



## Annual Report 2015/16

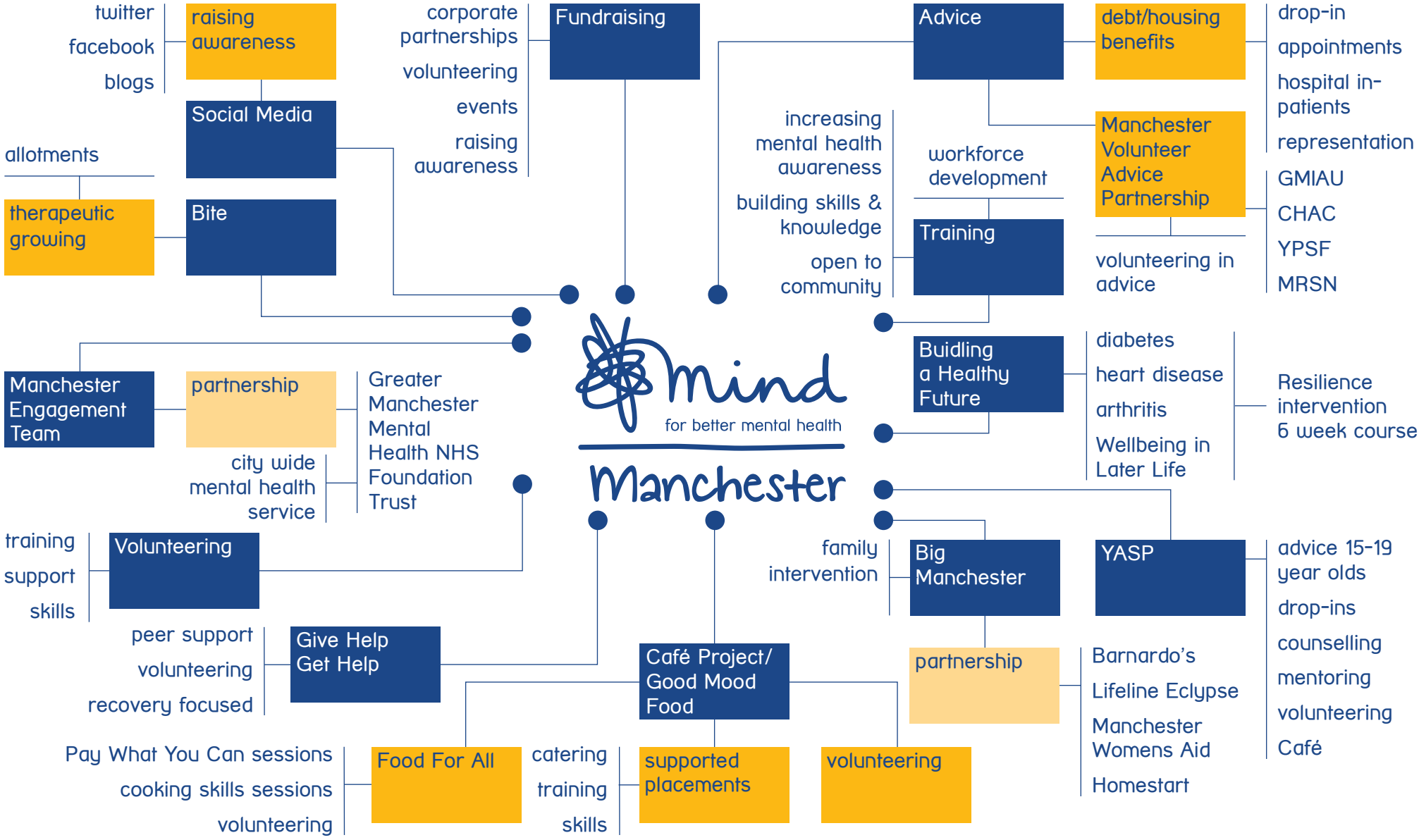


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# Manchester Mind Map



# Chair's Report

I was elected Chair of Manchester Mind in November 2015 – so just about half way through the year we are reporting on – taking over from Joy Wales. Joy has been a tireless servant to Manchester Mind, not just over the past three years as Chair, but also over many years. She has energetically championed and supported the staff at Manchester Mind and I am delighted we can continue to draw on her expertise and commitment as a Trustee.

Whilst the level of debate surrounding mental health has never been higher, there is still much to do to improve understanding and reduce the debilitating stigma. There are positive signs around increased government funding, however, the demand still far exceeds current resources, and Manchester Mind has important role to play in highlighting the challenges and needs of those experiencing poor mental health in our city and beyond.

The Manchester Mind Board of Trustees are committed to ensuring our Charity is managed effectively and is resilient to shocks of a financial nature or otherwise. Together with our Central Management Team, our Board has begun shaping our Strategic Plan, defining the areas where we feel we can add most value to our beneficiaries and which deliver long-term

sustainability for Manchester Mind. Thus far, emerging key areas include: Advice & Advocacy, Wellbeing, Engagement, Training & Enterprise, and Organisational Excellence. We will continue to assess the external environment and our own organisational insight and experience to develop and expand these areas further.

One critical objective of our Strategic Plan is to ensure we generate a diverse income stream to develop and deliver relevant services to our beneficiaries. Our investment in fund-raising over the past two years has begun to positively deliver, with over £50,000 generated this year. The Manchester Mind Training offering to both public and private organisations, focuses on awareness of mental health issues and approaches to coping and becoming more resilient, and in so doing, is generating income to invest in other services. Good Mood Food has for a number of years operated as a social business with increasing success, and we are delighted to say that this year it has generated a surplus of £20,000.

We believe our focus on new funding streams will enhance our capabilities and offerings in pursuing established support from grants and contracts for major areas such as Advice. We also feel that a broad income base will give our providers greater confidence in our financial robustness and our ability to deliver augmented, standout services. Above all, we believe our strategy will give us the best opportunity to plan and proactively deliver

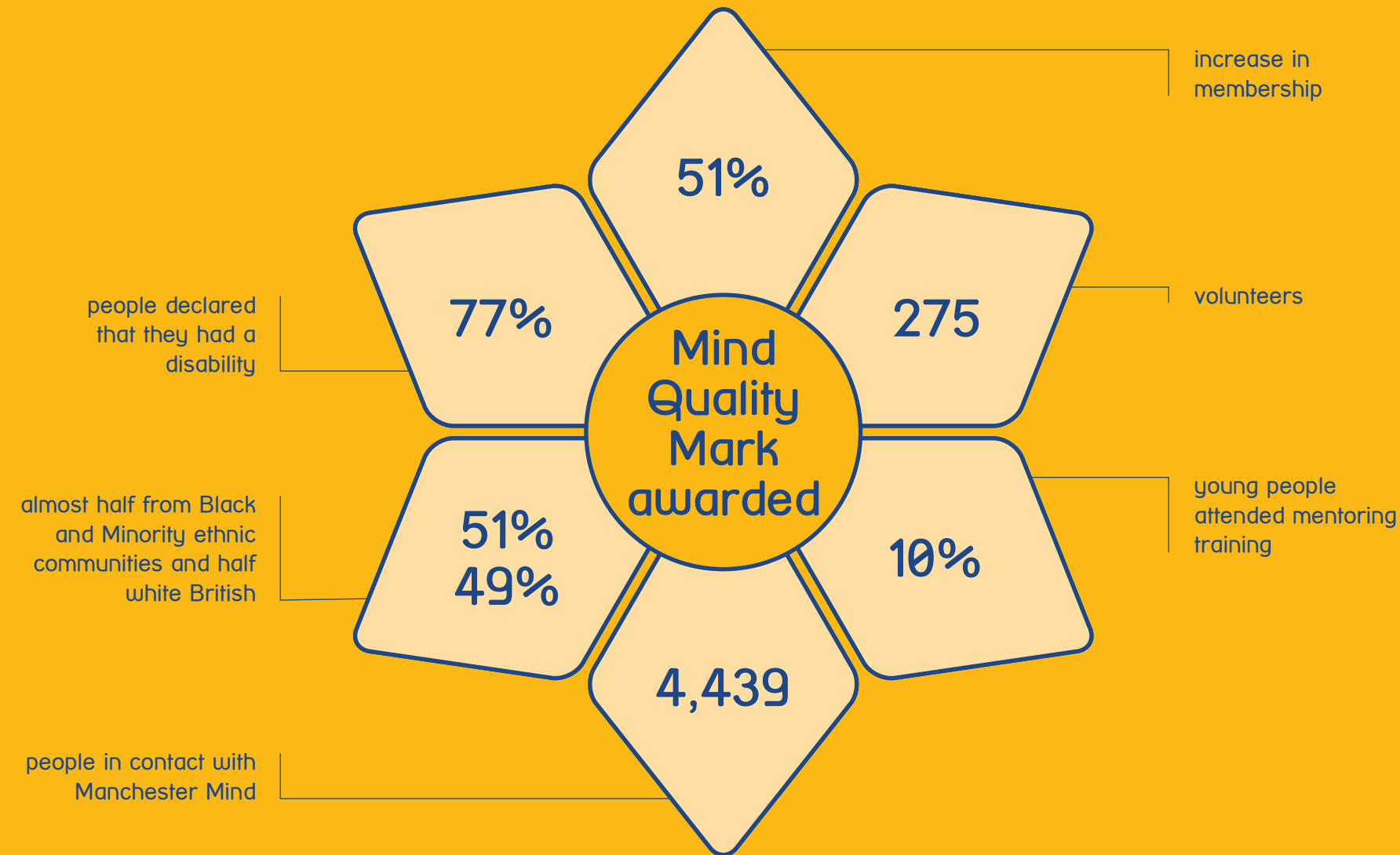
our Charity Vision and Mission. The Board will dedicate considerable time next year to exploring opportunities for continued growth in pursuit of better mental health for Manchester.

Beyond income, our people and organisation is key to our success as a Charity. Our aim is to make Manchester Mind a special place to work and volunteer; to grow our excellent reputation for having talented and caring people; for ensuring we have policies and procedures, governance, compliance with Charity and Company Law; and of course, a strategy which will enable us to look ahead and be aware of risks and changing national and local strategies. Whilst we are very heartened by our success across a number of these areas this year we remain passionately committed towards even greater improvement in the year ahead.

On behalf of the Trustees of Manchester Mind I would like to thank all our staff and volunteers for their dedication to providing excellent services to people living in Manchester impacted by poor mental health. I would like to thank all our funders, including businesses and individuals, who this year, in increasing numbers, take on challenges and activities to support our Charity.

Nigel Doran  
Chair of Trustees

# Manchester Mind in Numbers



# Service Director's Report

It is hard reviewing a year, especially the one that ended over six months ago and when each week often brings something of significance – large or small. It is difficult to know what to pick out, it can be the challenging case that was taken to an appeal tribunal that is successful and means the world to the person whose benefits are reinstated, or we hear from someone who has decided to fundraise for us, quite often because of a personal and moving connection with the impact of poor mental health, or some really good outcomes for individuals who are volunteering, on the other hand it can be a successful funding application – such as the lottery Help through Crisis Grant which will see an increase in advice provision for young people in crisis, or the beginning of what was in April 2015 our new food poverty- Food For All Project. All of these are significant on personal and organisational levels and hopefully this report will give more of a flavour of the work that has gone on within each of our valuable projects.

