

A large, light blue, hand-drawn scribble consisting of several overlapping loops and lines, centered on the page and framing the main text.

**TELFORD MIND**

**ANNUAL REPORT**

**01<sup>st</sup> April 2021 – 31<sup>st</sup> March 2022**

# Telford Mind Annual Report 2021 - 2022

Welcome to our Annual Report for 1<sup>st</sup> April 2021 – 31<sup>st</sup> March 2022

## Mission Statement

Telford Mind is an independent voluntary organisation that is affiliated to National Mind. It exists to promote and support better mental health in Telford and Wrekin and surrounding areas.

Telford Mind works to promote recovery, aiming to provide high quality services for people who are experiencing mental health issues and / or emotional distress. It also offers support to people undertaking caring roles.

Telford Mind works to promote independence and inclusion. It challenges stigma. It promotes self-confidence, self-reliance, and designs and delivers appropriate services and activities through service user participation in development and governance.

We are committed to Quality and hold the Mind Quality Mark (MQM). The MQM is a robust quality assurance framework and sets out the required baseline of best practice and legal compliance in all areas of a local Mind's governance and activities.

We promote wellbeing.

## Aims and Objectives

### Our Aims are to:

- Reduce social isolation and distress
- Encourage independence
- Increase self-confidence, self-reliance and self-esteem
- Promote health and wellbeing
- Encourage participation in development and governance
- Develop service users' skills for self-help and mutual support
- Increase awareness and understanding of mental health
- Influence the way mental health services are planned and delivered

**To achieve these aims we will carry out the following objectives:**

- Provide support through our Listening Service, Helping Hands project and wellbeing activities
- Provide access to advocacy support and independent external organisations
- Work in collaboration with relevant organisations
- Provide support groups
- Develop our work in response to changing needs
- Liaise with the local authority, clinical commissioning groups (CCG) and public commissioners to assist with planning and delivery of mental health services.

In all our work we promote autonomy, equality, knowledge, participation and respect.

## Organisational Structure

The Board of Trustees meet once a month along with the Chief Executive Officer to review performance and to monitor and authorise activity and expenditure.

Members of Telford Mind elect Trustees annually.

The day-to-day management is delegated to the Chief Executive Officer, Louise Heap, who reports directly to the Board of Trustees.

Gemma Coulman-Smith is the appointed Operations Manager.

The Chief Executive oversees operational performance and service development and is supported by a small team of staff and volunteers.

## Board of Trustees

Name		Election Date	Resignation Date
Sue Harris	Chairperson	05 November 2013	18 January 2022
Robert Coulman	Trustee	03 February 2018	
Clive Elliott	Trustee	20 November 2018	
Rachel Preece	Trustee	10 March 2020	
Zoe Davies	Trustee	10 March 2020	
Jane Chaplin	Trustee	01 July 2019	

• **Trustee Recruitment**

Trustees are elected and appointed at our Annual General Meeting. Trustees may also be co-opted by the Board throughout the year.

## Overview

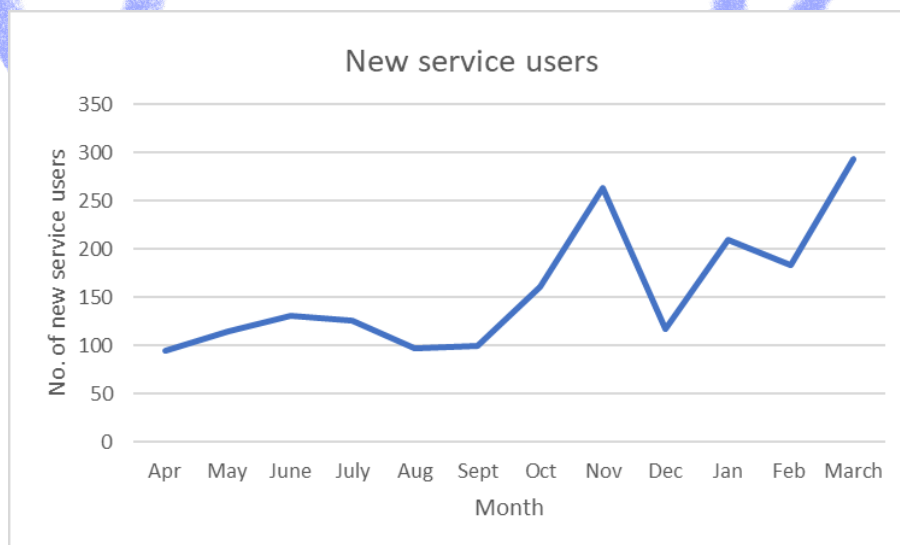
Telford Mind has been established for over thirty years and provides a wide range of invaluable services for people with mental health issues within Telford and Wrekin. The services we provide has increased significantly and ranges from listening support, calm cafes and social prescribing.

