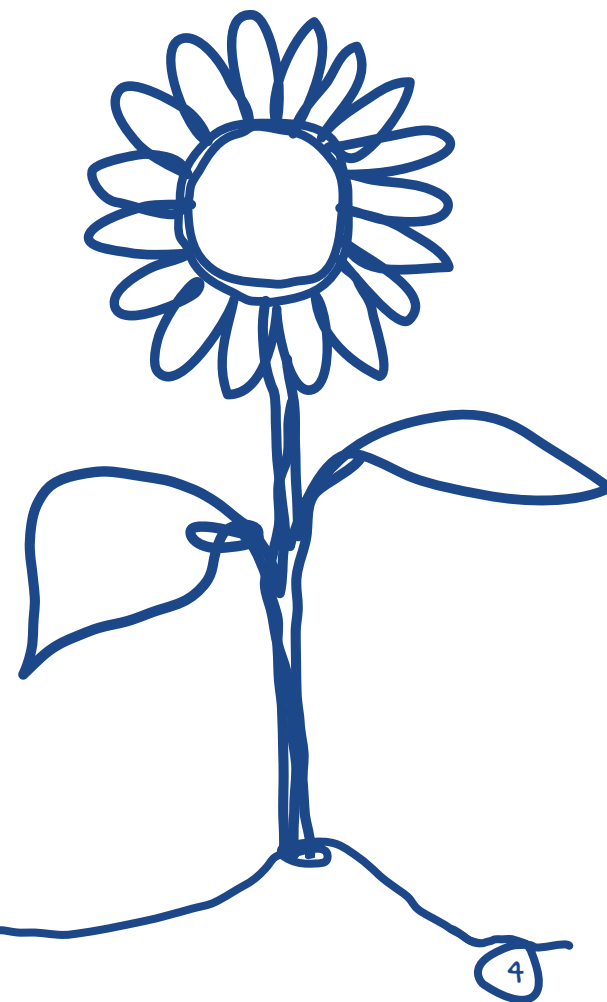
raised
through
fundraising

13

charity of the year
partnerships

184

fundraisers



Food for All



Attending the cafes and eating the meals served really has been a lifeline for me.

Food is important to all of us – a healthy diet is important for physical and mental health and the act of planning and preparing meals can be valuable in helping build skills and confidence. Sitting down to eat can bring people together and reduce isolation. This is why Manchester Mind has a focus on food. Our projects during the past year have included: Community Café's at The Zion Centre and Harpurhey Wellbeing Centre, Good Mood Food and Pay What You Can sessions. Our Southern Allotment session has also continued to run, providing a space for people to get into the open air and involved in growing. Food for All is now our collective name for our projects which focus on food.

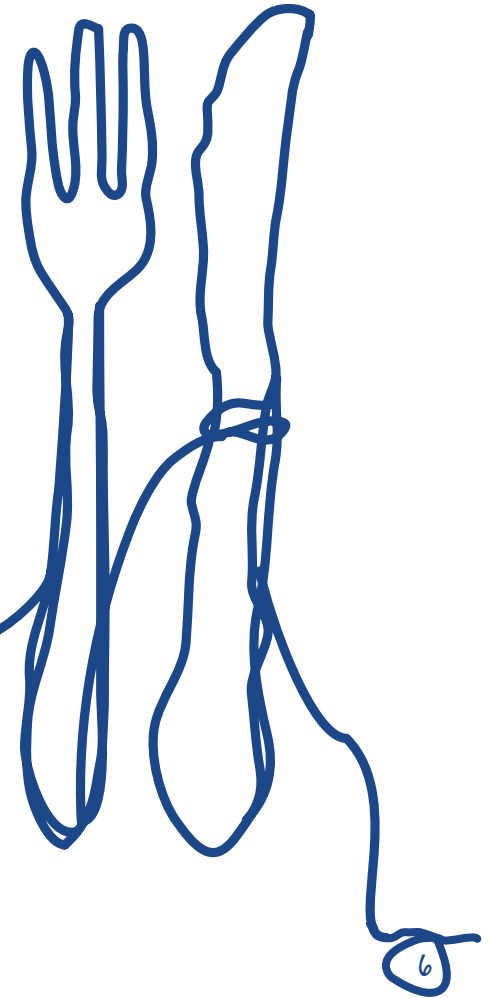
Pay What You Can

This year we have run Pay What You Can Sessions in two different venues, Zion Community Resource Centre and Brunswick Parish Church. We have served approximately

1625 meals to those in need of a warm nutritious meal under the premise, pay what you can afford, or eat for free.