In reviewing the year though, the striking thing for me has been the impact of volunteering on virtually all our projects. Volunteering has grown significantly over the last few years but this year it can clearly be seen that the majority of our projects are supported by

volunteers. At YASP volunteers run the café, making sure that young people are greeted and supported by other young people, volunteers are also trained as mentors to deliver 1:1 support. Volunteers have played a significant part in enabling the Advice team to run regular drop-ins at the Zion Centre and are increasing the number of people we can help. The Food For All Project and the Café and Good Mood Food are also providing excellent volunteering opportunities for people to get involved. Peer support volunteers as the name suggests are people with lived experience supporting other people who have experienced mental health issues. Within the teams at the Zion there are admin volunteers and one of the participants in the Building a Healthy Future course is now supporting the delivery of further training. And volunteers are key to our fundraising success – taking part in collections and a huge variety of fundraising events.

256 people volunteered throughout the year. Using a basic calculation would amount to at least 1,280 hours contributed to Manchester Mind this year.

This is so important for us on a number of levels. Firstly, it is enabling some of our services to be more sustainable – the YASP Café, Advice, Café, Food For All, Peer Support

would have difficulty delivering without these volunteer hours, so volunteers are also helping us reach more people to give vital help and support through drop-ins, helping people with form filling and the group and one to one mentoring sessions and delivering cooking sessions, lunches and Good Mood Food Buffets.

Secondly, volunteering itself can be a really successful way of people improving their mental health. It ticks all the boxes in terms of the 5 ways to wellbeing – Giving, Learning Something New, Getting Active, Taking Notice and Connect. The feedback that we get from volunteers backs this up and this year's annual review is full of accounts from volunteers with various projects about what they have achieved through volunteering.

Thirdly, a significant element in this increasing spread of volunteering is that it provides all our services with input from people with lived experience of mental health issues which is incredibly helpful in providing us with that insight in experience as future work is developed and planned.

As an organisation we need to make sure we acknowledge the impact of volunteering and the value it brings and say thank you but we also have responsibilities to ensure that volunteering with Manchester Mind is worthwhile and helpful to each volunteer. We need to give back as well and that is why this year we put even more training in place that all volunteers





can access, making sure that volunteers get ongoing access to support and supervision and feel valued in terms of the time they give to us. This is really important. We want people who volunteer with us to have access to training which will not only give them the skills and confidence to help them carry out their role but also to further training to help them develop new skills or rediscover old ones and which will support them towards any identified goals. Some of the training offered in this year was mentoring and peer mentoring training, mental health awareness, benefits training, basic hygiene, equality and diversity, professional boundaries, safeguarding, confidence and assertiveness. We are aiming to continue this commitment to providing access to training for volunteers. We want to work over the next few years to ensure that we are able to provide more excellent volunteering opportunities across all our services.

There is no doubt in my mind that over this year that this has been a welcome and major development.

Finally, I would like to second Nigel's message of thanks to all our staff, volunteers and funders who have made this work possible. Thank you!

**Elizabeth Simpson**  
Service Director

## Manchester Mind Café

The Café's services grew in 2015/16 as Manchester Mind took on running the Café at Harpurhey Wellbeing Centre. This has been a fantastic opportunity to extend our services in North Manchester and build on our successful model of supporting people with lived experience to build skills and confidence.

Volunteers become part of a close team delivering daily meals and snacks within the cafes and also supporting **Good Mood Food** – our catering social enterprise.

It is always challenging to take over a service which has been in existence for a significant amount of time and therefore we did not want to rush in and make changes as this can be very unsettling and provoke anxiety. However, we did want to ensure that the centre's café was accessible and able to offer everyone volunteering a chance to take part in the whole process of planning and preparing the lunch-time meals and more than that become part of the

## Volunteer Point of View

**Nima Kisomi**

2013/14

I came here in 2008 as an asylum seeker. I was very down as I had had to leave my home town and my family. I felt very alone as before I left my town I had a career and a life. It was hard to start again alone. I used to socialise but when I came to the UK it was hard to be around people as I was very low. I had no motivation to do anything, no motivation to get out of the house or to cook a meal.

In the cafe everyone's very kind and I know I can talk to someone if I'm struggling. It doesn't make my problems go away but I know they will listen to me and spend time talking to me. Just being friendly and kind is important because I'm often very low.

When I wasn't volunteering I felt very low. It's easy to just sit inside and sink into depression. That way you just become more and more isolated. The cafe gets me out

and gets me around other people, it makes it easier to socialise. I have no contact with family and friends from home so contact with people has been important. I used to find that I had no motivation to leave the house or buy food or make a meal and being in the cafe helps break this cycle.

**Forward to 2015/16**

The confidence and self-esteem I've got from volunteering makes me less anxious about doing other things. With the help of the café I went on to take me level 1 and 2 in catering as well as an accountancy course. In the café I continued to volunteer and became more involved in the catering side, Good Mood Food. As Good Mood Food continued to grow and become busier an opening became available for me to get 12 paid hours per week. This was the first time that I would have had paid work since coming to this country and I felt ready to move back into employment. I met with Den from the





## Volunteer Point of View cont.

advice team who helped me look at what benefits I would still be able to claim so that moving back into work part time wouldn't affect me financially.

This year all of the hard work I have done has paid off and I have now got a job working in the café team. I feel great working in the café team and the atmosphere is very friendly. They have helped support me a lot over the years and I feel that they are like my family. It feels good now to be able to help other people who volunteer in the café the way that I was helped. I remember my first time in the café, I was very shy and had no confidence, but now I am more motivated and capable of working in any position and have taken on a lot more responsibility in the café. ●

**Chris Kelly**

I started working in Manchester Mind Café as a volunteer around 12 months ago, after a long time not working. To build my confidence up and to get

into a good routine, both of these have improved over the last 12 months. I also work with a small group of other volunteers and other full time workers, amongst them Jules and Sharon. Both have been very helpful and supportive, my duties include helping preparing the lunch and helping prepare the food for outside catering. Also in keeping the kitchen clean and tidy. Working with everybody has helped my confidence and I hope to volunteer in the café for as long as I can and I hope that my confidence will continue to grow. ●



decision making about what meals would be prepared all that goes with that including budgeting and stock control. These small changes have made a difference and have enabled people to develop and show off their skills and flair for cooking. Six new volunteers have been recruited bringing the total number of volunteers to 13 Not all volunteers want or feel able to move on into work or training but they really value having a safe place to come, contribute and meet other people, gaining confidence and breaking down social isolation which can be a key factor for poor mental health. However, some volunteers do want to use their roles as a stepping stone to work and in the last year one of the volunteers has been offered a job in a restaurant and another in a support worker role.

**“I feel as if I am  
with friends but  
I am learning things  
every day.”**

Volunteers have told us that they feel involved in the working of the Café and the day to day decisions we make about menus and activities.

**“I have never enjoyed  
‘WORK’ so much.”**

Volunteers have told us that they feel involved in the working of the Café and the day to day decisions we make about menus and activities.

At both the Café at The Zion Centre and Harpurhey we are aiming to provide individualised support, finding out what people's goals are and that might be just about meeting new people and having something to do or it may be about getting back into work or feeling more confident in day to day tasks. As people spend time volunteering and their confidence and wellbeing improves then aspirations may change and staff and volunteer mentors and befrienders will be there to support people achieve.

**“With the help of the Café  
I went on to take my level 1  
and 2 in catering as well as  
an accountancy course.”**





## Bite

Eco-therapy was a strong component of our Bite project which was initially funded through Target Wellbeing. When this funding ended in the middle of the year we decided to maintain the growing element which ran from our Southern Allotment.



Being outdoors and growing produce and transforming the space from being overgrown to one that is now thriving and providing a safe space for people was important for us and for the participants to continue, so with the aid of our regular facilitator, Clive Hamilton, the project has continued all be it in a small but valuable way.

During the year over 40 growing sessions have taken place with continued improvements made to the site, with a smartening up of all aspects of the site. There are up to 7 regular participants at each session with the social contact equally as important as the physical activity. The group have picked and cooked on site the veg grown into healthy and tasty soups and have generally supported each other.

## Quotes

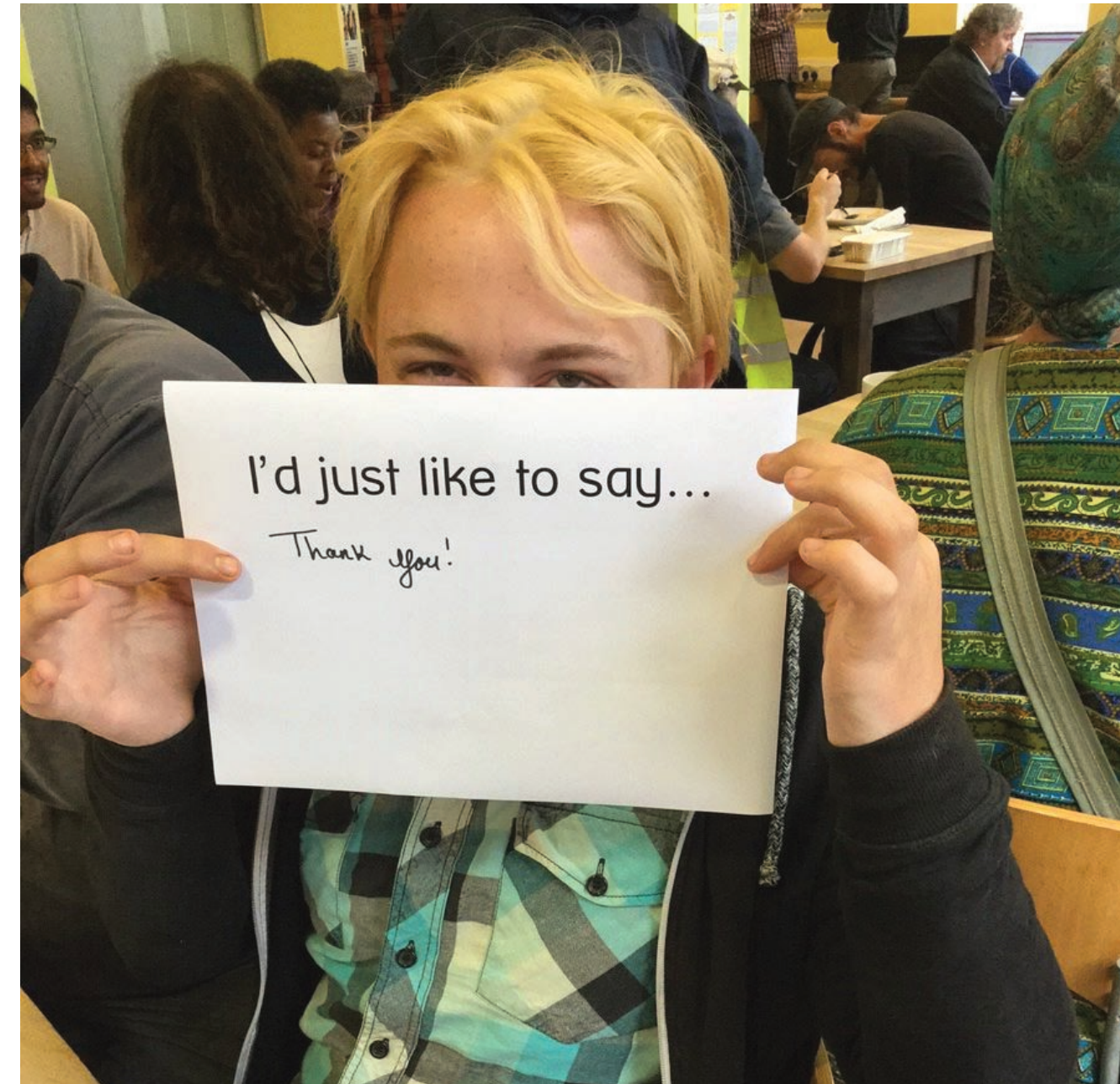
**"When I'm at the allotment I feel safe; it's a welcome space where we are all equal and feel valued. Bite is one of the few places I feel secure and forget about my anxiety."**

