



 mind in Croydon

**Our Impact
2021/22**

Objectives and Activities

- Mind in Croydon is a voluntary sector organisation, a company limited by guarantee and a registered charity, concerned with the welfare of people with mental health issues living in the London Borough of Croydon and its surrounding areas.
- We work to promote and enable good mental health, empowering people to lead a full life as part of their local community. We work with and support people with mental health problems and their relatives and carers, putting people at the heart of everything that we do.
- We provide a wide range of services and work with partners and stakeholders in Croydon to support our vision, mission and objectives.
- Mind in Croydon was founded 55 years ago and currently turns over approximately £2m per annum. We have over 50 staff and around 80 volunteers working with us.

Our Vision

A world where there is support and respect for everyone with mental health issues, and an end to inequality and stigma.

Our Mission

We provide support, information and advice to empower anyone experiencing a mental health problem and promote understanding of, and positive attitudes to, mental health in the London Borough of Croydon and beyond.

Our Values

To achieve this Mind in Croydon lives its values through its people and policies:

- * **Person-Led:** We always strive to deliver authentic, person-led services
- * **Collaborative:** We work collaboratively with partners, clients, their families and with each other to provide the best support through effective, accessible pathways
- * **Equality:** We embrace diversity, we are open, welcoming and encourage inclusion in order to reduce inequalities
- * **Integrity:** We champion the voice of mental health service users with empathy, compassion, respect and without judgement
- * **Trust:** We are trusted by the people we work with and for, and our clients understand that we put them first

Contents

4	Welcome and Chair's Summary	18	Employment Support
5	Chief Executive's Introduction	20	The Mental Health Personal Independence Coordinator Service (MHPIC)
6	2021-2022: A Year in Numbers	22	Recovery Space
7	Strategy and Future Plans	24	Social Networking at the Hub
8	Active Minds	26	Welfare Benefits
10	Advocacy Service	29	Income and Expenditure
12	Carers' Support	30	Governance
14	Information Service	31	Thank You
16	Counselling Service		

Design
Cat Ayres

Printing
Jupiter Associates Ltd

Photos:
Various contributors

Mind in Croydon
26 Pampisford Road
Purley
Surrey
CR8 2NE

Charity No: 1073880

T: 020 8668 2210
E: admin@mindincroydon.org.uk
W: www.mindincroydon.org.uk

Company No: 3697578

Welcome and Chair's Summary

The financial year 2021/22 was an exceptionally busy year of growth and development for Mind in Croydon, set against a backdrop of changing needs for beneficiaries and service users as the Covid-19 pandemic continued to impact on society, our economy and our ways of working. Our support and services have never been more needed.

The development of new commissioning structures and relationships, including Integrated Care Systems, significant new partnerships across the statutory and voluntary sectors in Health and Social Care, and the ongoing roll-out of the South West London Mental Health Transformation Programme, were key strategic drivers for us.

The Trustees identified three strategic pillars to inform our work in preparation for the development of a refreshed strategy for 2022 onwards - People, Place and Partnerships.

Our mission is to provide more Mental Health support for more people in Croydon and the surrounding areas, and our new strategy will set out the skills, knowledge, capabilities, financial and other resources that will be needed to support Mind in Croydon over the next five years. There can be no doubt that demand for support with mental health is increasing year-on-year.

We want our work to be person-centred, client focussed, delivered where people are when they need it most, and highly collaborative - making the most of the skills and experience of partner organisations to make scarce resources go further with a bigger, positive impact on people's mental health and wellbeing.

I am so proud of the work of our Chief Executive, Philippa Mariani, who together with her Senior Management Team, has enabled Mind in Croydon to support more people than ever before, achieving organisational growth in the most challenging of times.

And I am no less proud of our wonderful support staff and volunteers who work tirelessly on the frontline to provide essential support and services.



Brett Garcia
Chair

Our staff team grew from 38 to 57 people in 2021-22, while 32 volunteer counsellors supported our inclusive, low-cost integrative counselling service, and another 52 dedicated volunteers worked with us in other capacities – whether in our busy retail shop, managing our online sales operations or providing sports, creative arts and singing sessions in our Social Networking hub in central Croydon, enabling people to find fun and friendship, to develop confidence and learn new skills, and to lead independent and fulfilling lives.

This is the essence of Mind in Croydon – community based, inclusive and open-hearted support for local people.

It is not all plain sailing, however, and cuts to Croydon Council's Adult Social Care Mental Health spending have meant the closure in September 2022 of our Employment Support Service and drastic reductions to our expert Welfare Benefits advice and information service, which provides support and representation up to Tribunal level for people with complex, long-term, enduring mental health conditions and which brings around £1.5 million each year back in people's pockets in additional or previously unclaimed benefits.

This leaves a gap in support which is certain to have a detrimental impact on the overall mental health of people in the Borough as the cost-of-living crisis bites, putting additional strain on services and support in other parts of the integrated health and social care system.

We will continue to strive to deliver the best support possible for as many people as we can and to make Croydon a mentally healthy place to live and work – thank you to everyone who helps us to achieve our aims (including colleagues who have moved on this year). I hope that you enjoy reading our 2021/22 Impact Report.

Brett Garcia
Chair



Chief Executive's Introduction

2021/22 has been a year of re-focussing on everything that is best about Mind in Croydon. It was our busiest year ever, as we brought more support to more people across the Borough.

We have built on what we learnt over the last two years about delivering services in new ways, with a flexible approach to remote and online working as well as a welcome move back to face-to-face services and support in our buildings, out in the community and in new spaces, like the Whitgift Shopping Centre in Central Croydon.

We have focused on bringing mental health out into the open, raising awareness of the challenges and issues that many people face in their everyday lives and reducing stigma.

We launched two new support services in 2021, both in partnership with Croydon BME Forum, enabling Mind in Croydon to reach out to more people, across diverse local communities and, most especially, to connect with people who have not engaged traditionally with mental health services, whether through primary or secondary healthcare services or through community-based organisations like ours.

The Croydon Health and Wellbeing Space is an innovative new approach to community wellbeing developed in collaboration with people with lived experience of mental health, statutory NHS partners and the local voluntary sector. It is an open access service for Croydon residents where they can get mental health assessments, direct contact with clinical care teams and information and advice from dedicated support workers on health and wellbeing, benefits, housing, education, training and employment.

The Space opened its doors in January 2022 as a testbed for the South West London Mental Health Transformation Programme. It has the potential to enable people in Croydon to think differently about their mental health and to find the help and support they need where they are, rather than in hospitals or other more traditional healthcare settings.

