



Annual Report

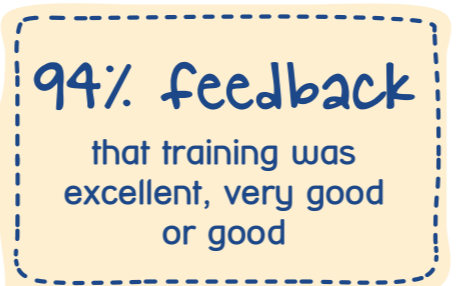
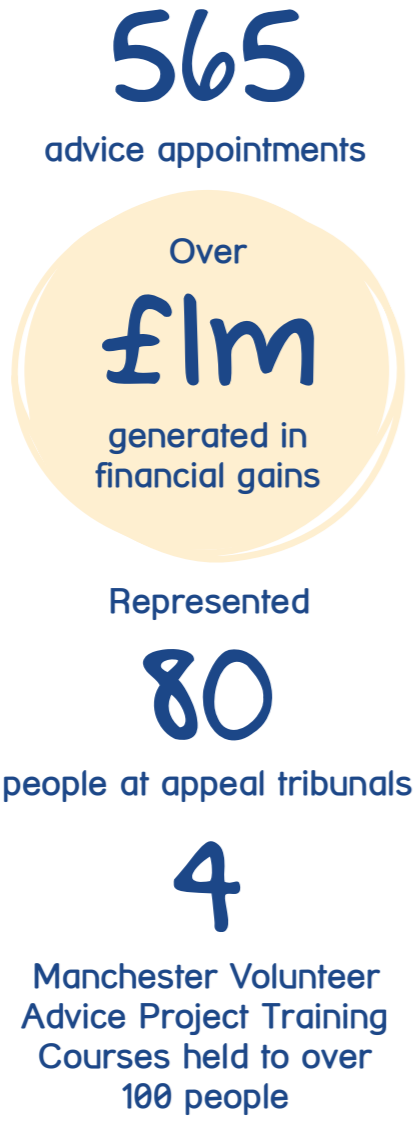
2017/18



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Facts & Figures



Welcome

At Manchester Mind it has been a truly collective effort to maintain and grow our services for the people of Manchester in a challenging climate of austerity and welfare reform. As awareness of the impact of mental health on individuals, families and society increases, we must respond to the call for services that make a difference to people's lives. At Manchester Mind we have a reputation for providing high quality and consistent services delivered in the local community, over 6000 young people and adults accessed our services in 2017/18, but we want to do more.

This year we have worked on developing a set of values that reflect everything we do. The values guide us and inform how we treat each other both in internal and external relationships and the actions we take. Our amazing staff, with their exceptional skills, are dedicated to improving the lives of others and live these values every day. We want to get better at recognising and valuing the contribution everyone makes. In the meantime, we want to say a big thank you to all our staff for going that extra mile. As you continue to read through this report you will hear the voices of others who will share their experience and tell you about the difference our staff have made.

We would also like to say a special thank you to all our volunteers whose support makes an important and valuable contribution. From trustees who ensure the good governance and sustainability of the charity, to the volunteers who support others directly in our advice, peer mentoring, cafés and other projects. We could not reach the people we do without their support.

Charities seek to support the local community and it is through the support of the local community for Manchester Mind, that we have been able to continue to develop and grow. We have reached out to our business community and they have responded, becoming our business charity partners who fundraise on our behalf and who volunteer to help us do more. It has been amazing to see the growth in the numbers of people involved and to hear the stories of why they choose to fundraise for us. Together with funds from training and catering, we have been able to make some really positive choices. We have been able to support existing projects to continue when funding does not always cover the full costs, for example our advice service. More than that we have now been able to support the growth of projects and invest in new services, including counselling for young people and peer support. Thank you to every person who has contributed to making this happen.

Many of the projects at Manchester Mind depend on our funders and we are thankful to them for recognising our work and continuing to provide support. Partnership working is important to us and we want to continue to build and grow those relationships. Over the last year we have worked more closely with our colleagues in nearby local Minds to form the Greater Manchester Mind partnership.

We believe that together we can find positive and innovative ways to support everyone with a mental health problem in our communities to feel valued and live well.

At Manchester Mind we aim to grow stronger to do more. In 2018/9 we want to strengthen our governance and increase collaborative working between staff and trustees. It is not enough to review our good work in an annual report every year. By reviewing regularly what and how we do things, continuing to learn and identifying and changing things that could be done better, we believe Manchester Mind can set a new standard for mental health support. We must respond to the needs of our community, so that together we can support each other to develop our potential.