**"I come because I feel happy here, I feel a lot better when I leave and look forward to coming back. I miss it when I'm not at the allotment."**

**"You can be yourself and say how you feel without anyone judging you. We can say how it is for us and**

**sometime realise someone else feels the same way or has gone through that situation. We can often end up laughing with each other about the feelings we are having and that makes the week better."**

**"I come to the allotment because the people here take you for who you are, not what you are. There's no labels attached."**



## Food For All

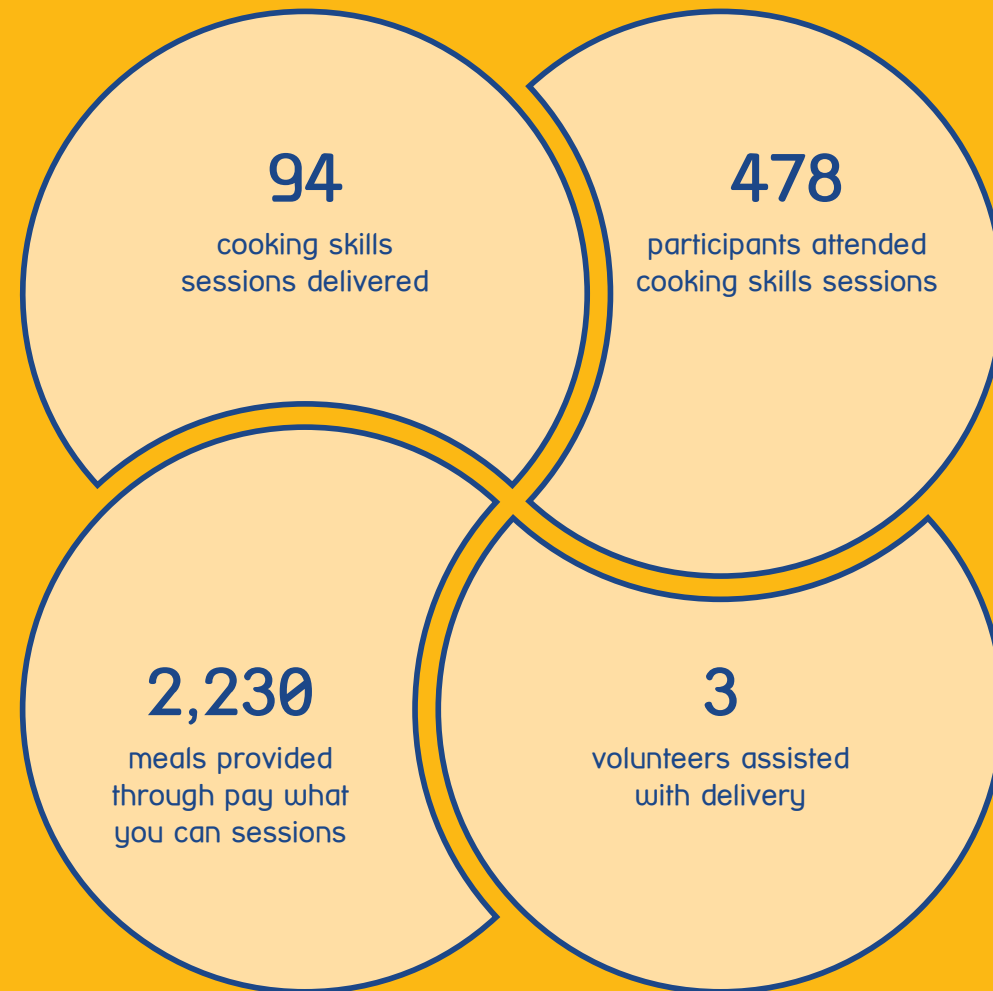
This project was funded through a 12 month grant from Manchester City Council's Emergency Food Provision Fund.

The aim was to tackle food poverty. Manchester Mind developed a project which would enable us to get out into communities which may not already be accessing our services.

The team took to the road delivering cooking skills sessions – at the Zion Centre and at a number of community venues across the City. The aim of the sessions was to work with people on developing healthy meals on a budget as well as raising awareness of the impact of food on mental health. People could then take the meals they had cooked home for themselves and their families. As part of this work Food For All also ran a lunch-time Pay What You Can at the Zion Centre. Volunteers and staff would work together to produce lunch for the cost of a donation or for free. These sessions have been extremely popular and brought new people into the centre who could then discover the other services delivered which might be helpful to them.



## Food For All in Numbers



## Volunteer Point of View

### Sue, a volunteer with the project describes her involvement.

I started volunteering with Manchester Mind three years ago, and started volunteering with Food For All in April 2015. I like volunteering for Food For All because it gets me out of the house, and I get to meet new people. I have learnt to cook with fresh food. Before I started volunteering I only cooked frozen stuff, something to shove in the oven. Now, nine out of ten times, I cook from fresh, I start from scratch. Also I let my daughter help me now, and I'm spending quality time with her. I really enjoy coming in to volunteer – it gives me a purpose. I've learnt new skills and I've learnt to be calm when things go wrong.

Eighteen months ago if something went wrong I'd just give up. I'd just walk out. I've learnt to deal with it. Now I just take five minutes, go out, and then come back. I feel a lot better then. You have to pull yourself away from the situation.

I love preparing the food on a Friday, and I like serving the food to people. I hate washing up though! I used to refuse to wash up, but now I just jump in when I need to. I think that Pay What You Can helps a lot of people out. There's a lot of people who can't afford to eat in this day and age. We have quite a lot of regulars. It's a brilliant place to work and a brilliant place to meet people. It's given me a lot more confidence, in cooking and preparing food. When someone asks me to do something I can get on and do it, and I'll ask a question if I don't know. I ask questions a lot less now because I know more about what to do.

Now I think before I say things. Before, if someone was asking for food and wanting more, I would have an attitude with them. That might have made them feel upset or sad. Now, I'd say 'wait until everything's finished, and if there's some food left, you can have some more'. This means that people listen to me, but they'll come back and ask for some more without being scared.

I think I'm calmer at home as well, and my daughter has noticed this, and my son.

I've filled in an application form for volunteering with the drugs service, and I'm waiting for an interview with them. I think I can understand what stages people are at, because I've been there, worn the t-shirt. I've always wanted to give something back to the community, and now I'm ready to do that – I have more confidence, and I can finally do what I want. ●





# YASP

## Young people taking the lead

YASP underwent a transformation in the last year. Young people have always been central to the way we work at YASP and we have been putting structures in place so that young people could lead on as many strands of work as possible. The last year has seen young people take over the running of the YASP Café and being central in the delivery of mental health awareness, volunteer training and being mentors. Young people have also taken a key role in consulting with their peers, promoting the service around the city and even meeting with celebrities. Young people have welcomed the changes and have contributed to the writing of this section of our annual report.

When you enter YASP you are immediately greeted by young people, which makes it a more approachable environment. It is never easy making that first step to get support but with help from your peers it becomes manageable. It is their faces you see from outside of the window when you feel anxious and low, they are the ones making you realise you are not alone and that people who look like you are welcome. Especially as the volunteers at YASP either have mental health problems themselves or are close to someone who has had those experiences. Therefore,

making mental health a normal and accepted topic to talk about with no worry of being judged or victimized.

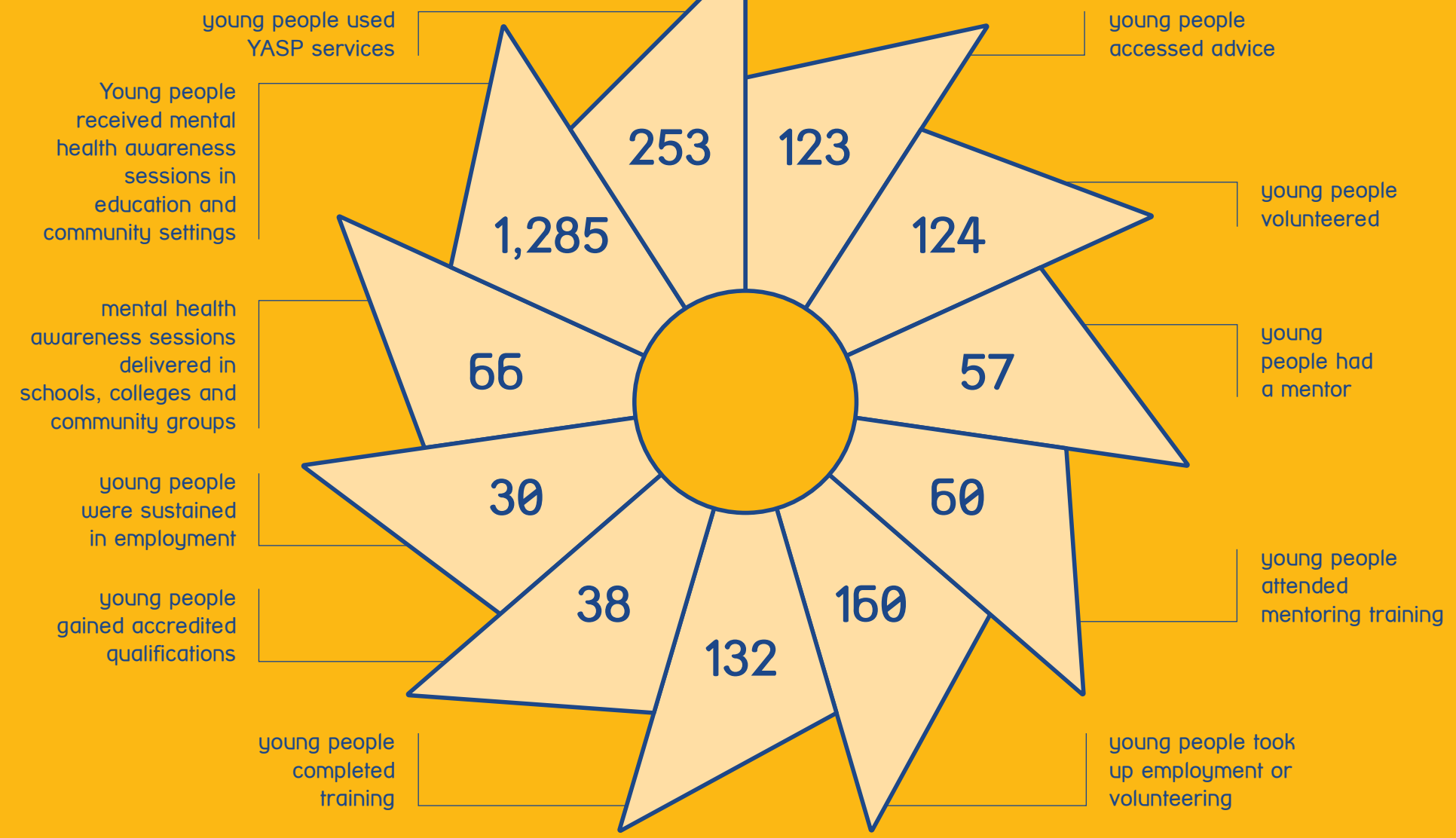
The café is a small business that is managed and run by young volunteers. The fact that they choose to give up their time and are not paid, well there is something very admirable about that which adds to the safe haven feel about the place. As the volunteers run the café they have a number of responsibilities such as cooking the food, deciding the menu, handling the money and cleaning the place to a high standard. Consequently, this enables the volunteers to become more independent and gives them valuable work experience. Some people arrive and find following instructions very difficult but then after a shift in the café they have baked a cake. They have successfully followed the recipe and now all the other young people are enjoying the reward and thanking them which is a great confidence and self-esteem booster.