In Brunswick we are working alongside Brunswick Parish Church, homelessness charity JustLife and Brunswick Wellbeing Café. Our main focus has been to provide delicious and nutritious meals for people who are also receiving support from advice workers and specialised housing workers, as well as emotional support from friendly staff. At The Zion Centre, alongside a core group of regular customers who eat with us every week, we regularly serve meals to people who are accessing drug and alcohol services in the building as well as people who are coming to collect food bank vouchers.

Many of those who come to eat with us are either street homeless, on benefits, in insecure short-term housing or are coming to eat because they are socially isolated. We have





also had four live music performances provided by Music in Hospitals and Care, with the aim of promoting wellbeing in a safe, relaxed environment.

We have also noticed a marked increase in the number of meals being served in both venues

and an increase in the number of vulnerable people coming to eat with us, particularly in relation to mental and physical ill-health. We have also begun to feed families. In both venues we work alongside volunteers who help us to cook and serve the meals.

Manchester Mind Cafes

The Manchester Mind cafes deliver high quality, nutritious and reasonably priced meals to staff, people who use services in the building and to the local community at both the Zion Centre and Harpurhey Wellbeing Centre.

The cafes aim to strengthen and promote mental wellbeing through the provision of training placements, within a supportive environment that understands the impact of poor mental health and the barriers that can be created, which may prevent people moving on with their lives.

People who have been impacted on by poor mental health tell us that social isolation and lack of confidence in their level of skills or having gaps in their CV's can make it difficult to see a way forward. The cafes offer an intervention that can be put in place to support a recovery pathway.

We work with a diverse range of people, all who have been affected by, or are at risk of, poor mental health. We take referrals from individuals and other services and work with up to 25 people at any one time. The cafes provide people with training and skills that are transferrable not only to work but to home and overall wellbeing as well – planning, cooking, dealing with difficult situations, working in a team, learning about food, healthy eating and exercise as well as having access to all of the additional Manchester Mind training.

Peer Support



Through helping other people I helped myself. I've met some good people and felt trusted and understood. In some ways the peer support project has saved my life.

In the past year we have run two peer support groups at Harpurhey Wellbeing Centre – 'Get Help Give Help' and 'Allrounders'. Our groups have been developed and planned in a co-productive manner with volunteers who all have lived experience of mental health conditions. Volunteers facilitate the groups and create a safe place where people can share their stories and where everyone is accepted and welcomed.

The project has supported 40+ people with a diverse range of mental health conditions in this time, most have found it difficult to access help elsewhere or are isolated and have little or no additional support.

2016/17 was a busy time for Manchester Mind peer support. The groups partnered with Manchester Art Gallery for an exclusive

mosaic project as well as being involved in a photography project in partnership with the Creative Living Centre in Prestwich.

In October 2016 the group invited Michael Salmon, Lead Commissioner for Mental Health Services, for lunch and to hear first-hand the benefits of peer support, receiving great feedback after the meeting. During this time, we were also nominated for the Marsh Award for Excellence in Peer Support. Volunteers Alan and Helen gave a speech about what 'Give Help Get Help' means to them at the awards ceremony. Although we didn't win it was a great honour to be nominated.