In its first 3 months of operation, well over 300 people dropped in or were signposted to the Space for support with their mental health.

Our Mental Health Personal Independence Co-ordinator (MHPIC) service provides direct one-to-one support with Personal Recovery Plans to help people to stay well – both mentally and physically – in their own homes and communities and to live their best independent life.

MHPICs link directly with local GP surgeries, and other healthcare professionals can refer people quickly and easily where their needs are more related to social factors than clinical interventions.

In the face of the ongoing challenge of lockdowns and social restrictions, and the uncertainties relating to the impact of the national vaccination programme on the health and social care sector, we provided direct support for 7,951 people during the year, up a staggering 50% from 2020/2021.

In particular, we saw a big increase in the need for counselling support, with people seeking help for anxieties, depression, illness, loss and bereavement – often connected with or exacerbated by lockdown and social restrictions. With the support of additional capacity funding from the NHS, we were able to complete 70% more counselling assessments than last year, bringing accessible, low-cost, personalised counselling to more people than ever before. And we saw a 20% increase in the number of people seeking specialist support with Welfare Benefits, as the economic impacts of the pandemic and the cost-of-living crisis started to hit home.

This Impact Report tells the story of our year at Mind in Croydon from the perspective of our services and the people who benefit from our support. It has been a privilege to lead the charity through these testing times and I look forward to shining the spotlight on the wonderful work that our teams deliver day in and day out. I want to thank them and colleagues and partners right across the sector – working together we make a real difference.

Philippa Mariani
Chief Executive



Philippa Mariani
Chief Executive Officer

2021-2022: A Year in Numbers

We provided support with their mental health to

7,951
people - up 50%



We raised

£61,977
in individual giving and legacies

122

new referrals to the Carers Service - up 40%



We raised

£1.4 million

in previously unclaimed benefits for Croydon residents



1,350 people were supported by an independent advocate on hospital wards or in the community - up 18%



296
clients were assessed for counselling

Our income grew by 20% to

£2,014,378



84 people volunteered for us

and provided more than 6000 hours of their time

valued at over

£65,000

2,800

calls and emails to the Infoline - up nearly 70%



Strategy and Future Plans

In 2021, we reviewed our strategy to meet the needs of our service users for the period 2019-2022.

Strategic Aim 1

To provide more support for more people, at a time when demand is growing and resources are shrinking in real terms – focused on prevention, intervention, and supporting every person's journey to health and wellbeing

Strategic Aim 4

To be financially strong and resilient – so that we can keep going through the rough and the smooth and prioritise and protect what lived experience tells us make the biggest positive differences to peoples' lives

Strategic Aim 2

To build on our skills, knowledge and experience as a leading provider of mental health services and support - developing new ways of working, new person-centred services and new partnerships, to ensure that we can continue to provide what people tell us they need and want

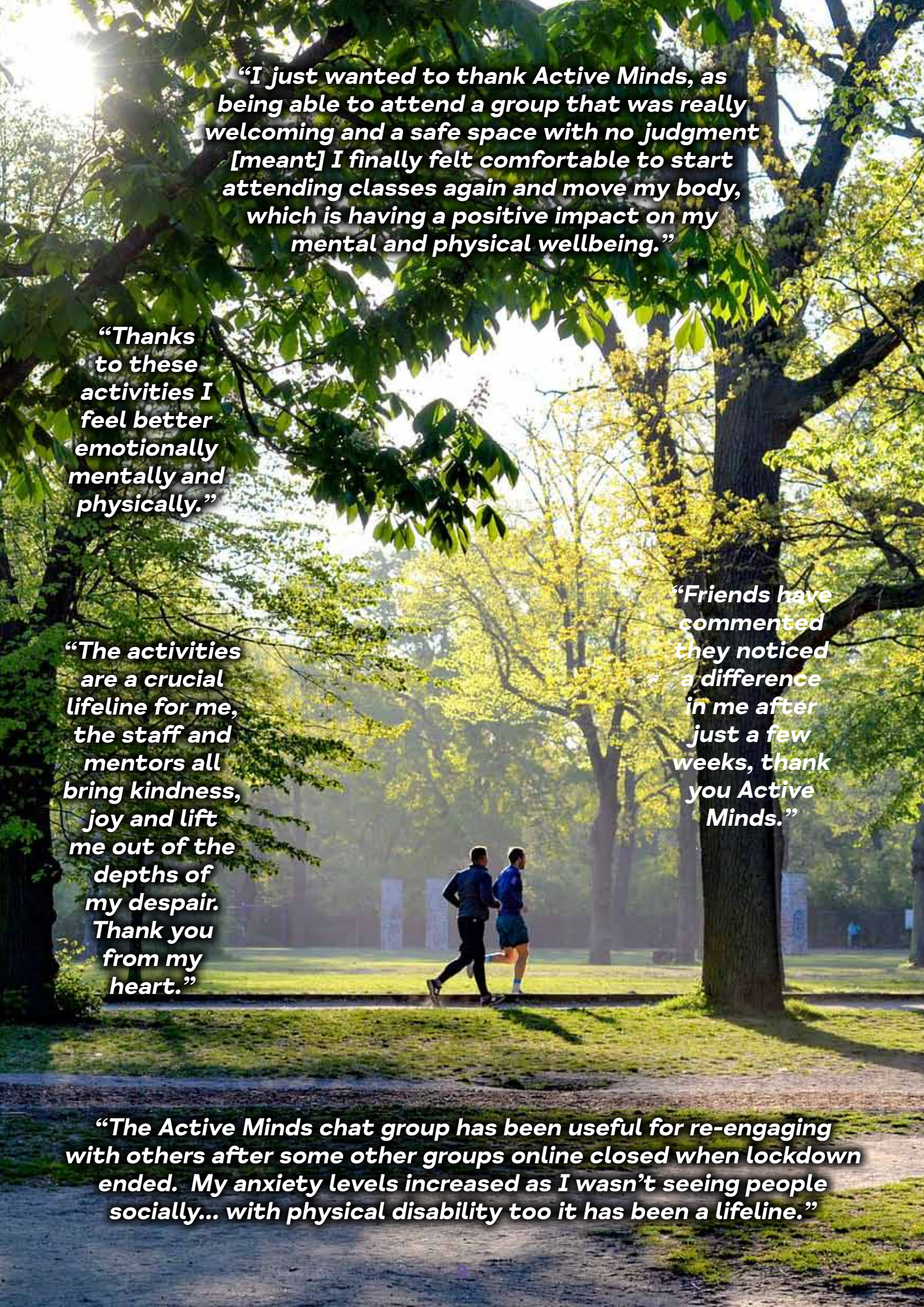
Strategic Aim 3

To be clear about our quality – our systems, processes, learning, organisational capability and capacity