In the café you can pick up tips and advice on how to manage your mental wellbeing. Other young people are there to share in what you're going through and to be positive role models for each other. In the café you can be in whatever mood you want to be in, it is the one place you do not have to pretend or put on a mask. Everyone understands that you will have good days and bad days, so on the good days we laugh and listen to music and on the bad days we offer support and advice. It is a place to just come and do your thing.



YASP Volunteer meeting Bill Bailey

# YASP in Numbers





## Case Study

### Sam

I am a 24 year old man from Manchester. In the past I was severely depressed, causing me to become socially isolated and quite agoraphobic, not leaving my house without my close family accompanying me for quite a few years. I came to YASP to volunteer in the café in order to get myself out of the house more, meet new people, and gain a bit of work experience.

I started out volunteering in YASP's café over a 10-week period. This allowed me to meet new and positive people, completely changing some of the negative views that I had. From the café volunteering it completely changed my view on the world and caused me to rethink my career path. I wanted to help other people who had been in my situation, rather than be sat in an office. A few months after this I had come back to YASP to introduce my sister to volunteering, as I thought she would benefit from it as I had. During this visit I found out that YASP had restarted its mentor programme, as I had mentioned with my change of career path this was something I was really interested in pursuing.

As such, I joined the first course of mentoring training YASP were doing. During this it was also suggested that the café was now run by young people and had become volunteer-led. Not wanting anyone to lose out on the experience I had and the support I received from it, I gave any free time I had to doing this. From my experience in the café, along with my mentoring training I was able to flip my role of volunteer into mentor, providing that nurturing environment to someone else.

Starting off as a mentor I was nervous, as anyone would be, but had the support of all the staff from YASP to help with any questions I may have relating to people I would mentor. This has allowed me to go on to support a lot of young people through the café and mentoring, a lot of which I could see problems I had once dealt with myself or that I could relate to.

From YASP I received Food Hygiene and Safety training as well as training to be a mentor. I have also attended several workshops around this as to better by ability to help other people and problems that I may not have come across in the past.

I have also attended events and presentations for YASP, which has allowed me to improve more upon my people/speaking skills as well as my ability to network. This also allowed me to gain confidence on public speaking. It has also helped me improve my leadership ability by managing volunteers in YASP's café and at YASP's community allotment.

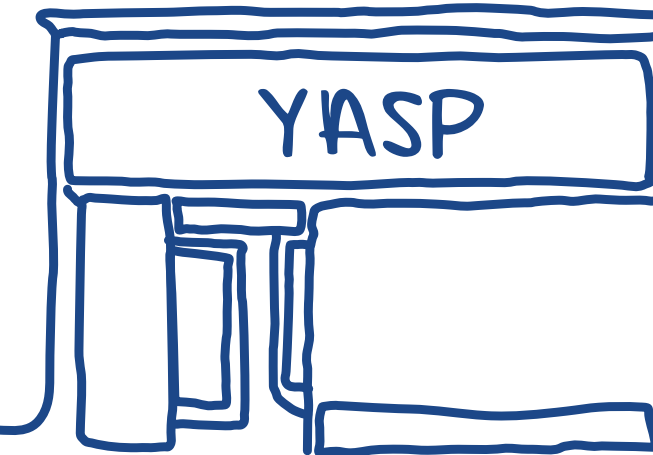
YASP has also given me the opportunity to be a part of the national charity Mind's Equality Improvement Leaders group. Where I am able to input and change policies that go out to each local Mind and start to begin learning about work on a national level.

My life has changed completely since volunteering at YASP. In a good way, I am a completely different person to the one I was. I am more confident, have more knowledge, have met some amazing people and my lifestyle in general has changed for the better. In the past I had felt like just a shell of a person, keeping up appearances but YASP has helped me to build up the confidence to show my real personality. ●



Jo Brand and Bill Bailey on their way to meet a YASP volunteer

**“I feel I have more control over my life and I am now able to set goals for myself so that I can move forward.”**



## Counselling Case Study

I'm a 19 year old woman from Manchester. I came to counselling because I was suicidal. I had made definite plans to end my life. I didn't know how to help myself and get out of that state of mind. I have got a lot of things out of counselling. I'm no longer suicidal,

I have gotten a lot of support and built mental strength that I feel makes me immune to these kind of crises again. I've gotten hope that I thought I'd never be able to get.

Things are very different now. I've gotten a lot less socially anxious. I know how to deal with my problems and I know, most importantly for me, to understand myself a lot better than I did before.

I'm so glad this service exists. I am glad that my counsellor was so understanding and patient and for her to hope in me was priceless for me. Having someone have hope in me was a major thing for me in believing that I can overcome this. ●



# Advice Work

The Advice Team has continued to be extremely busy this year resulting in staff and volunteers seeing more people than ever before. The level of complexity that the team has to deal with is increasing and this can be seen in the numbers of people we are representing at Tribunals which has increased.

Our twice weekly drop-in is the main access point to advice and one of the reasons we have been able to reach more people is due to the dedicated volunteers who triage at the Drop-in and also see people to help complete forms in weekly appointment slots. There is no doubt that the contribution of volunteer time to the Advice Team has really made a difference to how many people we are able to offer advice to and it also means that the Advice Workers can pick up the more complex work.

## Volunteer Point of View

Mark, Mike and Phil

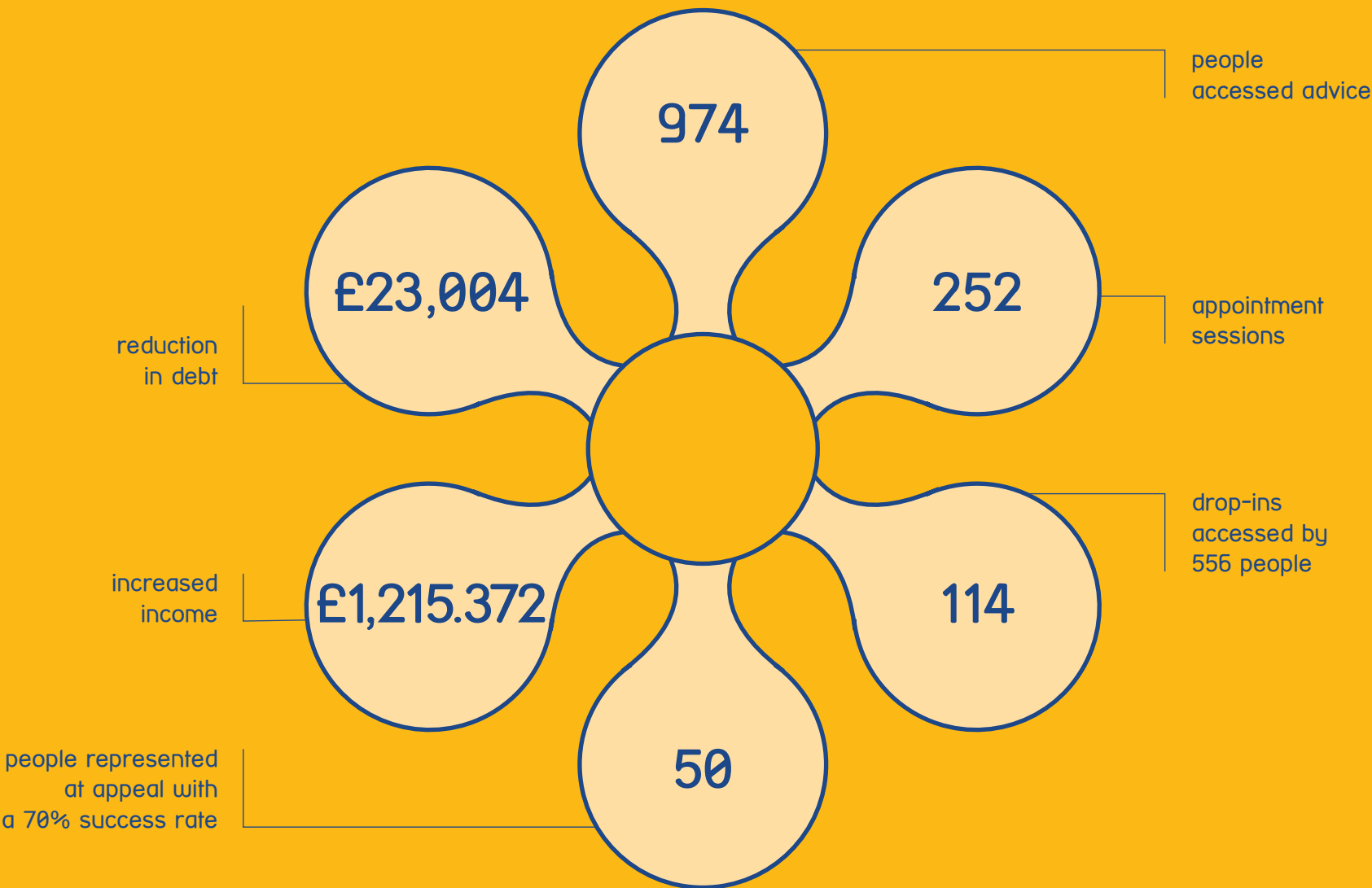
As volunteers for Manchester Mind Advice Team we triage the advice drop-in twice a week, and deliver advice that requires limited action. This includes making referrals into the advice service for more complicated cases, writing mandatory reconsideration letters, contacting the DWP and lodging appeals. We are seeing a broad range of people often with severe and chronic mental health issues who are facing massive insecurity and a precarious existence that exacerbates their mental health problems, because of the increasing barriers they face in securing their benefit entitlement. Over the last 12 months we have seen a massive increase in the number of people accessing the Mind drop-ins. As we became more knowledgeable we then also started to deliver ESA and PIP form filling appointments.