Advice



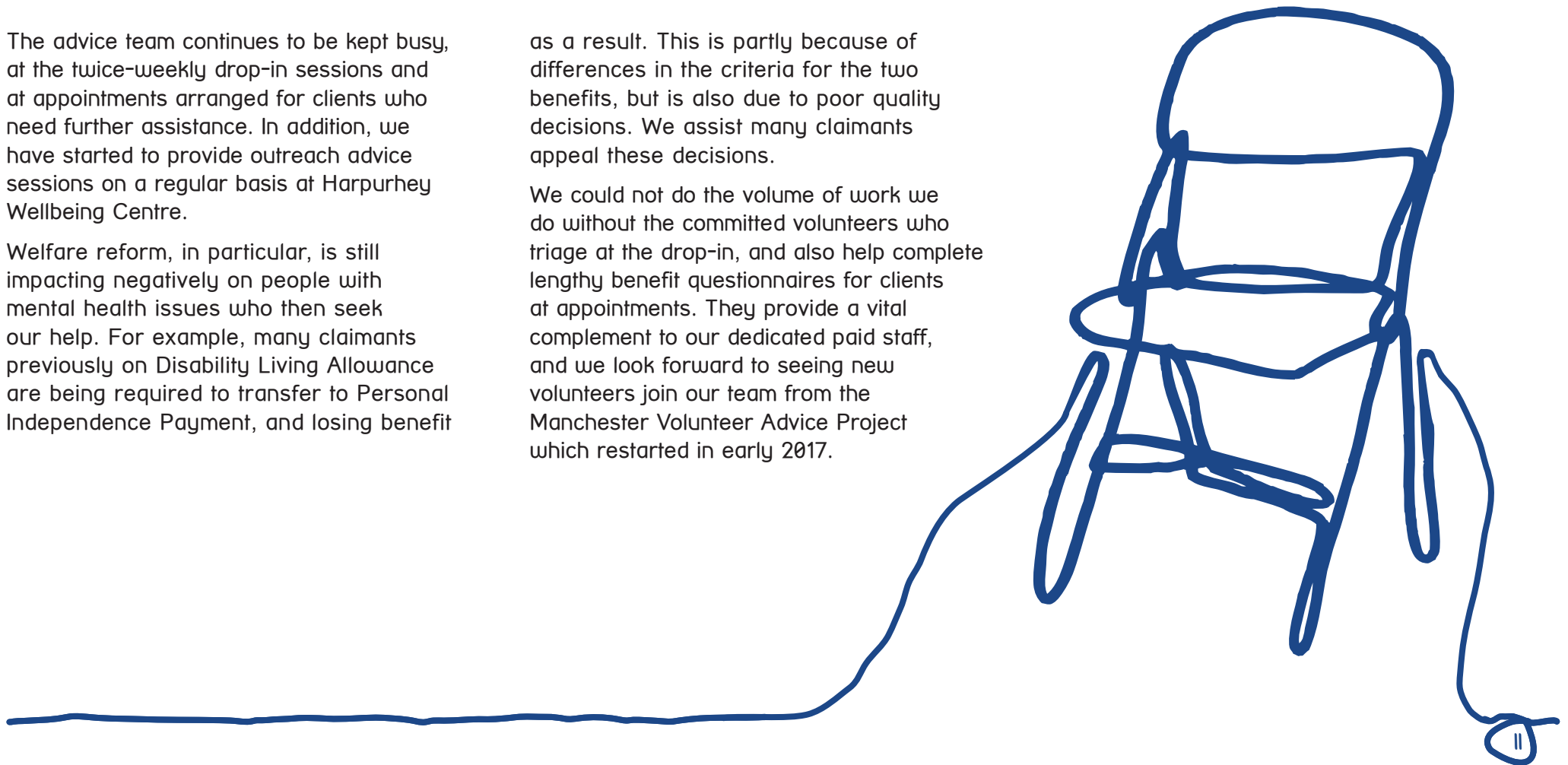
Thank you for taking the time to support me. I couldn't have won my appeal without you.

The advice team continues to be kept busy, at the twice-weekly drop-in sessions and at appointments arranged for clients who need further assistance. In addition, we have started to provide outreach advice sessions on a regular basis at Harpurhey Wellbeing Centre.

Welfare reform, in particular, is still impacting negatively on people with mental health issues who then seek our help. For example, many claimants previously on Disability Living Allowance are being required to transfer to Personal Independence Payment, and losing benefit

as a result. This is partly because of differences in the criteria for the two benefits, but is also due to poor quality decisions. We assist many claimants appeal these decisions.