In the coming year we will:

- * Build our reach and capacity through integrated service delivery, including developing Phase 2 of the South West London Mental Health Transformation Programme with community mental health hubs in the North and the South of the Borough
- * Extend our partnerships with the wider voluntary sector and local Mind organisations to bring more support to more people
- * Focus on lived experience and peer support, bringing Mental Health Personal Independence Co-ordination to more people, in hospitals and communities
- * Continue to address health inequalities by delivering open, accessible support for all and improving diversity, inclusion and opportunities on our Board, in our staff teams and for volunteers
- * Review and revise our Reserves and Investment policies to enable Mind in Croydon to remain financially strong and resilient and to secure sustainability for the future

A background image of a park with large trees and two people jogging on a path. The scene is bathed in warm, golden light, suggesting late afternoon or early morning. The trees have lush green leaves, and the path is a mix of dirt and grass. Two people are jogging away from the camera in the middle ground.

"I just wanted to thank Active Minds, as being able to attend a group that was really welcoming and a safe space with no judgment [meant] I finally felt comfortable to start attending classes again and move my body, which is having a positive impact on my mental and physical wellbeing."

"Thanks to these activities I feel better emotionally mentally and physically."

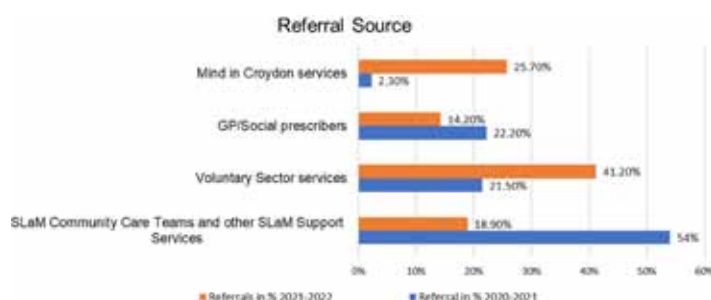
"The activities are a crucial lifeline for me, the staff and mentors all bring kindness, joy and lift me out of the depths of my despair. Thank you from my heart."

"Friends have commented they noticed a difference in me after just a few weeks, thank you Active Minds."

"The Active Minds chat group has been useful for re-engaging with others after some other groups online closed when lockdown ended. My anxiety levels increased as I wasn't seeing people socially... with physical disability too it has been a lifeline."

Active Minds

This year we supported a total of 472 people, receiving 371 new referrals, double the number of referrals since last year. We focussed on reintroducing our full range of face-to-face activity groups as social restrictions ended.



We delivered 4,023 hours of support, including 132 Welcome Meetings.

135 people were supported by 17 buddy volunteers, building confidence and enabling them to attend activities.

80% of people who came to groups maintained physical activity by attending five or more times.

70% of people felt their mental health was better because of attending Active Minds activities.

62% of people felt their levels of physical activity had improved because of attending Active Minds.

Referrals are evenly distributed between the South London and Maudsley NHS Trust, voluntary sector partners and other Mind in Croydon services, adding value across the system.

We delivered a wide range of coached and skills led groups, across 17 different activities, including Digital Skills workshops in partnership with CALAT, Tennis, online Tai Chi, yoga classes, mindfulness, and relaxation. Thank you to our funders in 2020-21 including the award-winning Co-op Mind National Partnership.

Our heartfelt thanks go out to all our individual coaches, clubs, volunteers and partners this year, including Wild Oak Tai Chi, South Croydon Sports Club and MDL Coaching.

Thank you to our funders in 2021/22 including the award-winning Co-op Mind partnership. The Co-op Partnership was nominated in two categories at the Third Sector Business Charity Awards. The categories were 'Employee Engagement Initiative of the Year' and 'Charity Partnership of the Year – Consumer Goods/Food & Beverage', winning both categories!

Jolly Joggers

During a chilly February we started our most successful jogging group to date!

Following the Couch to 5km programme, Jolly Joggers members have seen through the 12-week course and are now running consistently for 20 minutes a day!

Forward Look

In 2022-2023 we are piloting self-referral to access our activities.

Thanks to our successful grant application to B&Q, we will be making our allotment an even more welcoming accessible space, by installing new raised planters, new shed, decking and seating areas.

Dora Crook,
Active Minds Service Manager



At the Allotment

Advocacy Service

The Advocacy Service at Mind in Croydon provides:

- Independent Mental Health Advocacy (IMHA)
This is a statutory service under the Mental Health Act 1983 supporting people who are detained or treated within the framework of the Act.
- Community Mental Health Advocacy
Supporting Croydon residents with independent mental health advocacy as informal patients in psychiatric hospitals or in the community.

Our independent advocates attend inpatient units weekly to support people who need help to communicate effectively with clinicians and ward staff relating to their mental health care and treatment, in line with their rights under the Mental Health Act.

We work within the Advocacy Charter to provide an issue-based service, working directly with people to help them to develop a plan of action to address their issue.

In 2021/22, we:

Introduced advocacy to 784 new patients on wards and in the community

Delivered 440 brief contacts or one-off advocacy sessions with an Independent Mental Health Advocate

Received 229 appropriate referrals for mental health advocacy

- 95% of all appropriate referrals for the year were self-referrals
- 76% of all appropriate referrals requested an advocate to support them in meetings where aspects of their care and treatment are being discussed or decisions made regarding admission, transfer or discharge from an inpatient unit

We worked with two lived experience volunteers who participate in the Advocacy Service Steering Group. Thank you to them for their generous time and input.



What our clients said about us

“My advocate supported me with my concerns about medication, arranged a review and I feel listened to for the first time”

“When I met the advocate I understood my rights and was able to challenge decisions with their help”

“My advocate helped me understand how to make the meetings work for what I wanted”

Forward Look

We will continue to train and support our advocates and to work with our partners to deliver a high-quality mental health advocacy services in Croydon.

We will renew our QPM (Quality Performance Mark) and keep up to date with proposed changes to and consultation on the Mental Health Act 1983.

Michael Edwards
Advocacy Service Manager





Carers' Support Service

The Carers' Support Service provides support for people aged 16 years and over who care for someone, whether a relative or friend, with a mental health problem. The aim of the service is to provide carers with the emotional and practical support they need to manage and maintain their caring role, while maintaining their own health and wellbeing.