As volunteers we see our role as assisting the delivery of advice work by providing triage for the advice drop-ins which has

doubled the number of people we can see at each drop-in and improved the service that clients receive – far fewer drop-ins are now cancelled because of sickness or leave, far fewer people have had a wasted journey as we have to ask far fewer people to come to the drop-in. As well as providing a drop-in triage, we also deliver advice at one drop-in a week which has enabled the staff member to run an outreach drop-in once a week at Harpurhey Well-being Centre. We gain huge benefits from volunteering; it provides structure to the week, gives us new skills and knowledge and basically is helping keep our minds sharp, we really feel we are doing something and has provided a greater understanding of the difficulties people with mental health problems face when claiming benefits and of the negative impact of welfare reform. ●



## Advice in Numbers





## Case Study

### Len

Len was referred to our Harpurhey outreach project in October 2015 by the social worker attached to the North West area team of Manchester MHSCT. He had a diagnosis of severe anxiety, agoraphobia and depression. His mental health issues were triggered after being physically and sexually assaulted. Prior to the onset of his mental health issues, Len had worked all his life as a plasterer and had been self-employed.

Len knew nothing about the welfare benefits system so the adviser explained to him what benefits he might be entitled to claim and how to claim them. The adviser helped him to apply for ESA including completing the work capability assessment form and liaising with the NW Area Team social worker and his GP to supply information to support his claim. He was awarded ESA and placed in the Support Group without having to attend a face-to-face assessment and benefit was backdated for 3 months. We also helped him to successfully claim PIP.

Len also had had multiple consumer credit debts and was being harrassed by his creditors. The adviser signposted him to Step Change, the debt advice charity who helped him to apply for and be awarded a debt relief order. The adviser helped him to complete the form that Step Change sent to him as he struggles with reading and writing, and liaised with a Step Change advisor over the phone to ensure it was completed correctly. As a result, Len's debts were written off in their entirety which was a huge benefit to his state of mind.

Len was very grateful for all the help received and relieved that his money problems were over. He was able to concentrate on improving his health as he hopes to be able to return to work in future. ●



**“I think that I feel able to turn to a place for reliable, trustworthy advice and support with matters that I have no power over dealing with alone. Quite simply – I don’t know where I would be (a horrible bad place) without the kindness, patience and knowhow of the individuals and advisors collectively at Manchester Mind.”**

**“I would like to say the service and help we received was fantastic. It has put my mind at rest about money debts and bills and given me more time to concentrate on trying to make my illness better.”**

**“Feel relaxed knowing there is someone there to help me. Thank you so much, it has changed my life.”**

## Case Study

### Salma

Salma attended the Manchester Mind Drop In after having her benefits stopped because she had not attended a Work Capability Assessment (WCA) medical. She had not had any money for eight weeks and was struggling to cope. Salma appeared somewhat confused and disorientated as to what had happened and why her money had stopped.

Salma suffered with long standing mental health issues that had led to her not opening her mail, for protracted periods of time, leading to a build up of bills and possibly debt issues. Salma historically had struggled to ask for help as she did not accept that she she found it difficult to accept that she was ill.

Salma was referred to the case work team where we helped her challenge the decision. She was not well enough to claim Job Seekers Allowance (JSA), the normal route in this situation, as she would not attend meetings at the jobcentre, and this would mean not being able to meet the job seeking requirement of this benefit to qualify for payment.

The adviser arranged an appointment to go with her to see the GP, as we would need medical evidence to use to appeal this decision and asked the GP to provide supporting medical evidence.

The appeal was submitted to the DWP and within the body of the appeal it was stressed the importance of informing the advice worker at Mind of the progress of this matter as the client was likely not to open mail. There was also a request to place the client in the Support Group for ESA as it was felt that the client may not attend a rearranged WCA.

The appeal was accepted by the DWP and Salma was placed in the Support Group for ESA. Ongoing work involved making sure Housing Benefit was in payment, and supporting her to access further help regarding her mental health. It seems clear to us that if Salma had not had access to advice she would have potentially lost her income through a particularly stressful period of her life with the possible result of rent arrears and potentially losing her home. ●

# Building a Healthy Future

It is well established that people with long-term physical health conditions (LTC) are at greater risk of developing mental health problems than the general population. For example, people with diabetes are two to three times more likely to develop depression than the general population, while anxiety problems are common amongst people with cardiovascular disease.

Building on its work to increase the resilience of other at risk groups, Mind developed a six-week course that aimed at improving the wellbeing, resilience, and confidence to self-manage of people with heart conditions, diabetes, and arthritis. Funded by the Department of Health's Innovation, Excellence and Strategic Development fund (IESD), a pilot of the resilience programme, called Building a Healthy Future, was delivered by two local Minds (Birmingham and Manchester) between September 2014 and March 2016.

Initially aimed at just people with diabetes and heart disease, the inclusion criteria was extended in August 2015 to also include people with muscular skeletal conditions. Participants came onto the course through a variety of routes, with the majority in Manchester self-referring and the rest coming through referrals from primary and secondary care, and other community routes. Two groups were held with the aid of a translator for a group of Asian women in Cheetham Hill.

Initially the intervention was intended for people with LTC as a way of preventing mental health problems. However, the evaluation has shown that people who came on the course with an existing mental health problem made the greatest improvement with both this and self-management of their physical condition.

A key success in the course was the development of peer support – initially through the 6 week course and which continued through further regular meetings of peer support groups. There was also evidence of informal peer support developing through the contacts that people made. Nicky was a course participant and supported the peer groups and then went on to volunteer with course delivery and she describes her experience overleaf.



# Building a Healthy Future in Numbers

## Life changing impacts:





# Volunteer Point of View

## Nicky

I attended a Building a Healthy future course in 2014 as I have diabetes. I went along with my friend after hearing about the course at a meeting at the diabetes centre. I attended all the sessions and found them informative and really helpful. At the time, I was struggling to leave the house, but if I had an appointment I would make sure I went. So that's how I approached this course. The camaraderie that built up was really good and we developed a support group which is still on-going. Those drop-in sessions further enhanced that support. I had used some of the techniques before in counselling but hadn't really 'got' the concept, but it seemed more straightforward when I learned them on the course.

I started helping with the Building a Healthy Future course. I help people who have problems writing their ideas down, and

help with discussions when we split up into smaller groups. As I've been on a course myself, I can also input ideas if people are struggling. The groups have all developed a comfortable, trusting environment and everyone joins in.

Volunteering with the project also helped me as it helps boost my self-confidence and self-worth. I am meeting new people and it fulfils my need to help others through using my interpersonal skills and positive aspects of my character. It also gets me out of the house regularly.

Attending the course drop-ins and helping on the courses have all helped me relax and think more positively. ●



The intervention was also fully evaluated by Leeds Beckett University with an accompanying economic evaluation carried out by Mind. The findings briefly were that the intervention was shown to have significantly positive effects on participants' outcomes. There were non cashable cost savings through attendance on the course and there are some indications that the intervention could lead to large cost savings for service users with higher levels of mental health need.

**“Thanks to the course,  
I am able to handle my  
anxiety better and have less  
panic attacks”.**

**“Once I got out there a  
bit again and I did this  
Manchester Mind ... thing,  
I just felt like I got back to  
my confident, outgoing,  
like, adventurous self.  
It is hard to be adventurous  
with a health condition,  
but I'm getting there.”**

# Case Study

## Empowered to learn

Misha attended the course during a time which she described as 'very frustrating' with her health. She felt that it was interfering with her ability to be independent and felt very "vulnerable". For Misha the aims of attending the course were twofold. Firstly, to learn to cope with the future, and secondly to learn some relaxation techniques. She describes the course's CBT tools as particularly valuable to her, as well as the ideas around how to challenge thoughts and moving out of the comfort zone. Misha also enjoyed the relaxation aspects of the course. The course made her feel more confident and in control, and she was able to realise the impact that negative feelings could have on her wellbeing. A month on from the course, Misha had begun volunteering one day a week and enrolled on a computer course to learn IT – finding a Tai Chi class online with her newly found IT skills. The once a week Tai Chi made her feel calm and relaxed.

Three months after participating in the resilience programme she believed she was 'calmer and more accepting of arthritis'. She identified that pacing herself and not getting frustrated by her physical limitations was still difficult at times. Misha felt that she had made positive changes around healthy eating and exercise as a result of the course, and three months on she was still using the relaxation techniques she'd learned when she was unable to sleep. For her, the 'realisation that feelings can be modified by challenging thought patterns' was seen to be the most important aspect she had gained from the course. She believes this would not have happened if she had not participated in the resilience programme. ●



# Get Help, Give Help - Peer Support in Action

Get Help, Give Help is a peer support group based in North Manchester. The group was co-produced by people with lived experience of mental health issues. The group set up specifically to offer support and connections to people who were being discharged from secondary mental health services.

The co-production element was really important and that process really helped to bring people together and take ownership of the group. Here we can read the experiences of some of the volunteers who have been involved.

## Experience of setting up peer group

### How did we do it?

6 people with different experiences wanted to get involved in starting up a peer support group in Harpurhey. With the guidance from the Manchester Mind facilitator we discussed the meaning of peer support and the role we

had to play in several planning meetings from October to December 2015. We had training around boundaries and etiquettes and established a group agreement for the safekeeping of all group members. The aim of the group is to provide a space to talk through our problems, to share and search for solutions, and focus on the positive. We developed a structure for the group which includes providing different ideas and worksheets for the group for each week, for example discussing sources of mental health problems, reading short stories or introducing a journal to record thoughts in.

### How has it been for you and your own mental health?

**Alan:** "As a peer supporter I have responsibility for letting everyone have a say and for keeping some control when the group agreement is breached. My own mental health is tested every time we meet which is for two hours once a week. There are other peer supporters with me to take the strain which gives me some support."

**Dave:** "The benefits from the group for me are almost immeasurable. To sit and meet

with people who have similar experiences as myself has been beneficial in numerous ways."

**Dawn:** "I have enjoyed being involved in developing the group with Manchester Mind especially as it is a new group in the area. I have provided different ideas and worksheets for the group including a journal to record thoughts in. Ulrike has been supportive one to one with me on numerous occasions."

### What have you got out of it?

Peer support volunteers have benefited from taking on responsibility, being in charge and building up confidence whilst coping with their own mental health difficulties.

**Alan:** "I have had the satisfaction of helping fellow service users, and the mental exercise of leading discussion has prompted a need for confidence which is gradually growing. I take the discomfort for granted and it helps me to be strong even though I struggle with short term memory loss."

**Dave:** "An increase in confidence and self-esteem. An increase in my everyday wellbeing. A realisation that the things I experience are not things that happen only to me."