We could not do the volume of work we do without the committed volunteers who triage at the drop-in, and also help complete lengthy benefit questionnaires for clients at appointments. They provide a vital complement to our dedicated paid staff, and we look forward to seeing new volunteers join our team from the Manchester Volunteer Advice Project which restarted in early 2017.



A portrait of a woman with brown hair tied back, wearing black-rimmed glasses and a grey textured jacket over a black turtleneck. She is smiling slightly. The background is a blurred outdoor scene with green grass and trees.

MVAP

Following my retirement from education, I was looking for a voluntary role that allowed me to continue using some of my skills. MVAP has allowed me to help those in need, who may have struggled accessing advice elsewhere, while learning so much at the same time.

The Manchester Volunteer Advice Partnership (MVAP) has been our innovative and collaborative partnership with Greater Manchester Immigration Aid Unit, Cheetham Hill Advice Centre, Manchester Refugee and Support Network and Centre Point –YPSF. After a successful two year period, the project unfortunately ended in 2015 when the funding finished. Undeterred, as we felt that the partnership was delivering valuable work, a further bid was submitted to the Big Lottery Fund which was successful and therefore the project restarted in December 2016.

The partnership works collectively to recruit volunteers from our own communities to be fully trained to support the partners in the delivery of advice services.

The period from January to April was spent recruiting staff and building up networks to promote the volunteer advice training. The aim of the work is to support the partner organisations to increase capacity in delivering advice whilst also providing a valuable way of building skills and knowledge within our volunteer community.



Young People



Since being involved with YASP things have changed considerably for me in terms of my state of mind. I have become more confident, less anxious and less depressed. I also feel accepted. I no longer feel as if society is judging me, I now feel a greater sense of belonging.



The last year has seen us refine and better understand our work with children and young people. Whilst our work in the community has remained focussed on 15 to 25-year-olds, our increasing presence in Manchester's schools and colleges has seen us engaging with large numbers of 12 to 18-year-olds in an educational setting.

Central to development and delivery has been a co-production approach that recognises the expertise that young people have and the contribution they can make to their own wellbeing and to the wellbeing of the peers and wider community.

The key elements that have emerged from this work in the last year has been the importance of normalised conversations about emotions and mental wellbeing. This idea has resonated

with young people from across Manchester's diverse communities as well as across the gender spectrum.

We have found mental health to be an area that young people in Manchester are passionate about and one that many are committed to improving for themselves and particularly for their peers. Manchester Mind has responded to this by expanding our peer mentoring programme and starting to develop resources that are more accessible and help young people to navigate the services we provide and also to better understand resilience and coping skills.

In the last year we trained 98 mentors. This has meant that we were able to provide a mentoring service to 86 young people who were supported by someone similar

to themselves. Our mentoring service has had one of the most diverse uptakes of any of our mainstream services.

We took this year to co-design a set of 'user guides' for our young person's services. These leaflets were co-produced by young people from ASGMA (the Autistic Society for the Greater Manchester Area) and young people who had used Manchester Mind's services in the past. The resultant set of user guides are used as the main resources to explain and promote Manchester Mind's services to young people.

This has led to large numbers of young people using the mentoring service. It has also led to an increase in uptake of clinical services such as our Counselling and Assessment Service and development opportunities within our volunteering and training programme.



Building a Healthy Future



The course helped me to see what was lacking in my life so that I could feel happier, you gave me tools to lead a more fulfilled life.

The original Building a Healthy Future (BAHF) pilot project for people with diabetes, heart disease and arthritis came to an end in March 2016, though a grant from CCGs in December enabled us to deliver six further courses.

We extended eligibility to include people with other long-term conditions, and amended and wrote appropriate materials. We started to deliver the first of these courses in February 2017.

Meanwhile, we spent much of 2016/7 designing and delivering an intervention based on the original BAHF but aimed at anyone over 55, to aid the transition into retirement and improve resilience in later life.

We delivered seven of these courses, funded by Calouste Gulbenkian, and had some very impressive and pleasing feedback from those who attended the sessions. 67 people in total enrolled on the courses, and 47 completed the course and partook in the evaluations. Levenshulme Inspire were so pleased with the course that they commissioned us to run a second one at their venue, which took place in January/February 2017.