"I am now a convert to mindfulness and use the techniques I learnt whenever I start to feel overwhelmed"

The service includes:

- * Information on services available to both the carer and their cared for person
- * Support to access counselling where needed
- * Advocacy in the community
- * Emotional support
- * Opportunities to take part in research and service planning.

"The information I received was clear and relevant, I felt that I had been listened to and left feeling so much more positive"

This year we received 122 new referrals - up 40% on last year's figures.

A big issue for carers this year was when the person they cared for experienced added stresses owing to the pandemic which impacted on their own mental health, often making them fearful of being out in public and extremely anxious about the health of their carer or other family members. For some people this impacted hugely on regular daily tasks and quality of life.

The top four issues this year for carers are:

- * Housing
- * Hospital admissions and hospital discharges
- * Crisis care
- * Isolation

As well as one to one support and advice we run a Carers Support Group which gives carers the opportunity to meet with others in similar circumstances.



Carers Concerns

Carers can be overwhelmed and unsure of the services available for their cared for person. We support carers to make access to help and respite as easy as possible. We support them at meetings and in liaison with mental health services and medical practitioners.

Our Hub activities are open to carers and provide opportunities for respite and relaxation for carers.

Our Carers Group meets every week at Fairfield House in East Croydon.

Carers Week

For Carers Week in June 2021 we held an Information and Wellbeing Day with an online Mindfulness session hosted on Zoom by our wonderful volunteer mindfulness practitioner, Peter, and a Mind Gym session run by our Counselling Manager, Louise. A big thank you to both for their time and expertise.

Carers' Support (*continued*)

Carers Partnership Group

We are members together with the Carers Information Service and Croydon Mencap in the Carers Partnership Group funded by Croydon Council. We attend regular informative and

productive partnership meetings which provide a platform to voice carers' concerns.

Angela Christinis
Carers Support Service Manager



Information Service



The Mind in Croydon Information Service is a highly valued source of support and information for callers and queries that come via website, phone and email.

In 2021/22 the online directory was reached by 171,657 unique individuals. These individuals went on to use the directory in a total of 639,666 sessions. This reflects a sharp uptake in use of the directory with 42% increase in traffic over the previous year.

We dealt with more than 2,800 queries in 2021/22 over the telephone and via email. Our person centred Information Service helps to provide a direct human interaction for often distressed people, understand their needs and guide them to appropriate support and services within Mind in Croydon and the wider mental health support structure in Croydon.



Like us on Facebook
'Mind in Croydon'



Like us on Instagram
@mindincroydon



Follow us on Twitter
@mindincroydon



Follow us on Wordpress
Mind in Croydon

The screenshot shows the homepage of the Mind in Croydon Mental Health Information Directory. At the top, there is a logo for 'Mind | Mind in Croydon' with the tagline 'for better mental health' and 'Mental Health Information Directory'. Below the logo is a navigation bar with links: Home, Service Search, Factsheets, Organisations A-Z, and Favourites. A yellow search bar is prominently displayed with fields for 'Service' (with a placeholder 'Type your service here...'), 'Postcode', and 'Region' (with options for 'Local', 'Greater London', and 'National'). A 'Search' button is on the right. Below the search bar, a welcome message states: 'Welcome to the Mind in Croydon Guide to Mental Health Service's directory. We hope you find the database helpful and easy to use. It contains a wide range of mental health information. The database is designed to make accessing information as straightforward as possible. Services provided both in the statutory and voluntary sectors are constantly changing and it is hoped that this electronic version will bring people up to date with some of those changes. Information can also be obtained by clicking 'Factsheets'. This will display a list of current information & fact sheets. Select a document by title to view information where available. If you wish to make a comment, add your service or submit an amendment please email: acon@mindincroydon.org.uk.' Below this text is a grid of 16 service categories, each with an icon and a label: Abuse, Advice & Information, Diagnosed Problems and Conditions, Education & Voluntary, Housing Needs, Older People Services, Other Organisations, Parental Help & Advice, Psychiatric Services, Support, Therapies, Transport, Women's Services, Young People Services, and Your Rights. At the bottom, there is a footer with links for 'Privacy Policy', 'Terms & Conditions', and 'Accessibility', and a note that the 'Support Directory' is powered by 'directories'.



in Croydon

In need of
support or advice?

Mind in Croydon
is the leading
mental health

Our services include:

- Active Minds
- Advocacy
- Carers Support
- Counselling
- Employment Support
- Info Line
- Social Networking
- Welfare R



Counselling Service

The Counselling Service at Mind in Croydon supports adults over 18 who have poor mental health. The service is accredited by the British Association for the Counselling Professions (BACP) which is the Governing Body and ensures that the service is regulated to a very high standard.

Our counsellors returned to face-to-face working practices in 2021, supporting clients who did not have suitable technology available or a safe space to use it.

During the year we saw a surge in demand with more people needing counselling support than ever before. Over 750 clients received counselling throughout the year over, an increase of around 40%. Many people talked to us about rising levels of anxiety and depression during lockdown because of the lasting effects of increased social isolation, losing jobs or returning to work. Some people had not left their home for nearly two years.

Our Volunteers

Mind in Croydon's low cost accessible Counselling Service is delivered by fully qualified volunteer counsellors and trainee counsellors through supervised placements. All of our counsellors receive clinical supervision from qualified external counsellors. In 2021/22 we worked with 32 volunteer counsellors.



Our Groups

The Counselling Service facilitated a face-to-face Anger Management group. This was held weekly over a six week period and was limited to 8 participants owing to social restrictions during the pandemic, with very positive feedback from group participants.

"It has been helpful and put together well and has given me useful skills I need to deal with problems in the future"

Our experienced volunteer counsellors ran an Anxiety group supporting 8 people who all talked about life with mild to moderate levels of anxiety. The group was experiential in nature and included breathing and mindfulness techniques.

"I've felt it's an extremely safe and judgement free place to ease my problems"

We reintroduced our innovative Breakthrough Hoarding Group which was delivered this year to 9 participants supported by 3 Buddies. The group ran over 12 weeks and was oversubscribed before its launch, demonstrating a real and urgent need for expert support and interventions for people who are at risk as a result of hoarding. We are delighted that Croydon Council has funded the startup of 4 more groups in 2022/23.

"I feel the hoarding programme has made all the difference to me knowing why I hoard and what steps I need to make to de-clutter"

In House Training

Mind in Croydon provided training for the counselling volunteers on creative and innovative practice methodologies for bereavement and loss, and working with clients who have difficulties verbalising their emotions.

bacp | Accredited Service

Counselling Service (*continued*)

Carers' Counselling Service

The Carers' Counselling Service provides carers with a safe space to talk. The service delivers monthly psychoeducational groups that are run face-to-face on the first Monday in the month.