# Get Help, Give Help in Numbers August 2015 - March 2016





**Dawn:** “It has recently given me the confidence to apply for a job as a peer trainer with the NHS. I plan to gradually build up my resilience and stamina in the role over time with role. Without Manchester Mind this would not have been possible. I feel I have become part of a supportive network and have accessed other services to help me.”

**“Before the group I drank every day, attempted suicide many times.”**

**“My aim is to help and to become a volunteer and help others the way that the group and Mind have helped and supported me.”**

## Case Study

### Louise

Louise is coming to the group on a regular basis now. She lives locally. She lives by herself for a few days a week, then her son stays with her. Her sister lives nearby. Louise is unemployed and is in her late 50s and has 3 children. Some live abroad. She used to work as a trainer in a bank.

I became involved through my daughter's friend. I always was texting her I want to die! She encouraged me to attend Mind. It was difficult to leave my home also. Once I made it to the group it opened my eyes to realise I was not alone.”

“Manchester Mind made a big difference to me in every aspect of my day to day living. I go to the group alone now and feel part of society.

It gives me the aim to attend where I am not alone anymore with people that are in the same position.

Some of the sessions have brought me out of myself. I was able to feel more confident. It brought my old self out which I suppressed for so long. I never thought it would ever come out again. The group has woken up something that was dead.

I panicked all the time. I went for assessment and received support from Mind Peer Support staff which supported me to cope with that situation.”

Manchester Mind Peer Support Development Worker has been in touch with Louise over the phone since March 2016. She was struggling and suicidal at that time. She was not able to come to the group then. The staff member just talked to her and said the group would be open to her when she felt more able and first she could come to the centre for a chat. She finally did come with the help of a friend who is also attending the peer support group as a volunteer. The staff member also gave Louise information about other specialist services that would support her, e.g. offering counselling. The staff member also supported Louise to a Reiki session which has helped others in the past reducing high level of anxiety. Otherwise text/phone support was given on several occasions but have not been needed much in the past months. With that initial support Louise eventually felt able to come to the group and has as can be seen found it really helpful for her. She is now thinking of volunteering for Manchester Mind in order to support others. ●

## Equalities Funding Programme

Through our City Council Equalities Funded work our aim is to provide a number of volunteering opportunities to people with lived experience in order to support them to build skills and confidence which will hopefully lead to better mental health.

Volunteering helps with this and also can enable more social contact, structure and routine as well as feeling their contribution is valued. This is supporting people with lived experience of mental health issues to feel like they are contributing positively to their own community and in so doing challenging the stigma and discrimination around mental health. Mental Health Awareness training also challenges stigma and discrimination and as part of this programme we have also been providing free awareness training to community groups and Manchester residents.

## Volunteer Point of View

I have been living with a Mental Health Condition since 2008, so I have first-hand experience of the issues an individual would face, surrounding Mental Health and thought it would be ideal to volunteer for an organisation that supports and understands what it's fully like for people living with Mental Health issues.

I wanted to develop my admin skills which will hopefully support me with securing suitable paid employment, whilst building my confidence back up and improving my self-esteem. Also I wanted to be able to give back in any way I can.

When I began volunteering at Mind I felt a little apprehensive, but excited as I had not been in an office environment where my role was to deliver admin support to colleagues. Also at the opportunity to volunteer for an organisation that fully supports those living with a mental health condition and I felt at ease being around new people as we shared a similar experience with mental

health and I knew it was something I didn't have to face alone. I also felt that I would be in a better position to gain valuable office skills whilst contributing to the organisation through raising awareness and promoting an understanding of mental health issues.

Volunteering with Manchester Mind has definitely helped my mental health, because at Manchester Mind you are free to express your thoughts and feelings around your condition or just about mental health in general and not be judged. It's okay to say you are having a bad day, or you've not been feeling well, but yet equally still feel you have a sense of reassurance to still have something to offer and not feel completely useless.

I gradually learnt how to manage my mental health as I had structure in my life and a purpose to getting up in the morning. Voluntary work has allowed me to take up opportunities in other areas. In general, I feel I am in a better

## Volunteer Point of View cont.

position physically and mentally now than I was prior to undertaking voluntary work. I have undertaken several courses that have developed my knowledge further around mental health, allowing me to better support myself and others.

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, build my confidence, but more importantly it has improved my mental health. Manchester Mind and its associated projects offer a lifeline through opportunities to anyone living with a mental health condition. It's the one of the safest and warmest of places, as nothing is too much trouble from anyone (especially when you have been through a traumatic experience that resulted in you being faced with a mental health condition). I feel privileged to be part of the team I am in 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.

Manchester Mind has provided me with a fantastic platform which has enabled me to improve my confidence, gain skills and meet like-minded people. I have had a couple of opportunities present themselves which I am looking forward to working on and really do hope that they move me closer to finding the right job.

Thank you!

I fell ill a few years ago and my mental health problems had gotten too bad to carry on studying. But I needed to do something with my time or I would be sitting at home doing nothing, and that would not help me get better. Even a part time job looked like it would be too much, especially applying for things when I had not done that before and was feeling so bad about myself.

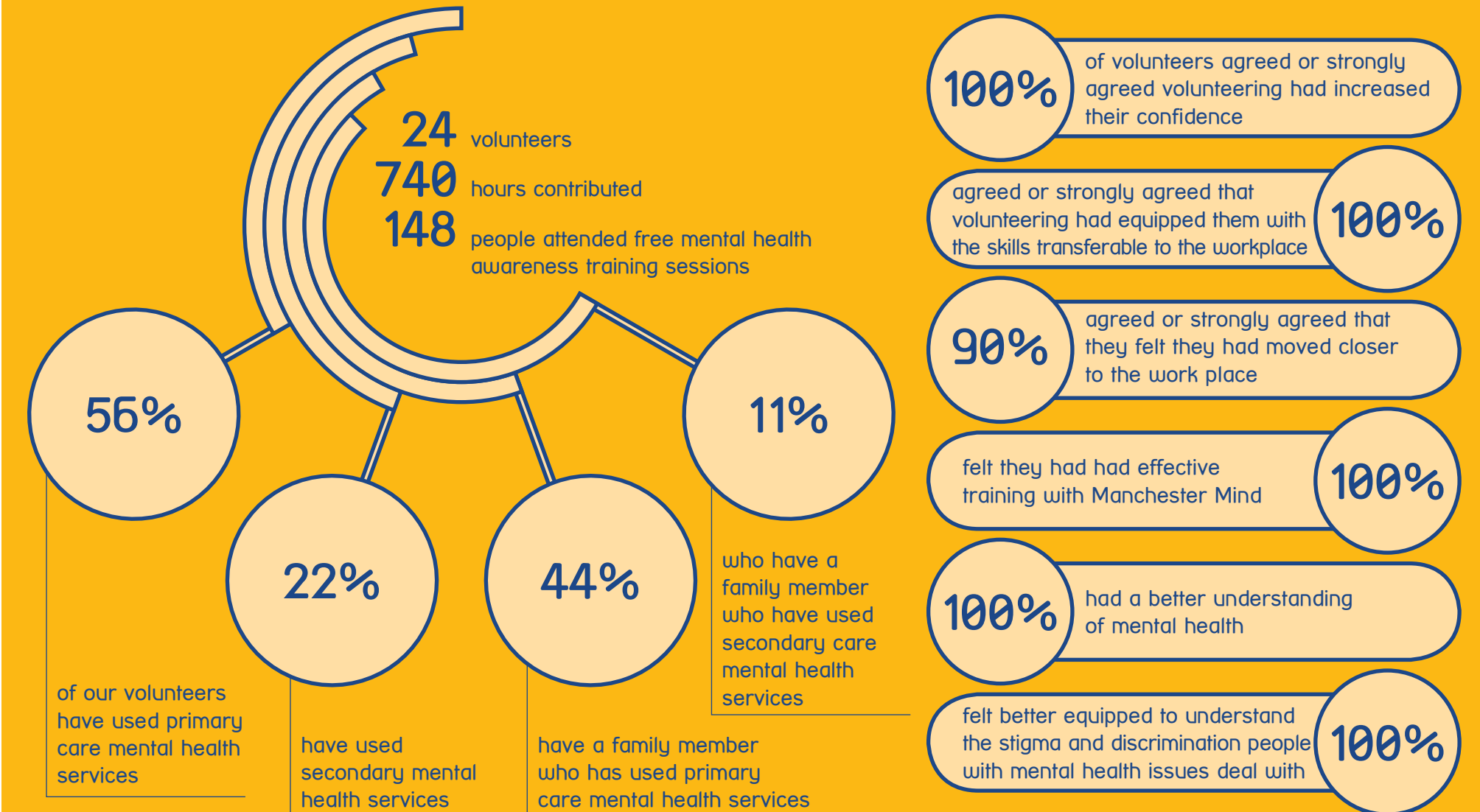
I wanted to find somewhere where I could be useful, but also where people understood about mental health and I would be less likely

to encounter stigma, somewhere people would understand my needs better, like if I was too ill to come in on a certain day; this why I chose to volunteer with Manchester Mind

Structure was quite important in helping me feel comfortable showing up, and the placement & volunteer project at Mind were more structured than some of the other things I tried. I think having staff around to help coordinate the volunteers and the work that needs doing has helped it feel more structured and more productive (increasing the sense of being useful) as well.

Having experience with certain skills has been great for my confidence and for my CV - both in showing that I have been spending my time productively while I am recovering from my illness, and in showing experience with specific skills (since a general aptitude is hard to demonstrate on a CV!). ●

## Volunteering in Numbers





# Big Manchester

Big Manchester is a child focused family service that provides a package of support to address the impact of parental mental health, substance use and domestic abuse on children and families. This support includes 1:1 therapeutic play sessions for children in the family who are aged between 5 and 11 years. These therapeutic play sessions support the child to process, identify and express emotions.

A parallel therapeutic intervention is also undertaken with parents. This involves a six week assessment period to explore the parents own childhood and experience of being parented, any support needs identified by the parent and/or other services and any other issues that might be hindering progress within the family. Support is given to address any issues identified in the assessment period and the content and



themes of the children's play sessions are explored with parents in relation to the child's lived experience.

Big Manchester was funded through a specific Big Lottery funding programme and this funding was due to end in August 2016. As lead partner with the support of the 4 other partners – Home Start, Manchester Women's Aid, Lifeline

Ecylpse and Manchester Mind commenced the process to find alternative funding through the Lottery's Reaching Communities Fund. We found out in the summer that this had been successful and therefore Big Manchester will be able to continue the valuable work through this innovative partnership approach.

## Case Study

### Jane

Shortly after her marriage Jane moved to the UK with her new husband, Simon. Jane spoke no English and knew only Simon in the UK. The couple had two children, Katie and Alfie, and Jane describes her marriage as abusive from the start. Jane tried to care for her family and improve her marriage however the stress from her abusive marriage and extreme isolation impacted greatly on her mental health. Jane's situation deteriorated further when she decided to leave with the children and start a new life in Manchester; Simon made threats and took action to remove the children from Jane's care. Jane feared she would never see her children again and made two suicide attempts.