Su Brown
Chair of Trustees

Elizabeth Simpson
Service Director



Highlights
of 2017/18

Advice

We were excited at the beginning of the year to re-start delivery of our Manchester Volunteer Advice Project (MVAP). It was fantastic to start working again with our partners: Greater Manchester Immigration Aid Unit, Cheetham Hill Advice Centre, Centrepont Manchester and Manchester Refugee Support Network. The project enables all partners to have the capacity to recruit, train and support volunteers in all our advice activities and therefore allows us to increase our ability to meet the demand for face to face advice, as well as offering excellent volunteering opportunities.

“These 9 weeks of MVAP have been very good... learning to advise and support every individual, in order to make their lives better.” – MVAP volunteer

During the year we also saw the extension to MVAP via funding from Manchester City Council to deliver advice and support to people accessing the Homeless Contact Centre. This element of the project would offer volunteering opportunities to people with experience of homelessness or risk of homelessness to help and support others.

Our Advice Service continued to be over-subscribed but our two drop-ins continued to be a popular point of access. The number of appeals we have represented at has increased, as did our success rate.

I don't feel trapped in my home, and like a hermit, as much now since my PIP was renewed. I rely on this extra money to be able to pay for taxis to get to places as I'm unable to use public transport due to my mental health issues/disability.

– Advice service user

In December we were informed that our application for three years funding from the Our Manchester Voluntary and Community Sector Grant Fund was successful. This ensures the continuation of advice provision until 2021.

Food For All

Our food related work also experienced change – the name for a start – Food For All was adopted as the umbrella title under which our food work would sit. This year Good Mood Food (GMF), was brought

back into the charity after being a separate social enterprise since 2005. The other change was a move in premises. GMF had been operating from our café in the Zion Centre but in recent years had started to outgrow the space. In January, the catering enterprise moved to a fully kitted out unit at the Windrush Millennium Centre where it has continued to go from strength to strength. We continued to deliver two community cafés – at the Zion Centre and Harpurhey Wellbeing Centre. Both cafés have continued to offer volunteering opportunities leading to people building new skills, confidence and improved mental health. Our successful Pay What You Can sessions extended to delivery at Brunswick Church in Ardwick, working in partnership with Just Life. This has led to four Pay What You Can sessions being delivered across three venues which also include the Zion Centre and Harpurhey Wellbeing Centre. These sessions not only offer more volunteer opportunities but also three course lunches to people for either a small donation or for free. A successful application to the Our Manchester Voluntary and Community Sector Grant Fund also means that our café services are secure up until 2021 and the addition of a Café and Volunteer development worker will strengthen our volunteering during the coming years.



My mental health in general has got better in my time volunteering here, lately I've been going through a tough time but I have been supported by the staff and volunteers. – Café volunteer

Children and Young People's Services (CYPS)

It was a big year for our work with young people, not least because of imminent loss of funding for several streams of work. The focus therefore, was on maintaining and developing what has become an incredibly valuable service to young people where therapeutic, practical advice and support, volunteering, peer mentoring and training can be accessed via the one building, which is fronted by an internet café.

In August, our young people's service became part of a new and innovative service commissioned to deliver an Integrated Community Response Service to young people aged 13-18, who were in crisis with their mental health. This was a partnership approach led by 42nd Street and included Self Help Services. The service was also commissioned across Salford, and included Mind in Salford. Both Manchester Mind and Mind in Salford would provide advice to young people and their families in order to reduce the stress within families and therefore add value to the therapeutic interventions being offered by 42nd Street and Self Help Services. Additional funding from commissioners also saw Manchester Mind CYPS delivering peer mentoring in schools and resilience training to teachers.

A small grant from the CCG grant fund enabled us to trial a service within two GP practices and provided sessions to younger people who

were dealing with depression and anxiety. The evaluation showed that there was a marked reduction in the rates and severity of symptoms for patients with anxiety and/ or depression.

The place is amazing, wicked! I've not met anyone else like them. They change people's lives in the most positive way. – CYPS user

Along with the positives of new services there was also the challenge of our Big Lottery, Comic Relief and Children in Need funding coming to an end.

Comic Relief, which was to end in September had funded our successful counselling service for six years and had enabled 150 young people a year access to counselling. Children in Need ending towards the end of the year had funded an advice provision for young people aged 15-18 for nine years. With regard to counselling a decision was taken to partly fund this service from donations and extend the service through offering counselling placements with a counselling team leader post to lead this new development.