The Carers' Counselling Service supported 372 clients during the year.

The Counselling Service has achieved much during the transition from purely online counselling sessions throughout the pandemic to wholly face to face in 2021/22. Thanks go to the volunteer counsellors, professional service providers, Croydon Clinical Commissioning Group and local GP surgeries without whom the amazing low cost counselling service would not be possible.

Louise Kyffin
Counselling Service Manager



Employment Support

The Employment Support Service supports people experiencing mental health challenges to overcome barriers to work, increase their skills and confidence and regain meaningful employment.

Our team of Employment Support Workers encourages and motivates people with long-term mental health issues to engage in vocational activities such as CV Writing, Mock Interviews and Job Searching.

Using a person-centred approach, the Support Worker enables each client to develop their own Action Plan working together to achieve a set of employment-related goals.

We know that having a routine can be beneficial to mental health and wellbeing so we support people to return to work after periods of mental ill health, to engage in volunteering, to enrol on courses and to increase their confidence and skills through attending our Employability Workshops.

“I appreciate the effort you guys put in to helping and supporting people in terms of employment and mental health, I can tell you really care for people, because it shows.”

Increase in Referrals

The service has seen a dramatic increase in referrals this year compared to previous years. In February 2021 we made access to the service easier than ever before. Clients are now able to self-refer and can choose to book in for either longer-term support (casework) for up to a year, attend a one-off appointment or book onto one or more of our Employability workshops.

“Staff are very helpful and have a strong understanding of mental health issues and also signposted me to other Mind services”



Mental Health First Aid Training

Our Employment Support team completed their certificates in Mental Health First Aid Training through Croydon Council which enables them to identify and respond to people who may be experiencing a mental health crisis and to offer signposting and support.

Working in Partnership

Health Day in Croydon

We were delighted to be part of Health Day at Ingram Court in the summer of 2021, run by Evolve Housing and Support along with our partners at Off the Record, Healthwatch Croydon and Croydon Sexual Health. We spoke to housing association residents about their employment ambitions and what the Employment Support Service had to offer.

In the community

The Employment Support Service has developed excellent links with the brand new Croydon Health and Wellbeing Space at the Whitgift Centre in Central Croydon, delivering bi-weekly drop-in sessions with members of the public. This has enabled a much more open and responsive Employment Support Service with people able to book appointments with Employment Support Workers directly.

WorkWell

We are actively engaged with the South London and Maudsley NHS Mental Health Trust ‘WorkWell’ group where Employment Specialists working with people receiving secondary or acute mental health care or treatment, work together and share best practice, local opportunities, training, ideas and solutions.

“This Employment Support Service has helped me to gain a bit of knowledge and a bit of support into looking for work and also using IT skills. Overall, my journey went from strength to strength.”

Employment Support (continued)

Workshop Case Study:

In March, we ran a workshop on CV writing and getting back into the workplace, helping people to develop skills on how to put together a good CV. We provided laptops and practical sessions when clients worked on their CVs together.

The workshop was a very productive session which left our clients feeling more confident.

Our clients said:

“I have so much more confidence and have expanded all of my skills after this workshop.”

“The workshop has helped me understand how to create a more effective CV.”

“The tutors are very competent, amicable, motivating and professional.”

“The event was well-presented, the hand outs were clean and concise, the clarity made it worth attending and everything needed was covered.”

Employability Workshops:

We delivered 5 face to face workshops and 2 virtual workshops over the year including:

- * CV Writing
- * Job Search Practice
- * Disclosure (disclosing a disability)
- * Interview Skills CALAT 2 of 2
- * Interview Skills CALAT 1 of 2
- * Interview Skills In-House
- * Digital Skills CALAT
- * Job Search Practice

We have partnered with CALAT Croydon Adult Learning and Training College designing and delivering a brand new 4 week course for our clients on Confidence, Choice and Change.

Tom Goddard, Head of Social Inclusion Services and
Caprisha Hansford, Service Manager

“Thank you very much for organising the third session of the course. I thoroughly enjoyed it and learned a lot about myself and what I can do. I never thought I could speak in front of a fairly large group of people before”

Anon (after Confidence, Choice & Change course).

Client Case Study:

Z was first referred from the Community Mental Health Team in July 2020. She had been out of work more than a year and told us that she lacked belief in herself when it came to job hunting.

Z attended our in-house workshops including interview skills, disclosing mental health to employers and volunteering. She used the internet at our Vocational Hub in South Croydon to search and apply for jobs and update her CV.

When she felt more confident, we supported Z to complete a Level 2 certificate in Behaviour in Challenging Children. Z had experience of children's needs around Autism & disabilities owing to her own family experiences. Her Support Worker encouraged her to apply for a voluntary position as a Family Support Worker. With this experience, Z got a part time job in a school and now in 2021 continues to work with children & young people aged 11-19 with severe and profound learning difficulties.



The Mental Health Personal Independence Coordinator Service (MHPIC)

The MHPIC Service was launched on 1st April 2021 and is a part of the Mental Health Transformation Programme that is being rolled out in the London Borough of Croydon. The service is a joint partnership between Mind in Croydon and Croydon BME Forum and is funded by the South West London Clinical Commissioning Group. It is a pilot project - currently funded for two years – from April 2021 to March 2023.

Key Principles of the Service

This service provides clients with:

- * Direct person-centred support
- * Assistance to access and use community support services
- * Support to manage and maintain their physical and mental health and wellbeing
- * Home visits and support in the community



The MHPICs offer one-to-one support to people with mental health conditions and support them to develop their own personal recovery plan, usually over a 8 to 12 week period.

“A huge thank you for the excellent work you have carried out ... the home visit has been a huge success”

Community Facilitator

“Many thanks for your ... input and ... navigating around issues and concerns [with our client]”

Senior Mental Health Nurse

Our clients are encouraged to identify and work towards achieving wellbeing goals which may include attending therapy, joining a social group, or engaging in physical activity. We add value by signposting or referring clients to other services, for example Mind in Croydon Social Networking, Active Minds, IAPT, the SUN Project, Managing Anxiety groups, Young at Heart, and Side by Side - Mind's online support community.

We also support clients with form filling and help to co-ordinate services with a range of health and social care professionals.

The service is open to residents of Croydon who are 18 years and over and are registered with a Croydon GP. We take referrals into the service from GPs, wrap around multi-disciplinary health and social care teams and Community Hubs.