Pam, participant on Old Moat course in May 2016:

“The retirement course was like a key given to us. My sister and I used the key and opened the door to a whole range of new activities. We are on a creative writing course and are producing a script, centred around community in Withington and how this affected and is affecting our lives. Prior to this course we have connected with intergenerational activities at the university. We have learned new craft skills, wool felting, tile making and gardening projects hanging baskets. In two weeks we are making bird feeders. A luncheon club has evolved and some new friendships formed. We’ve linked with museum and art gallery activities and retirement has been completely revamped and upgraded. Thank you for starting us off on this adventure. Your well run course was a catalyst for us.”

Manchester Engagement Team



I can't tell you how very grateful for all you have done for us. I will miss you very much. Thank you for being there.

We continued to work in partnership with the new provider of mental health services in Manchester – Greater Manchester Mental Health Trust during the year to provide a service to people who have a serious mental health diagnosis, have complex presentations and who have found it difficult to engage with community services. Our support workers, social workers, housing and welfare rights workers and admin staff have worked alongside mental health trust staff to deliver this vital service which works assertively to engage with people and maintain that engagement to a point where people feel able to better engage with community mental health services.



Volunteering

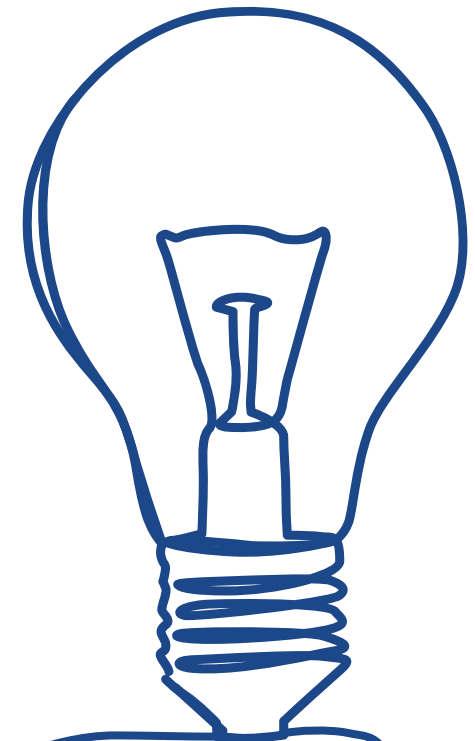


When I get too caught up with the things that are stressing me, being here and interacting with people helps reset a sense of normality. Now that I think about it, it also feels familiar, it feels like home. That sense of belonging somewhere is very good for you I think.

Volunteering has continued to be a vital part of service delivery this year with 345 people giving their time across all Manchester Mind services – including peer mentoring, peer support groups, admin, advice, training, catering and fundraising. Volunteering is enabling us to reach more people but also importantly it provides opportunities for people with lived experience of mental health issues to give something back which we know is important to people and also build confidence and skills – a vital element of improved mental health. All volunteers have had access to training both to enable people to carry out their volunteering roles but also development training such as presentation skills, confidence and assertiveness and mental health awareness training.

Volunteer James says:

“Providing administrative support to the volunteering project has allowed me to feel valued and supported whilst working in a warm and friendly environment. Not only has the voluntary work allowed me to rediscover old skills and build my confidence, but more importantly it has improved my mental health. Manchester Mind offers a lifeline through opportunities to anyone living with a mental health condition. I feel privileged to be part of the team and it’s a great feeling to work with people who allow you to contribute to the organisation through the voluntary work you do. I would without a doubt recommend and encourage anyone to volunteer for Manchester Mind.”



Training



You provide such an essential service here in Manchester, I have lost count of how many individuals I have come across at my mental health awareness events that have been helped out by your charity; specially with the cuts to so many front line services in this area.

At Manchester Mind we have long offered mental health awareness training but in 2016-17, seeing rising demand from employers across Manchester, we took the decision to expand our workplace training offer. Awareness campaigns have pushed mental health up the agenda for many workplaces and rightly so: work can be a really important influence on everyone's mental health and anyone – from frontline staff to chief executives – can be affected.