Telford Mind continues to go from strength to strength, with an increase in the number of services we deliver, our staffing numbers and during this reporting period we have seen the introduction of the following new services:

- Inpatient Support – April 2021
- Stay Mindful – July 2021
- Veterans’ Café – January 2022
- Care Leavers \_ February 2022
- NEETS – March 2022

Demand for our services remains to be high, we continue to regularly deal with service users in crisis and we continue to see an increase into our services from Statutory services. We attribute this to our strengthen links and partnerships with many statutory agencies.

From the 01<sup>st</sup> April 2021 – 31<sup>st</sup> March 2022, we have seen a total of 1890 **new** service users.



This figure does not include those who are already accessing our service/services. Many of these new service users will also access more than on of our services/projects.

With the increased demand on services and staff, regular clinical supervision (every 4-6 weeks) continues to be provided for all staff, including management.

Staff development has been a key priority and after consultation with individual staff members, it was agreed that we would hold our first away day. The away day gave the opportunity for all staff members to come together as one team and to talk about their thoughts and vision for Telford Mind. The feedback from the session was utilised to make organisational changes and considerations for the strategic development of Telford Mind.

We have a small team of volunteers that continue to support our work and going forward we will have a focus on volunteering recruitment and opportunities.

All staff and volunteers now have access to a comprehensive online training portal that they are required to complete. This training ensures that all staff and volunteers have a high level of training to enable them to carry out their roles effectively. Mandatory training must be refreshed every twelve months. Many staff members have also completed additional training, such as ASIST, SPEAK, PREVENT and Domestic Abuse training.

Telford Mind continues to maintain, develop and create partnerships and are firmly established within Telford and Wrekin. Through the dedication of the team and strong partnership working, we are now the go to mental health charity in Telford.

The CEO and Operations Manager have continued to work with Lloyds Bank Foundation through their Enhance programme and were allocated a Consultant to provide peer support and business support. During the consultancy support, the following areas were explored using the Organisational Mapping Tool:

Mission & Strategy	Service Planning	Monitoring & Learning	Partnerships	Communications	Governance
Financial Management	Fundraising	Administration	Human Resources	Organisational Culture	Executive Leadership

The mapping tool and the consultancy support has given the organisation the opportunity to analyse and identify areas of strength and those requiring improvement. This support has been invaluable and has enabled us to reflect on our organisation and to consider and identify our current and future development priorities.

# Achievements, Performance and Progression

During this reporting period there has been many achievements and areas of progression for Telford Mind.

This reporting period has seen the introduction of five new services:

- Inpatient Support
- Stay Mindful
- Veterans' Café
- Care Leavers
- NEETS

During December 2020 the local system was given the opportunity to bid for funds to support timely mental health discharges and prevent admission / readmission. The local voluntary sector was approached and submitted a range of proposals to support the agenda. Following confirmation that the bids were successful, the Council Commissioner and Team Leader for mental health met with the providers to explore how the services would be implemented to prevent duplication and to maximise the outcomes of the funding. This discussion resulted in the development of a proposal called the Mental Health Alliance. The Alliance is based on the experience that Council and Telford Mind have of delivering the Calm Café. A joint approach to delivering support at place which combines the skills and connections of the voluntary and statutory sector. The proposal was presented to MPFT (the commissioners of the funds) and subsequent discussions took place to develop the proposal further. In April 2021, the Telford and Wrekin Mental Health Alliance was formed with key partners to ensure that the most appropriate community services are involved so that individuals are effectively supported within the community. Partners within the Alliance are key representatives from the Voluntary Sector, Midlands Partnership Foundation Trust and the Telford and Wrekin Mental Health Social Work Team. The Alliance meets twice weekly and brings voluntary and statutory sector service providers together to maximise outcomes for people discharged from hospital following an admission at A&E. This coordinated response, ensure a multi-agency, multi-disciplinary approach, rather than operating as separate entities.

In September 2021, Telford Mind alongside other partner agencies attended the Project 94 “Can you hear me” for World Suicide Prevention Day event at Southwater Telford. The event raised awareness around male suicide, recognising that 94 men a week take their own lives. There was a visual representation of this truly startling fact with 94 pairs of shoes displaying the number 94. The meaningful and inspirational event reached out to a lot of people and delivered a strong message of “it’s ok not to be ok” and to remind people that there is always someone to talk to.