The team comprises of 9 Mental Health Personal Independence Coordinators (MHPICs), who work across the 6 Integrated Care Network Localities within Croydon and cover a total of 58 GP surgeries. We started out with a team of 6 MHPICs but as referrals grew rapidly our commissioners agreed to fund a further three roles enabling us to provide support across all the Primary Care Networks in Croydon.

The Mental Health Personal Independence Coordinator Service (MHPIC) (*continued*)

In 2021/22, we received 268 referrals for help and support – 79% came directly from GPs, 13% were from the Integrated Care Network Plus and Multi-Disciplinary Teams and 8% from the Community Hubs.

“It has been a godsend finding the MHPIC service ... [my co-ordinator] makes me feel comfortable and I feel really positive about how far we have come.” MHPIC Client

Valerie Williams
MHPIC Service Manager

Case Study:

VS was referred to the MHPIC Service via their GP for support with depressive episodes that led to VS being signed off work.

VS wanted support with finding new employment and wanted to access counselling to help manage anxiety.

Goals and Actions Taken

- * Living Skills - A referral to Employment Support services at Mind in Croydon
- * Managing Mental Health - Support completing the self-referral form to IAPT
- * Signposting to the Mind in Croydon one-to-one Counselling Service and Anxiety Group

Outcome

- * Full-time employment with support and training
- * Six sessions of CBT with IAPT – developed techniques to manage anxiety and improve self-confidence
- * Attended the Anxiety Group and was on track to receive one-to-one counselling support once the course ended
- * Scores improved in most areas - scoring mainly 9 or 10 on the Recovery Star and 5 on the Warwick Edinburgh



Recovery Space

The Recovery Space is Mind in Croydon's out of hours crisis support service for adults aged 18 and over who are experiencing social and emotional crises. Our aim is to promote good mental wellbeing and empower people to access support within the community as an alternative to emergency services and GPs.

The Recovery Space offers a person-centred approach to assessing service-user needs and walks alongside the person in their recovery journey. The safe, non-clinical setting provides a space for clients to explore the nature of their crisis whilst receiving non-judgemental, empathic and collaborative support in identifying triggers, building upon their strengths, and developing new and healthy coping strategies in crisis de-escalation.

Crisis Support Workers seek to strengthen clients' autonomy through psychoeducation; exploring what lies behind the crisis; supporting self-advocacy; and enabling opportunities for personal development.

The Recovery Space is a referral only service, collaborating with NHS South West London Clinical Commissioning Group.

In 2021/22, the Recovery Space received 787 referrals from our 'trusted assessors'. 95% of referrals came from our NHS partners at Croydon University Hospital, the GP Primary Care Networks and the Home Treatment Teams. The remainder came from the Community Mental Health Team, Bethlem Royal Hospital, Croydon College, the Crisis Assessment Team and the Croydon Health and Wellbeing Space.

The majority of people referred were white (52.5%), with 47.5% from black and other ethnic backgrounds.



Key issues:

- Anxiety and depression - 32%
- Suicidal ideation/attempts - 26%
- Self harm - 12%
- Isolation - 7%
- Drug and alcohol issues - 7%
- Relationship issues - 6%
- Abuse - 2%
- Bereavement - 2%

Other Issues:

- Financial issues, psychosis, trauma, anger - 6%

Most people who used the service were aged 18-24 (28%) and 25-34 (28%), with the majority of clients based in Central Croydon.

The recovery pathway offers various interventions in supporting clients through their crisis including: one to one sessions, crisis calls, and groups consisting of therapeutic interventions such as mindfulness, sound healing, guided meditation and journaling. Service users and referrers identify emotional support and crisis management as the main benefits of being in the Recovery Space.

"Thank you for helping me problem-solve and helping me find services to support me longer term."

The Recovery Space is continually evolving, most recently expanding to include daytime appointments at the Croydon Health and Wellbeing Space.

Our ambition is to generate additional trusted assessor relationships and referral pathways to help meet the needs of people requiring access to early intervention services for psychological and social crises.

Jacqui Dyce
Head of Mental Health Services

"...[I] now have a few extra things on my safety plan which I hope I can use. Thank you!!!!"

**“Really relaxing
and comfortable
space with friendly
staff welcoming
clients...”**

**“I appreciated
the warmth of
the building, the
snacks offered
and the radio
sometimes
on in the
background.”**

**“I feel so lucky to
have been able to
work with [Crisis
Support Worker].
She has supported
me so much. I
appreciated so
much how she
took the time to
learn about me
and remembered
things I said from
session to session.
She has helped
me understand
myself a little bit
more...”**

**“I want to
thank [my Crisis
Support Worker]
for creating a
safe space with
me where I could
talk and express
my feelings.”**



**“... a big big thank
you to [Crisis
Support Worker].
She is absolutely
amazing and
listened to me
and she's very
understanding and
easy to talk to.”**

Social Networking & The Hub



Mind in Croydon's Social Networking Service (SNS) including The Hub, is based in Central Croydon and provides a safe, supportive space for people who are experiencing or recovering from mental health problems to engage in activities in the community as part of their recovery.

The Service provides a comfortable, friendly place for members to reduce loneliness and isolation, and gives people support with a range of practical issues to help them become independent and confident in their abilities.

The Social Networking Service is open 6 days a week, including 2 Hub days on Wednesdays and Saturdays providing a warm and welcoming place for social activities, hot meals cooked on the premises, fun and friendship.

Our Social Networking Caseworkers support people to use mainstream services such as colleges, churches, medical and welfare benefits appointments and other community activities, including volunteering roles of their choice and support to keep the roles.

For example, we provide one-to-one IT support including training to access Universal Credit Accounts and help to use smartphones to set up appointments and reminders. Our Caseworkers walk alongside our members to enable them to attend college and take part in a wide range of further education courses.

Our group activities enable and empower members to plan, organise and participate socially, and help them to improve their mental health and physical wellbeing.

Support during the easing of restrictions

Social Networking gradually transitioned from virtual to face-to-face interactions and telephone calls to support members who were still reluctant to leave their homes and engage with their communities. Many members were very happy to come back into the building to enjoy the group activities and have a meal. Members also said that they felt more active and less lonely by being able to socialise and talk to their peers and staff in person.

In 2021/22:

- * 794 people were registered with SNS
- * 284 new referrals
- * 512 discharges

Reasons for discharge include clients no longer requiring the service as they are settled in community activities; clients who cannot be reached by a phone call, text messages or letter; clients who have passed away and those who have moved away from the London Borough of Croydon.

282 members stay in regular contact with their Caseworker.