Alongside our core Mental Health Awareness training we spent time this year revising and developing our course offer, with new courses on Managing Mental Health in the Workplace, as well as Wellbeing at Work to support and build people's emotional resilience. With many employers facing challenging and fast-paced

environments, building coping skills is becoming increasingly important. We've also opened up our 8-week Mindfulness for Stress course to the public for the first time too, with paid-for places meaning we can offer it for free to all our staff and volunteers.

We know that workplace mental health training is in demand; 56% of employers say they would like to do more to improve staff wellbeing but don't feel they have the right training or guidance. So much of our training is about personal experience rather than theory: from our hearing voices exercise, to video testimonies from people with lived experience and myth-busting quizzes.

During the year we also started to offer open-access training at our base in Hulme. This

is ideal for smaller employers who have just one or two people to train up and means that we can reach smaller charities and business across our city. We continue to offer heavily discounted rates for charities and small business in Manchester on all our workplace training products.

Growing our workplace training means not only that we can support more individuals and organisations across Manchester, but importantly, we hope it will provide us with a sustainable income stream. We can feed this back into developing more opportunities for people with mental health issues to access our services, and keeping our training affordable for small organisations and individuals across our city.



During our third year of fundraising activity, unrestricted income from donations reached £124,707, an increase of 141% from the previous year. We are incredibly grateful to every individual, group, family, local organisation and business who took the time to raise funds and awareness for Manchester Mind.

Sponsorship continued to be the most prominent area of fundraising, with supporters taking on a huge array of epic physical challenges as well as more gentle activities, such as local walks and swims. Our energetic supporters got busy hosting countless events too; from comedy nights, music concerts, wrestling matches and bake-offs.

We also connected with many more families, friends and work colleagues this year who wished to donate in memory of their loved one, or to host a tribute event in their honour. We are so grateful for such selfless support during these difficult times.

Charity partnerships continued to grow, and we added new engagement opportunities, such as onsite wellbeing activities, discounted staff training and mental health awareness initiatives to our traditional activities (volunteering/fundraising). Special thanks to our charity partners for their outstanding efforts: Boots (all 16 local stores), Building Design Partnership Ltd, Croma Restaurants, Health Work, Irwin Mitchell LLP, Iscosec, Manchester Central, Northwards Housing,

PH Media Group, Sainsburys Local Whitworth Street, Sale Marks & Spencer, Shoosmiths Manchester, Siemens Manchester, Speak Charity Ball, The Closet, Togethermoney, Triangle PR and WTB Solicitors.

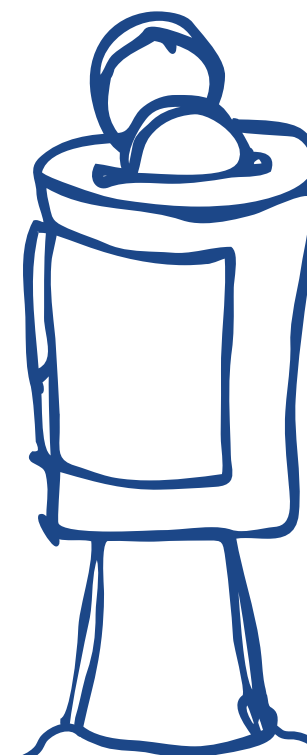
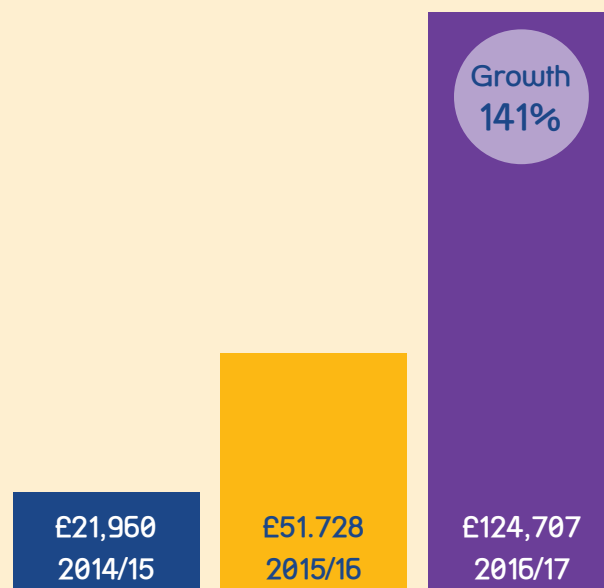
Membership

Membership helps our charity to engage with people who use our services, volunteers, carers, health professionals and local residents who are committed to supporting Manchester Mind. Membership increased by 4% over 12 months in 2016/17.