Telford Mind recognised that we needed to do more to engage the Black Community to understand what the barriers were to engaging in current Mental Health support, whilst also gaining feedback on what future projects and services the Black Community felt would be beneficial. Therefore, in October 2021, the Calm Café hosted a Black History month event. The event focused on engagement and for this reason we had lived experience speakers, fun activities and food. The event was a great success and saw over 100 people attend and come together to find out what support is available.

In November 2021, the CEO and Operations Manager attended Telford and Wrekin's full Council meeting for a cheque presentation from the Mayor's Charity appeal.

We continue to show our commitment to the Armed Forces Community, and in January 2022 we launched our Veterans' Café. The café is a partnership approach between Telford Mind and Telford and Wrekin council. The café is funded through the Armed Forces Covenant Trust. The launch of the Veterans' café was promoted on BBC Midlands News, both on the radio and TV. The café has proved extremely popular and is becoming firmly established with new members attending. Telford Mind is honoured to be supporting and promoting conversations around mental health in the veteran community.

In March 2022, the Calm Café celebrated its second birthday by holding a market stall event where members of the community could come together to find out more about not only the calm café, but also other services that are available to support them. The calm cafes were originally funded for 16 weeks in 2020 and are still operating now. It was identified within the calm cafes that there was an increasing need to provide tailored support that focuses on that have mental health and substance misuse needs and who are regularly in crisis. Therefore, in February 2022, a Dual Diagnosis Café was launched in partnership with the Telford and Wrekin Mental Health Social Work Team, A Better Tomorrow and Branches TACT. The cafes operate twice a week on a referral only basis.

As in previous years, the CEO and Operations Manager have continued to positively promote Telford Mind and have ensured that positive working relationships have been maintained with key organisations within Telford and Wrekin, including the Crisis Team and the CMHT.

The CEO and Operations continue to sit on several Boards within Telford and Wrekin, including the mental health forum, chief officers' group, Armed Forces Partnership Board, Suicide Action Prevention Group, Domestic Abuse Forum and the mental health alliance.

During this reporting period we increased our staffing levels, from 16 members of staff to 28 members of staff, this looks set to increase further next year.

It has been another extremely positive and successful year for Telford Mind as we continue to grow and remain a key part of the community.

# Service Provision

During this reporting period, the areas of service provision at Telford Mind include the following areas:

## **One to One Listening Support**

The one to one listening service is available during our normal opening hours and can be accessed on a self-referral or referral basis.

The service is available to individuals in emotional distress, struggling to cope or need somebody to talk to. There is always a trained member of staff on duty during our opening hours to offer one to one support.

The one-to-one service gives individuals the opportunity to explore their thoughts and feelings in a non-judgemental, confidential and safe environment.

The service can also offer support with problem solving and signposting to relevant agencies if required.

The service has been subsidised by donations and also received funding from NHS charities together.

## **Bereavement Support Officer**

The Bereavement support service is funded by Public Health to support those that have been bereaved by Sudden and Unexplained deaths, including suicide.

The service provides appropriate support, information and signposting. The service is available on a self-referral basis and works closely with the local police and coroners' office.

The suicide bereavement service is available to families, friends and colleagues and anyone who feels affected by a suicide in Shropshire, Telford & Wrekin.

## **Helping Hands out of Hardship**

The five-year project is funded by the National Lottery's Help through Crisis Fund. Four network partners, Citizens Advice Telford, Telford Crisis Support, Stay and Telford Mind are working together to provide an integrated advice and support service to help vulnerable people out of hardship to a more secure and sustainable financial future.

Individuals can self-refer to the project, referrals are also taken from agencies. As part of the project Telford Mind provides outreach drop-in sessions in various Community Centres based in the South of Telford.

This service ceased in June 2021 and further funding was secured to deliver a new project following the success of this project.

## **Inpatient Support**

The Inpatient Support project saw Telford Mind commissioned by Midlands Partnership Foundation (MPFT) under the winter pressure funding in April 2021.

This 12-month project sought to improve discharge support and step-down packages for mental health patients. Telford mind work alongside Telford & Wrekin local authorities, the voluntary care Sector, and other colleagues to reduce high bed occupancy levels at The Redwoods.

A Care Navigator and two Peer Support Workers provide support upon discharge and early community-based interventions to support people with their emotional health and wellbeing needs whilst integrating back into the community.