I began working with Jane after she had successfully separated from Simon and Katie and Alfie were permanently living with her. However the children were still on a child protection plan (category of at risk) and there were serious concerns about Jane's current mental health and Alfie's behaviour both within the home and at school.

During the assessment period Jane and I built a relationship as we explored issues such

as her relationship and knowledge of her children, attitude and approach to parenting, her own childhood experiences, her previous marriage, family and support networks, aspirations and hopes for the future and current lived situation. This period enabled Jane and I to identify several practical pressing issues that were significantly hindering the family's progress such as issues with housing, disability, finances and contact arrangements between the children and their father. I provided support to enable Jane to resolve many of the more pressing practical issues and give us space to focus on the lived experience of Katie and Alfie and Jane's mental health.

Personal reasons combined with a previous poor experience of mental health services had left Jane extremely unwilling to discuss and seek support with her mental health. Our relationship enabled me to challenge Jane's own attitude towards mental health and improve her understanding and knowledge of mental health in general. We progressed to discussions of Jane's own previous and current experiences of mental health to encourage Jane to identify triggers for herself and seek appropriate support when necessary.

In parallel to work with Jane I have undertaken therapeutic play sessions with Katie and Alfie. Play sessions with Alfie highlighted themes evident in his behaviour both at home and at school. Jane and I explored the origin and purpose of this behaviour and designed family sessions specifically to allow Alfie the opportunity for alternative experiences and to support him to process and cope with these.

Alfie's behaviour is greatly improved both at home and at school, he has recently been singled out at school as a role model for other children. Katie reports feeling less frustrated and more content at home. Jane has built an excellent relationship with mental health services in Manchester; her mental health is greatly improved and is of no concern to services involved in the family's life. Jane has also built an extensive support network for her family and is passionately involved in her local community, she has recently registered as a volunteer and will offer her support, knowledge and practical experience to other families experiencing difficulties. The family has made dramatic progress and the decision has recently been made to remove the children from the child protection plan. ●



# Assertive Outreach

There were developments within Assertive Outreach as following consultation it was agreed that the three teams would be brought together and with Manchester Mental Health and Social Care Trusts Homelessness Team would form the Manchester Engagement Team.

Manchester Mind continued to employ social workers, support workers, carer support, admin staff and Housing and Welfare Rights Workers. The team is working with people who have complex mental health and social needs and the role of the housing and welfare rights workers ensure that clients within the team have access to a weekly income, reduced debt and secure housing – the following case study shows the importance of this role within the wider team together.

## Case Study

### Jennifer

Jennifer has a diagnosis of schizophrenia and has been under the care of services for several years. Last year she was referred to the Manchester Engagement Team who provide a more intensive level of support to more vulnerable clients in the community.

She lives independently in her own flat but struggles with budgeting and finds it difficult to leave her home on her own because she feels paranoid and anxious almost all of the time. She is seen regularly by both a support worker and her community psychiatric nurse.

Jennifer was first referred to the Housing and Welfare Rights Worker (HWRO) by her support worker for help in sorting out her rehousing application. Jennifer's son had recently moved out and she wanted to move into both a smaller property and be closer to the support of her family in South Manchester. However her support worker was unable to help Jennifer with bidding because the application did not appear to be live. I liaised with the housing provider dealing with the application and completed

a change of circumstances on the application in order to amend an incorrect address detail, and confirm that Jennifer's son was no longer moving with her – he had put in a separate individual application which was blocking her own which still included his name. I also ensured that the application would generate a medical assessment and forwarded medical evidence provided by Jennifer's community psychiatric nurse to the relevant housing provider. The application became live shortly afterwards with a medical priority and Jennifer's support worker was able to progress with bidding on Jennifer's behalf.

Jennifer had become so anxious about her accruing debts that she had stopped opening letters and sometimes just threw them away unopened. Over time her support worker began to start opening letters with her and asked for HWRO to deal with her debts, and they gradually started to work through all her debts.

Many of the debts related to mobile phone arrears and had been referred to the same debt collection agency. The debt collection agency considered evidence of Jennifer's mental health needs provided

by both her support worker and community psychiatric nurse and agreed to write off all the out-standing debts amounting to nearly £2000.

We then applied for a United Utility Trust Fund grant of £1300 to clear her outstanding water debt and with Jennifer's permission United Utilities agreed to allow her to make her future regular payments via fortnightly deductions from her benefit to avoid further arrears.

We submitted an application on Jennifer's behalf for a severe mental impairment exemption from council tax. The application was successful and also removed a pending summons costs on the account but left a small outstanding balance which related to a previous period during which her adult son had lived with her at her address.

The council tax service contacted me directly and agreed that Jennifer could clear this debt by a small monthly payment. Her support worker agreed to call the council tax service with Jennifer present during her next visit in order to set up this arrangement.

Jennifer's flat has two bedrooms. She therefore became liable to pay bedroom tax for her spare room when her son moved out. Her support worker was still helping her to look for new accommodation closer to her family but in the meantime she was falling behind with the shortfall with her rent. We applied for a discretionary housing payment on her behalf to make up the shortfall. She was initially refused on grounds that she had sufficient income in the form of disability benefits to pay the shortfall. However we requested a review of this decision and discussed the case with the decision maker who accepted that regardless of income, Jennifer did not have the skills to effectively budget for the shortfall in rent and also that the case law indicated that at least part of her disability benefits should be disregarded as available income. The decision was changed and she was granted a DHP for one year.

Because her son had moved out, Jennifer now technically lived on her own so would be entitled to the Severe Disability Premium with her Employment Support Allowance. I helped her to apply for this additional

weekly payment of approximately £50/week and it was paid and backdated to the date that he son moved out of her flat.

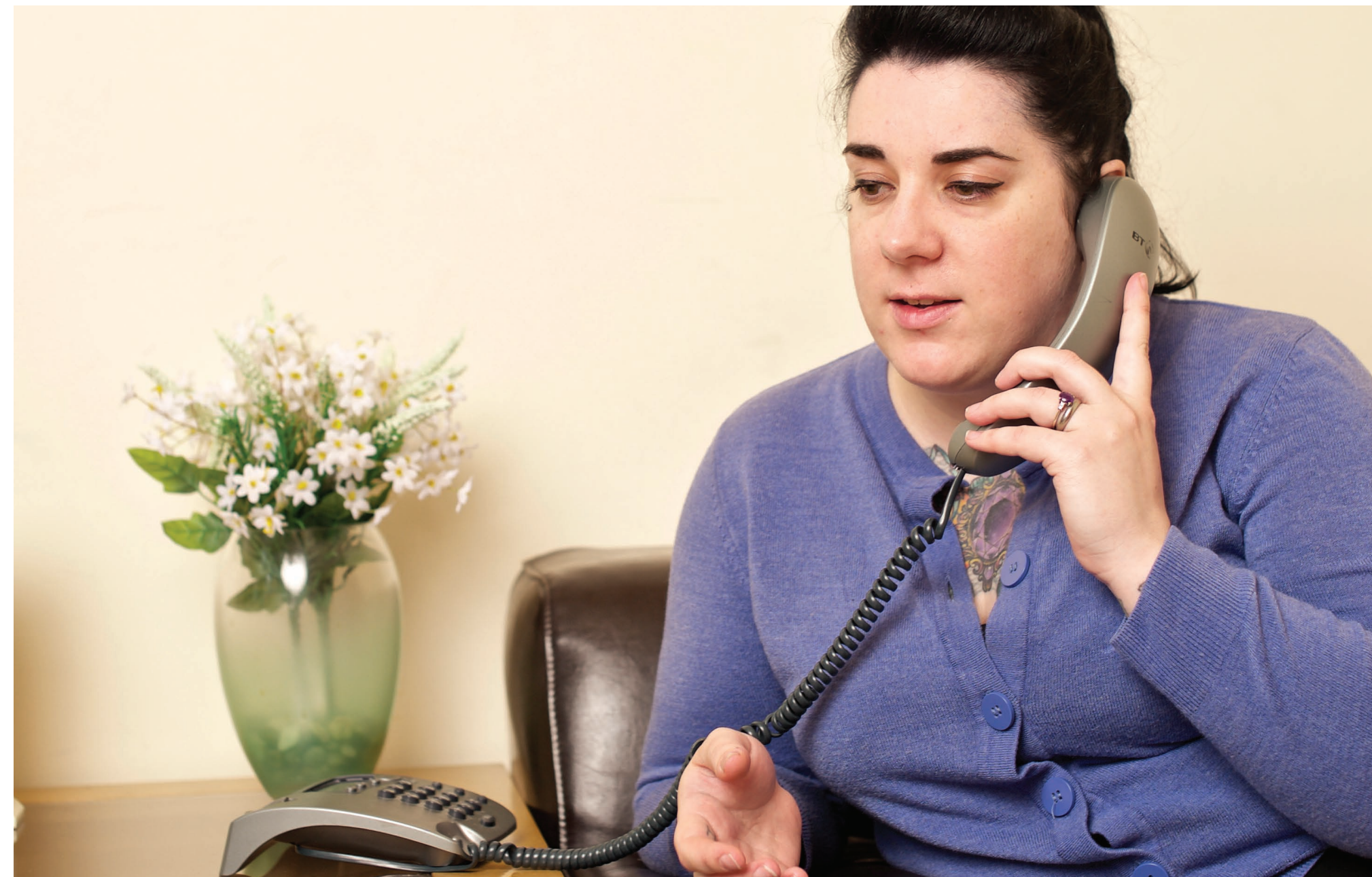
Finally she was recently invited to claim PIP to replace her DLA award. We helped her with the initial claim and a few weeks later she called to say she had been told that her DLA had stopped because she had failed to attend her PIP face to face assessment. She did not remember receiving an appointment letter but was not sure if she had opened all her post. Her support worker had been away on holiday so she was anxious she may have missed the letter and very upset that her DLA had been ended. I called the PIP unit and arranged for Jennifer's care co-ordinator to speak directly to the decision maker to provide details of Jennifer's mental health needs which would establish good cause as to why she did not attend the assessment. The decision to close her PIP claim was consequently revised and she would receive a further assessment appointment. Her DLA claim could not be reinstated but her next payment was not due for another 3 -4 weeks and since the assessment provider subsequently





## Case Study cont.

agreed to complete the assessment as a paper based assessment, the claim was dealt with very quickly and her PIP claim went into payment only a day after her next DLA payment was due. Jennifer was awarded the enhanced daily living component of PIP, but not the mobility. I advised that she could appeal this decision and although there is always some risk attached to an appeal, in her case the Decision Maker had accepted that she had significant difficulties accessing unfamiliar places but had not applied recent case law correctly so she would stand a very good chance of being successful. The appeal is still ongoing. ●







# Business Development

## Fundraising

During our second year of fundraising activity, our network of supporters really bloomed! Donations rose by 135% to £51,728 – our heartfelt thanks to every individual, family, business and community group who gave their time and energy to raise awareness and funds for Manchester Mind, you're an inspiration to us all.