Our partnership with Foodshare

We are delighted to be able to work in partnership with Foodshare to collect donations from the local Waitrose at East Croydon. During the year, this had an enormously positive impact with clients receiving food hampers and the donations enabling us to provide low-cost cooked meals every week.

Impact:

- * 655 total collections
- * 8,277 Kg of collected food
- * 19,707 meals equivalent
- * 26,486 Kg CO2 savings

Social Networking & The Hub (continued)

Referrals

Referrals to SNS are accepted from health and social care professionals including GPs, Social Workers, Care Co-ordinators as well as voluntary sector partners and other social care providers.

Activities and Events

SNS provided a range of activities, trips and social events this year, locally and further afield:

- * Trip to Winter Wonderland in Hyde Park
- * Lightopia in Crystal Palace
- * Kew Gardens
- * The Hub Christmas Party Programme - we celebrated over two weeks in December with members enjoying a Christmas roast, a quiz and bingo, and Christmas hampers and gifts to take home.

Black History Month

In celebration of Black History Month, Hub members designed an exhibition of African and Caribbean artefacts. Along with storytelling and cultural food, there was information about Black heritage and a female priest from African/Caribbean heritage came to speak about her experiences.



Black History Month at Fairfield House

Other events at Fairfield House:

- * World Harmony Orchestra
- * Soul Symphony Choir
- * World Mental Health Day (10th October) - staff and members had a cake bake sale
- * Art Exhibition at Croydon Clocktower with work from our members

Groups

The Social Networking Service provided many therapeutic activities such as the Walking Group, Sound Healing, Health and Wellbeing, Art Group, Singing, Drama, Breadmaking, Sewing and Equine Therapy.

The groups reduce anxiety and help to create positive feelings of happiness and relaxation. Members have the opportunity to learn new skills in addition to improving their concentration and communication while working on projects that they can use in everyday life.

Check out our Hub Groups and activities on:



Instagram
@mindincroydon

Arlene Foster
Social Networking Service Manager, The Hub



Welfare Benefits Advice

In September 2021 we launched the new Welfare and Employability Pathways Service, commissioned by Croydon Council to enable more support for more people with their welfare benefits and journey towards employment, including the development of a new partnership with Croydon Mencap to bring dedicated expert support to people with Learning Disabilities and Autism.

The Numbers

Enquiries - In the first 6 months of operation we responded to 2,708 Welfare Benefits enquiries, with 321 benefit maximisation sessions completed.

Appeals - We supported 478 people with advice on Welfare Benefits appeals.

Uptake - We supported people to gain an additional £1.4 million in previously unclaimed Welfare Benefit entitlements, putting much needed money in the pockets of some of the most marginalised in the face of a cost of living crisis.

Empowering - Nearly 1,000 people felt empowered to take the next step independently following advice from our specialist team.

“[My Caseworker] helped me at tribunal and to win my case. He was very supportive and advocated on my behalf. I am now planning to go on a trip abroad for the first time in a long time and I also cleared my debt.”

“It was helpful having someone there help me from completing the PIP form to being there during the interview and follow up. It very much helped with the stress and anxiety.”

“I felt heard, listened to and unrushed. [My Caseworker] was great, he’s helpful and clear.”

“[My Caseworker] ... [was] outstanding ... He has sound knowledge of mental health and was extremely kind and patient ...”

Tom Goddard
Head of Social Inclusion Services

Case Study:

A Mental Health Social Worker referred a vulnerable client with severe mental health issues for a benefits check. The client was in rent arrears and was at risk of being evicted, and her mental health was deteriorating.

The Caseworker advised the client that she could apply for Discretionary Housing Payment (DHP) towards her rent arrears and supported her to fill out the application form online.

When we followed up later in a joint telephone conversation with the Council, the client told us that her washing machine was not working and she was struggling to wash her clothes. We found out that she could get some help from the Household Support Fund and we helped her to apply for this too.

The client was awarded £3,925 towards her rent arrears which was paid directly to her landlord and her application for a washing machine was also successful. The client completed our customer satisfaction survey, scoring the adviser 10 (highest score for the assistance she had received) and thanked the adviser by email.



Welfare Benefits Advice (continued)

Universal Credit Project

Mind in Croydon has been a local partner delivering local support as part of the national, two year Universal Credit Project funded by National Mind and the Department for Work and Pensions.

We supported nearly 500 people in the London Borough of Croydon to effectively manage their Universal Credit claim, supporting them to move to the new consolidated Welfare Benefits system, and gathering learning about on what works well and what doesn't for people with complex, severe or enduring mental health problems and conditions.

Our Caseworkers attended medical assessments and job centre appointments with clients and supported people through the additional stresses and strains put on them and the Welfare Benefits system by the pandemic.

The project ended in Autumn 2021 and a report has been submitted to the Department for Work and Pensions.

"I often have pressured speech due to bipolar disorder. Not only was [my Caseworker] patient he went above and beyond to support me."

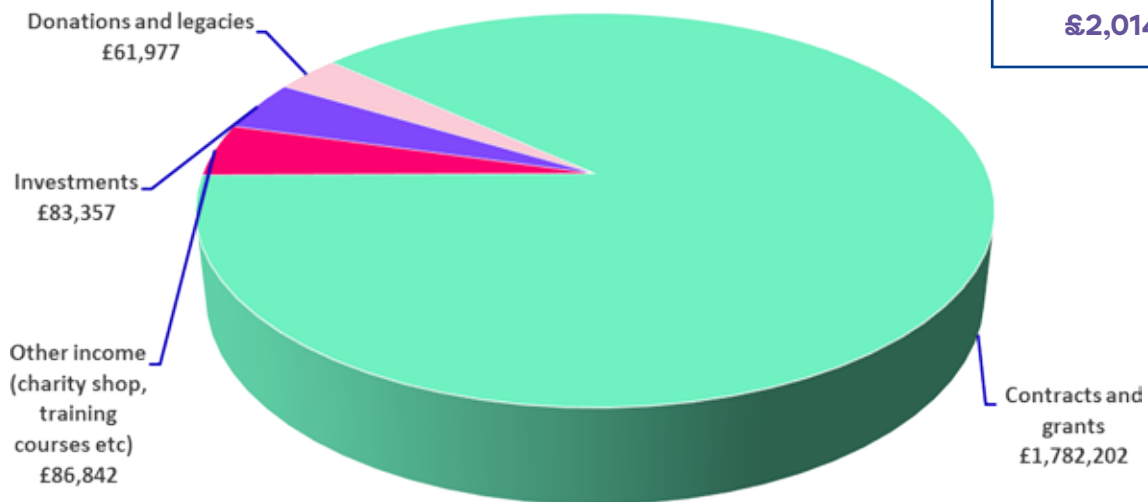
Tom Goddard
Head of Social Inclusion Services