## **Care Leavers**

The Care Leavers project is a 12-month project that seeks to ensure that the Care Leavers identified within Telford & Wrekin are effectively supported into Adult Community and Voluntary services. Flexible support is offered and can include evening and weekends.

Support Workers employed on this project will offer a 'Calm Café' on a fortnightly basis to provide an opportunity to meet the Care Leavers to build a relationship and trust.

The Cafés are complimented with the following support:

- Regular telephone outreach to keep in touch (reducing isolation, exploring or reinforcing coping positive coping strategies)
- listening support which is problem focused and goal orientated – particularly when most other services are closed. This will include weekends and early evening.
- Support within the community to access services such as Adult Mental Health community and the voluntary sector services to ensure that when the project ends the young people has a robust support network or has knowledge of where to turn when in need of support.
- Emotional Wellbeing Sessions.

## **NEET project**

The NEET project will provide support and mentoring for young people who are identified as not in education, employment or training, to build confidence and resilience.

This project will provide emotional health and wellbeing support to improve the overall mental health and wellbeing of NEET, EHCP and SEN Support. The Support Workers will do this by encouraging individuals to take control of their wellbeing and live happier, healthier lives. Using techniques such as Active listening skills, Solution-focused interventions, coping strategies, whilst providing support to increase Social Networks. The project aims to help the young people to make connections with the local community and voluntary sector services.

## **Calm Café**

The Calm Cafes are delivered by Telford Mind and Telford and Wrekin Council with the support of local VCSE organisations. We provide support and safety to people experiencing

emotional/mental health crises. Calm Cafes are available for anyone 18 years and older who are finding themselves in a crisis or who are in need of support with their emotional/mental health to prevent a crisis.

The Calm Café is a partnership project between Telford Mind and Telford & Wrekin Council Mental Health Social Work Team. The two teams work together to give effective and timely support. We are also supported by A Better Tomorrow to provide tailored support within the Café setting.

The Calm Cafes are made up of Peer Support Workers and Mental Health Social Workers alongside other VCSE organisations.

Telford Mind employ Peer Support Workers who ensure the smooth running of the Café and who can provide support with things such as safety planning, coping mechanisms and management techniques.

Our calm cafes are available in the following locations:

- Monday, 5-8pm: The Wakes, Oakengates
- Tuesdays & Thursdays, 5-8pm: Meeting Point House, Telford Town Centre
- Wednesday, 5-8pm: Hub on the Hill, Sutton Hill
- 

### **Dual Diagnosis Café**

The Dual Diagnosis Calm Café is a collaborative approach between Telford Mind, Telford & Wrekin Council Social Work Team, Telford After Care Team (TACT) and A Better Tomorrow (ABT). This recurrent funded project commenced in February 2022.

The Dual Diagnosis team:

- Provides two Dual Diagnosis Calm Cafes: Friday, 5-8 pm and Saturday 1-4 pm.
- The Dual Diagnosis Calm Cafes are by referral only and all referrals should be made to TACT's outreach team via [outreach@tacteam.org.uk](mailto:outreach@tacteam.org.uk)

The project will aim to build trust with those with a dual diagnosis who may benefit from attending the Calm Café to reduce the escalation of their Mental Health needs.

The team will provide mental health support before during and after the café to reduce escalation of mental health needs. This will include statutory work by the Social Worker.

### **Veterans Café**

Telford and Wrekin Council and Telford Mind are working in partnership to provide support to veterans within Telford and Wrekin.

Anyone of us can be affected by mental health and that's why it's important to be able to provide a space for people to speak, break down the stigma associated with mental health and help people get the support they need.

The cafes enable people to meet with others who might have had similar experiences and understand the challenges that Armed Forces personnel face.

- **When:** 2pm-4pm, 2nd & 4th Monday of each month.
- **Where:** Dawley House, 22 Burton Street, Dawley, TF4 2ES (free parking opposite on the Royal British Legion Club carpark).

### **Stay Mindful**

Stay Mindful is a partnership project between Telford Mind and Stay (a local housing and homelessness charity) This project is a National Lottery Community funded project available to Stay's clients and offers counselling and one to one listening service.

Stay Mindful provides a safe, relaxed, and confidential space to start understanding and coming to terms with difficult life experiences.