A growing number of supporters regularly donate every month, which really helps us plan our charitable activities in advance, and we're grateful to every family, friend and work colleague who made a donation in memory of a loved one. Our Charity of the Year partnerships developed to include not only traditional activities (fundraising & volunteering), but staff engagement with mental health campaigns and our new onsite wellbeing activities (yoga, mindfulness, massage) to promote the value of workplace wellbeing. Sincere thanks to all our charity partners for their outstanding efforts: Shoosmiths, Royal Northern College of Music, Building Design Partnership Ltd, Health Works, Northwards Housing Association and PH Media Group. We also engaged other business supporters through volunteering and sponsored events; special thanks to Dave at TK Maxx, Ben at WBT Solicitors, Ayse at Irwin Mitchell

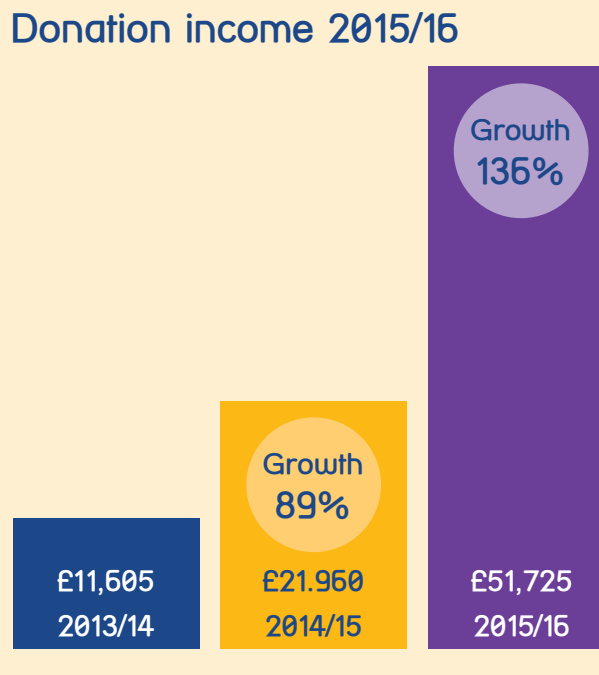
and Felicity Schofield for always being there. More and more people are also giving back through sponsored charity challenges, whilst the creativity of fundraising events knows no end – from film screenings, print exhibitions and chess-a-thons to club nights, comedy shows, cake bakes and PJ parties! Manchester Mind events included 4 seasonal gatherings and 2 annual events (Mental Health Awareness Week/ World Mental Health Day), and we were proud

Performance monitoring 2015/16	
Indicators	TOTAL
No. of people engaged in fundraising:	172
No. businesses/organisations being worked with:	89
No. of charities of the year:	6
Amount of money generated through fundraising	£51,728
MQM achieved	1
Training Enquiries	55
Training Contracts	21
No. of events	8
No. of compliments	18

to promote national campaign days, such as Time to Talk Day, National Stress Awareness Day and World Suicide Prevention Day, to raise greater awareness across the city.

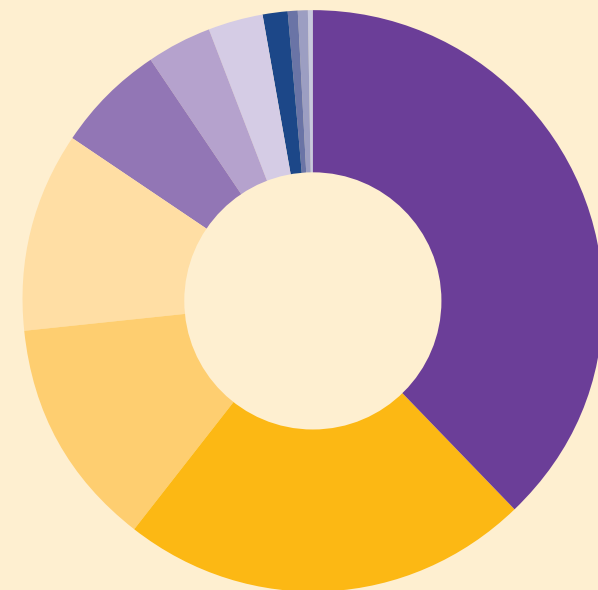
## Membership

Membership helps our charity to engage with people who use our services, volunteers, carers, health professionals and residents who are committed to supporting Manchester Mind. Our membership increased by 50% over 12 months, which shows the level of commitment of local people for mental health services in the city.



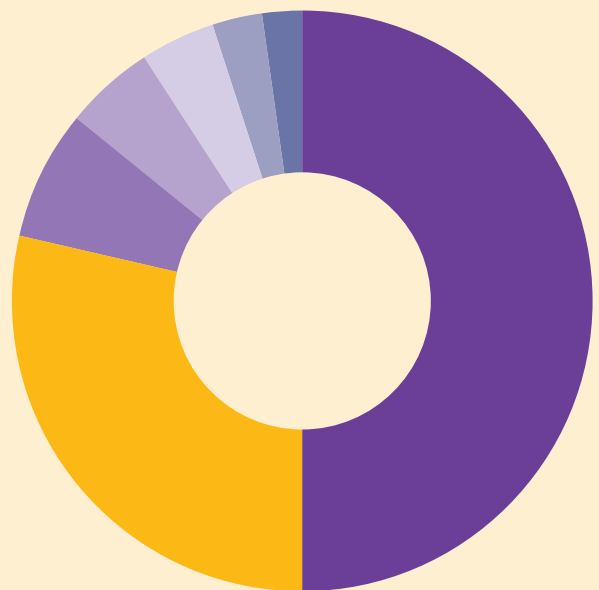
## Fundraising analysis

### Donation by type



- 38% Sponsorship
- 23% Charity of the Year
- 13% Donations
- 11% Fundraising Event
- 6.1% Gift Aid
- 3.7% MM Events
- 3% In Memory
- 1.4% Monthly DD
- 0.6% Bucket Collection
- 0.5% Other
- 0.2% Payroll Giving
- 0.01% Text

### Donor type



- 50.2% Individuals
- 28.6% Businesses
- 7.3% In Memory
- 4.9% Internal (staff/volunteer/trustee)
- 4% Education
- 3% Charity of the Year
- 2% Community/Faith Group

## Fundraisers

"I can't tell you how appreciative I am of the work you do every day. Services such as at Manchester Mind are vital and your charity will always be close to my heart. I hope my donation assists you in ever challenging times." Peter

"I did this for my brother who died and the many others who are suffering today. I'm supporting Manchester Mind because they enable people in the community to feel important again." Vaila

"I have difficulties with my mental health. Thankfully I have an amazing network of friends and family who guide me through the worst. I chose to raise money for Manchester Mind to help those who do not have a support network, which is so necessary for recovery." Stephen

"Almost everyone I know, (including myself) has at some point battled mental health issues. I'd like to help in some small way by donating what I can to Manchester Mind." Rhiannon

"I would like to run for your charity, I haven't done this before. I have been on medication for 10 years due to depression. My aim is to get fit and lose weight and raise some money. I am 50 in October." John





## Finance

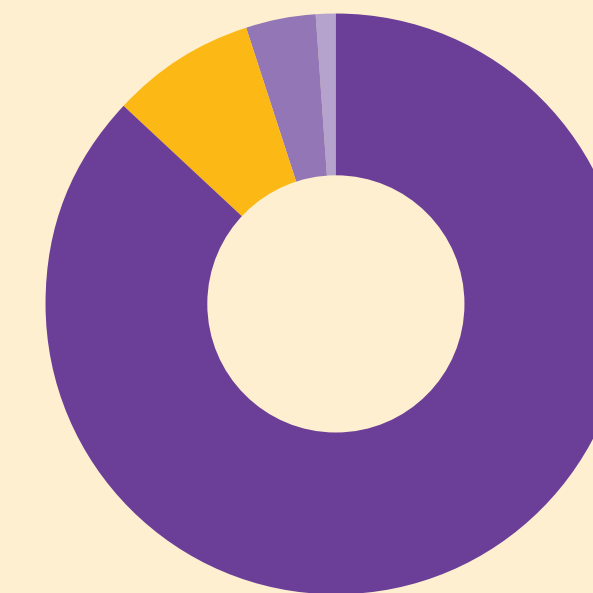
During the year April 2015 to March 2016 we received income of £1,445,000 and incurred expenditure of £1,459,000 giving rise to a net reduction in funds of £23,000.

The Charity aims to run a balanced budget with respect to unrestricted funds on an annual basis. This year our unrestricted funds increased by £39,000 so these additional funds will be used for the work of the Charity in the future.

Our restricted funds (funds advanced to the Charity for specific work or projects) reduced by £62,000 as funds were used on the specific projects to which they relate. As the restricted funds do not belong to the Charity these have no significant impact on the financial health of the Charity. Restricted funds will rise and fall as specific projects commence, operate and conclude.

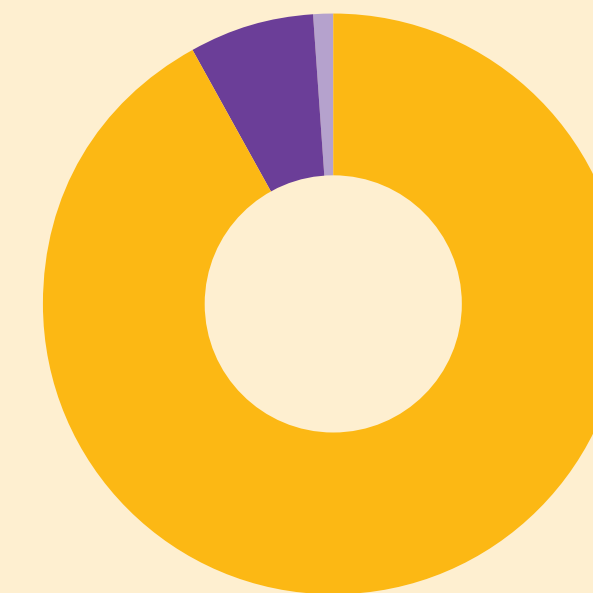
April 2015–March 2016

Income



- 87% Grants
- 8% Trading Activities
- 4% Donations
- 1% Other Income

Expenditure



- 92% Charitable Work
- 7% Cost of Trading
- 1% Raising Funds



# We would like to end this report by saying a big Thank You!

## To our funders:

- > Big Lottery
- > Children in Need
- > Comic Relief
- > Manchester City Council
- > Manchester Mental Health and Social Care Trust
- > National Mind

To all the individuals and businesses who have fundraised for Manchester Mind.

## To all our partners including:

- > Greater Manchester Immigration Aid Unit
- > Young People's Support Foundation
- > MRSN
- > Cheetham Hill Advice Centre
- > Barnardo's
- > Manchester Women's Aid

- > Homestart (North Manchester)
- > Lifeline Eclipse
- > Manchester Mental Health and Social Care Trust

To all our volunteers who have really enabled Manchester Mind to extend the reach of many of our services

To our Trustees who are also volunteers and who oversee the good governance and direction of Manchester Mind.

And to all our staff who once again have spent the year going the extra mile in whatever they have done.

## Thank You!





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