A funding application was also made to Henry Smith Charitable Foundation for an advice worker post to strengthen the

"It is amazing because they're targeting young people who are suffering with problems, before they get to the point of being in hospital. It catches them while they're young, gives them something to come into, and focuses them on the next steps like college. Manchester Mind provides services like benefits that can be daunting to do on your own. It becomes like a family – supporting one another. They can come back even after a break and are always welcome."

– CYPS volunteer

advice provision to young people and one, which would also support volunteers to add capacity to this role.

The Big Lottery had also funded our young people's café, volunteering and peer mentoring and core running costs for the previous six years and would end in February 2018. A first round bid was submitted and successful with a second round application made and the outcome expected around May 2018. Again, donations were helpful in enabling us to support continuation of CYPS until the outcome was known.

In February 2018, young people were instrumental in delivering an event to launch the evaluation report into our young people's



model – My Foundation, which was closely followed by an evaluation of our counselling provision and of our grant funded Checking Up and Checking In. All provided evidence of the effectiveness of these services.

Whatever the challenges we have faced, the year has ended for our Children and Young Peoples Services with advice strengthened, our counselling provision potentially expanded with the opportunity to increase access, and a successful first round bid to Reaching Communities to support the continuation of our internet café, peer mentoring, training and volunteering, as well as a counselling team leader.


Peer Support

Our peer support groups have gone from strength to strength over the past few years. This year saw the growth from one to two and then three groups, the latter with a small grant from the Clinical Commissioning Group grant funding scheme. There have been lots of additional connections made including one with the Creative Living Centre in Prestwich and Manchester City Art Gallery which culminated in a photographic exhibition launched at Central Library on World Mental Health Day. In September one of our volunteers, Richard and the Service Director were invited by Mind to attend an event at the Houses of Parliament to talk to MPs about mental health – the challenges and what helps. It was a successful day and Richard was able to talk to several North West MPs and although the surroundings felt daunting he really felt he had been listened to.

...from having come in (to the group) so down I am happy to say I feel a lot more centred.

I feel like this is a safe space. I can trust people here and learn from people.

The peer support groups are a weekly connection for me. I may not see anyone else for the whole week but meeting up with my group gives me something to look forward to. Its good to meet genuine people who are in a similar situation to me. It's been great to learn that I am not alone feeling the way that I do. The weekly meeting has helped me to combat loneliness and gives me something to look forward to. Also I see the peer support group as a weekly anchor that gives me stability and routine. – Peer Support attendee



I've been coming for about a year as a volunteer. I look forward to coming every week. I'm not as much of a loner now. I have made friends here and feel part of it. – Manchester Mind volunteer

Building a Healthy Future (BAHF)

Our funding from Calouste Gulbenkian Foundation to deliver Transitions into Later Life Courses was extended and we maintained our commitment to being part of a Learning Community of all the projects funded, which enabled shared learning from organisations based across the country including the Highlands of Scotland and Ireland. A CCG grant also enabled delivering of Long Term Conditions courses, which have had very good outcomes in supporting people to better manage their long term condition.

As a result of this course I changed my whole mind-set from anxious, depressed, irritable etc. back to my old happy self. I still have moments but don't we all. I learned that to be happier I had to love myself and be nicer to myself.
– BAHF attendee

Training

Training went from strength to strength with excellent feedback on the courses we delivered to businesses in Manchester. We have also been delivering a variety of courses to staff within the City council, which have been extremely well received. We extended our range of training courses to now being able to offer:

- Mental Health Awareness
- Managing Mental Health in the Workplace
- Wellbeing at Work
- Mental Health Awareness and supporting Young People

We also continued to deliver our popular eight week Mindfulness for Stress Course.

In order to cope with increasing demand we recruited a further eight freelance trainers to supplement our existing training team.

Community Training

Alongside our employer trainer we also ran mental health awareness training, train the trainer and assertiveness training – free to small voluntary and community sector organisations and to volunteers. The Train the Trainer courses are enabling us to recruit volunteers to assist delivery of training – adding in the authenticity of lived experience as well as providing opportunities to build skills and confidence.

"The training opened my eyes and changed my opinions about mental health issues and people suffering and living with it." – Training participant

Big Manchester

Manchester Mind continued to be involved in the influential Big Manchester Family Intervention Project. Our member of staff within the project (that is led by Barnardo's and also includes Pankhurst Trust incorporating Women's Aid and Homestart and CGL) provides support to parents and children where there is often parental mental health problems.