Performance monitoring 2016/17

Indicators	TOTAL
No. of people engaged in fundraising	184
No. businesses/organisations being worked with	70
No. of charities of the year	13
Amount of money generated through fundraising	£124,707
No. of events	8

Donation income 2016/17



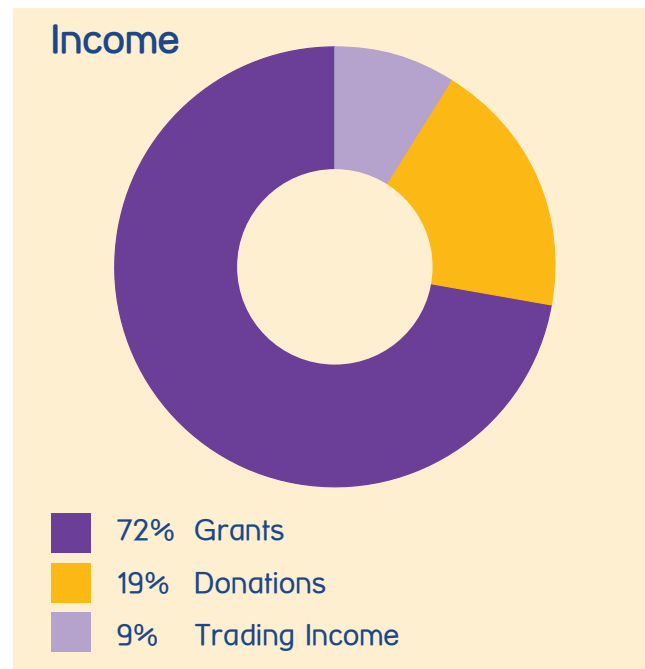
Finance



Manchester Mind ends the year once again in a strong financial position, with increased reserves at 31 March 2017. At the end of the financial year we had £737,000 of reserves including £503,000 of unrestricted reserves.

As in previous years we were successful in operating a broadly balanced budget within each project protecting our retained reserves allowing us flexibility to respond to need as required.

Looking forward we have earmarked some of our unrestricted reserves for specific project work which will add to the services we provide locally. This will reduce the unrestricted reserves but they are in excess of that required for the foreseeable future.



We would like to end this report as we started by thanking everyone who has been involved in Manchester Mind over the past year and specifically:

Staff and volunteers across all our services.

Our partners:

- > Barnardo's
- > Cheetham Hill Advice Centre
- > CAMHS
- > Centrepoin YPSF
- > Greater Manchester Coalition of Disabled People
- > Greater Manchester Immigration Aid Unit
- > Greater Manchester Mental Health Trust
- > Homestart – Manchester North
- > Tameside Oldham and Glossop Mind
- > Stockport and District Mind
- > Rochdale and District Mind
- > Mind in Salford

- > Manchester Women's Aid
- > Manchester Refugee and Support Network
- > Manchester Health and Care Commissioning

And finally a big thank you to all our funders:

- > Individuals and businesses who have contributed much time and effort to fundraise and donate to Manchester Mind
- > Manchester City Council
- > Big Lottery Fund – Help Through Crisis and Reaching Communities funding
- > Children in Need
- > Comic Relief
- > Greater Manchester Mental Health Trust
- > Manchester Health and Care Commissioning



Thank You!

Manchester Mind is an independent local mental health charity which delivers advice, information and support to thousands of young people and adults every year.

Our vision is of a city that promotes good mental health and that treats people with mental health issues positively, fairly and with respect.

If you'd like to find out more or to get involved, please get in touch.

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