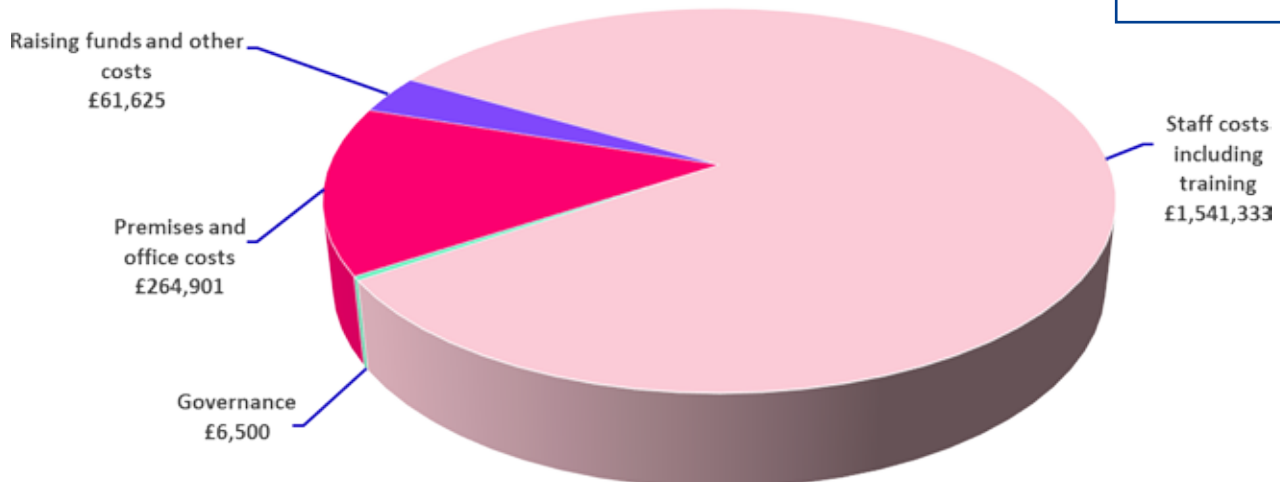


Income and Expenditure

Income



Expenditure



Mental Health First Aid Training

Our qualified Mental Health First Aid (MHFA) instructor, Peter Phillips, delivered 9 MHFA programmes this year, training 94 new Mental Health First Aiders to champion good mental health in workplaces.



Key Funding Sources

During the year our principal funding sources were:

- NHS South West London Clinical Commissioning Group
- London Borough of Croydon

We also received funding from:

- * Croydon Relief in Need Charity
- * National Mind
- * One Croydon Alliance/Local Voluntary Partnership (LVP)
- * Whiftgift Foundation
- * Co-op

Governance

Mind in Croydon is a charitable company limited by guarantee (company number 3697578). Mind in Croydon Limited wholly owns Mind in Croydon (Trading) Limited (company number 3026503) and is affiliated as Local Mind Association to National Mind. This relationship is governed by a membership agreement (the Community Partnership Agreement) which sets out the operation of the trademark licence, and which was updated in 2021 as the new Mind Federation Agreement.

The Board of Trustees

Mind in Croydon is governed by a Board of Trustees who are also directors of Mind in Croydon Limited.

The Board sets the strategic direction of Mind in Croydon and appoints a Chief Executive to manage the day-to-day operations of the charity, whilst overseeing the review and management of risks, controls and procedures to ensure that the strategic plan is successfully implemented. The Board has continued to meet six times a year during the pandemic, moving meetings online to ensure that good governance underpinned the challenging decisions that we had to make during the course of the year. The Finance, Risk and General Purposes Committee also met 6 times during the course of the year.

The Board ensures that appropriate procedures are in place to recruit and appointment new trustees as necessary to reflect the skills and capabilities required and the diversity of our service users and the local community.

In 2021-22, the Trustees of Mind in Croydon were:

Brett Garcia - Chair

David Martin-Clark - Vice Chair

Tony Horton - Treasurer

Jon Fraser (resigned May 2022)

Luigi Minchella

Shukri Mohamed

Angelica Thomas (appointed May 2021)

David Sayers (appointed May 2021)

Grace Obar (appointed May 2021)

Jill Kyne (appointed May 2021)

Saba Khan (appointed May 2021)

Service User Trustees

Our affiliation to National Mind requires that there is active service user involvement in the governance, management and operations of Mind in Croydon.

Our User Involvement Policy states that a minimum of one quarter of the Trustees of Mind in Croydon should be people who are or who have been users of mental health services and we are guided by the Charity Commission guidance “Users on Board: Beneficiaries who become Trustees” (CC24 March 2012).

Our full statutory accounts for 2021/2022 are available online from Companies House and the Charity Commission.



Just a few of our dedicated and hardworking Board Trustees

Thank You

Volunteers

Volunteers give their time to Mind in Croydon as Trustees, Counsellors and within all our projects. We would like to express our appreciation to them all for their dedication and for the time they give so willingly.

We would also like to thank the voluntary helpers at the Selsdon Mind shop. This shop is run by National Mind's trading company but makes a valuable contribution to Mind in Croydon's funds.

Fundraisers

Thank you to the following people for fundraising or making a donation to Mind in Croydon this year:

- Ruth Moragas and the Happy Heads Project
- Purley in Bloom
- Croydon Relief in Need
- St Mark's Church
- Croydon Spiritualist Church
- Giveacar
- John Lewis
- ASDA
- Paul & Susan McDonald
- Jeremy Tonkin
- Martin Taylore
- Aneela Sutton
- JR & CA Kelting
- Lloyds Bank
- Rotary Club
- St Lukes Church
- Mayor of London Borough of Croydon
- Nationwide Building Society
- Govia Thameslink Railway (GTR)
- Meridian High School
- In Memory of Sarah Masterson
- Dr Alex Chambers
- Mr & Mrs Lovatt
- Bryan Flynn
- JH Leck

Our Charity Shop

Our charity shop in Addiscombe is an important part of what we do in our local community.

This year, Anne Parrish, our shop manager, and her wonderful team of volunteers raised £46,225 in sales despite there still being restrictions on opening during the year owing to the pandemic.

We are always grateful for the donations that we receive to the shop and to all the people that support us there.



Mind in Croydon
Head Office
26 Pampisford Road
Purley
CR8 2NE

Tel: 020 8668 2210

www.mindincroydon.org.uk