Manchester Engagement Team

Manchester Mind employed staff continued to support the delivery of assertive outreach delivered by the Manchester Engagement Team. Social Workers, support workers, housing and welfare rights workers and administration staff were integral to the delivery of this service to people with a diagnosis of psychosis, multiple hospital admissions, complexity and disengagement with services. Staff would also be involved in a consultation about the future of the team, which would be decided in 2018/19.

Working in Collaboration

The collaboration between the five local Mind associations working across Greater Manchester continues to thrive and saw the recruitment of a GM Mind Co-ordinator in September 2017. This post funded through a Mind grant was seen as strategically important and one, which would be able to share learning across the local Mind network. Our partnership work with our colleagues from Tameside, Oldham and Glossop Mind, Mind in Salford, Stockport and District Mind and Rochdale and District Mind had come about specifically in response to devolution. The Co-ordinator role give the five minds capacity to be consistent about taking forward this collaborative model of working. Staff from across the five Mind's have started to work together on training, fundraising and marketing. A joint bid to deliver Talent Match was successful, and led by Tameside Oldham and Glossop Mind. A joint bid to deliver training and support to Blue Light staff was also successful and led by Mind in Salford. The role of the co-ordinator was also to influence at a strategic level, to ensure that Greater Manchester Mind was able to contribute to the future planning of services.

Our Manchester

A further highlight was being involved in the co-production of the Our Manchester Voluntary and Community Sector grant fund,

which saw the combining of all the City Councils voluntary sector grants into one fund. It was incredibly positive that a process was in place that involved the sector in its design. Even more positive that we were able to apply for funding and secure a three year grant to enable us to maintain and further develop three of our key services of advice, training and community cafes.

In the past I was feeling low and had a lack of motivation which were both affecting my relationships. Through having counselling I started to think clearer, I gained confidence through discussing situations and felt less stressed. Life is better after counselling because now I can organise my thoughts, I can open up to others about feelings and I am happier.
– Service user

Fundraising

Fundraising once again has made a real impact. We have worked with businesses and individuals who have given up their time to fundraise for us, for all sorts of reasons including very personal experiences. Whatever the reason we are really thankful and impressed at the things people have done – the miles people have ran or cycled, or swam, the cake bakes, bucket collections, sky dives and the list goes on. The additional money that we raise is helping to support some of our services like advice, and peer support projects. It has also helped us develop new projects such as expanding our young people's counselling service. Fundraising is giving us the opportunity to have more conversations about mental health and build supportive relationships with all those people and businesses who support us.

We also took part in the pilot of RED January this year. This was partly a fundraising initiative but the focus was more on the power of physical activity to improve mental health.

Marketing and Communications

In May 2017 we recruited to a Marketing and Communications Manager. We felt this role was important to provide us with the expertise and capacity to be able to strengthen our communications in order to be more effective at demonstrating impact and to improve how we tell our story, and the stories of the people who use our services.

Values

Values were also an important part of the year's work. Although our Service Director had always felt that Manchester Mind as an organisation had strong values – what were those values?

It felt important for us to identify them and ensure they became present in everything we do both internally and externally. By identifying what was important to us collectively we could become much better at identifying the 'Why' of what we do. We undertook a significant piece of work in the autumn of 2017, working with Jackie Lefevre, on identifying our core values and beliefs. This collaborative and participatory piece of work involved trustees, volunteers, staff and managers. Apparently it was not difficult to uncover our values as they were all already very visible in our work. We are committed to continuing to embed and align all our work to our values, as this report successfully demonstrates.

We believe

- In the power of listening and feeling heard
- Everyone has value: something to offer
- Everyone deserves to be supported in their mental health needs and we have a part to play in that
- Better understanding of mental health, both personally and professionally, benefits everyone
- Being open to learning and reflecting on experience can improve mental health services: there is no single "right way"

Our values

Openness

being receptive to, and appreciative of, the skills, talents and perspectives of everyone

Belonging

developing kind relationships that lead to feeling accepted, understood and able to contribute

Strength

recognising and developing potential in others and ourselves, enabling resilience

Collaboration

generous sharing of our resources, skills and talents enabled by clear and meaningful communication

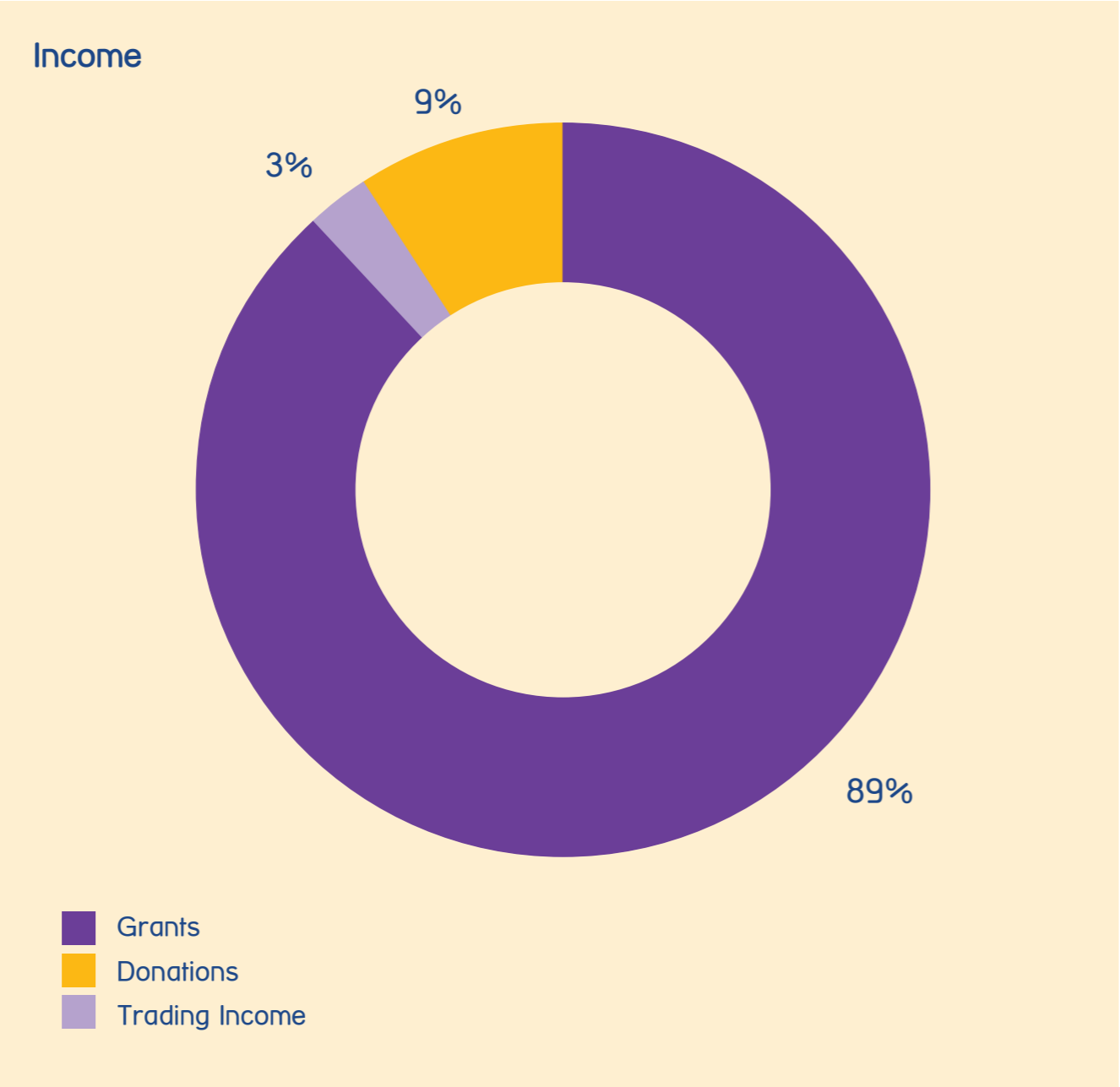
Finance

Manchester Mind ends the year once again in a strong financial position, with overall reserves increasing by £54,000 to £791,000.

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

The level of restricted reserves increased by £71,000, while unrestricted reserves reduced by £17,000, reflecting the use of unrestricted reserves for specific self funded project work and match funding to enhance service provision.

Funding from excess unrestricted reserves to enhance service provision will continue in the coming years.



To all our funders who have supported the delivery of our services:

- Manchester City Council
- Big Lottery Fund
- Comic Relief
- Children in Need
- Greater Manchester Mental Health Trust
- Manchester Clinical Commissioning Group
- Henry Smith
- Calouste Gulbenkian Foundation
- Mind

And all the businesses and individuals who have generated income for Manchester Mind through sponsored activities and organising events. Every contribution is valued and supports our mental health services.

And finally...

thank you to all our staff and volunteers.

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.

Manchester Mind
Zion Community Centre
339 Stretford Road
Hulme
Manchester
M15 4ZY

Telephone: 0161 769 5732
Email: info@manchestermind.org
Twitter: @ManchesterMind
Website: manchestermind.org

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