### **Additional Roles Reimbursement Scheme (ARRS)**

Telford Mind deliver a number of ARRS roles for three Primary Care Networks within Telford and Wrekin. Telford Mind are commissioned by the PCNs to be provided the following roles:

- 9 Social Prescribers
- 1 Green Social Prescriber
- 1 Care Navigator
- 1 Health and Wellbeing Coach

Each PCN has a different combination of ARRS roles, these are as follows:

- Wrekin PCN (Wellington, Hollinswood and Dawley Medical Practice)- Two Social Prescribers work across the three surgeries.
- Newport PCN (Linden Hall, Shawbirch, Wellington Road and Donnington Medical Practice) – Four Social Prescribers with one Social Prescriber allocated per surgery.
- SET PCN (Stirchley, Court Street and Woodside Medical Practice) - Three Social Prescribers, a Green SP, Health and Wellbeing Coach and a Care Coordinator.

Social Prescribing is a service that is embedded within GP surgeries and aims to connect Patients to community services and activities that supports their health & wellbeing using a therapeutic approach. It can provide a confidential space to talk and explore issues that are negatively affecting physical, mental health and overall wellbeing, taking a things that 'Matter To You' approach. Social Prescribing can offer practical, helpful, and non-judgmental support. A place to receive advice and guidance. Support to access services, support organisations and community groups. The service aims to improve hope for the future, social connection & independence.

The Care Navigator role commenced in July 2021 to enable people with complex, social needs and long-term conditions to stay independent, make informed choices and access services in the community and the NHS to achieve the best possible quality of life and independence.

This role has an emphasis on mental health, supporting people with their emotional health, physical and wellbeing needs.

A Health and Wellbeing Coach was implemented in October 2021 to work within the SET team. This role supports people to take pro-active steps to improve the way they manage their physical and mental health conditions, based on ‘what matters to me’ approach.

The Health and Wellbeing coach supports the development of Patient’s knowledge, skills, confidence in managing their health and care, to improve their health outcomes and quality of life and support them in making changes in health-related behaviours.

This support uses coaching and motivation techniques through multiple sessions to identify the Patient’s needs and support them to set goals for themselves, as well as through providing access to interventions such as self-management education and peer support.

In November 2021, SET PCN commissioned Telford Mind to deliver Green Social Prescribing. This project support Patients to see the importance of physical and mental health whilst spending time in your local environment. We encourage active involvement and promote opportunities in the local community, exploring what facilities are available to engage in within the community.

### **Workplace Wellbeing**

Telford Mind provides customised mental health support for employers and their employees within Telford and Wrekin. This can include tailored mental health training sessions, one to one listening support and mental health awareness promotional events. This support is offered both face to face and online.

This reporting period we have worked with organisations such as Capgemini, Ricoh and Epson.

## **Finances**

Funding for the financial period April 2021 - March 2022 funding has been received from the following:

- Telford & Wrekin Public Health – Bereavement Support
- Citizens Advice Telford – ‘Helping Hands out of Hardship’ project
- Telford CCG – Calm Café & Dual Diagnosis Cafe
- National Lottery – ‘Making Headway’
- Inpatient Support – MPFT (Midlands Partnership Foundation Trust)
- Telford and Wrekin Council - Care Leavers, NEETs, Veterans’ Cafe
- South-East Telford Primary Care Network – Social Prescribing (ARRS)
- Newport Primary Care Network – Social Prescribing (ARRS)
- Wrekin Primary Care Network – Social Prescribing (ARRS)
- Stay Telford (Lottery Funded Partnership Project) – Stay Mindful
- Capgemini – Corporate partnerships

- Donations
- Workplace Wellbeing Revenue

Last year we saw an increase in donations attributed to Covid 19 activities, this year we have seen donations to return pre-Covid 19 levels. Donations that are received continue to contribute towards service delivery, particularly our one-to-one listening service which is at the heart of what we do but is an unfunded service.

The day to day finances/accounting and payroll have moved from an external provider to in house. In the next financial year, this will see the payroll move to an external provider again.

### **Reserves**

Telford Mind's Board of Trustees agreed that the level of reserves that should be held are a minimum of three months' expenditure.

Telford Mind hold £10,673.37 in reserve.

If the level of the reserves fund falls below the agreed level the trustees will review Telford Mind's expenditure and look for opportunities to make savings. If this is not possible Telford Mind will add to its reserves, when the opportunity arises, until the agreed level of reserves is met.

## **Volunteers**

Telford Mind continues to be supported by a team of passionate and dedicated volunteers. All volunteers are DBS checked to an enhanced level and have completed the Telford Mind mandatory induction training.

## **Chairperson's Report 2021/2022**

I am delighted to say that 2021/22 saw a continuation of growth in both activity, income and reputation. Although unrestricted fundraising fell, there was significant growth in project income from Telford & Wrekin Council, the Clinical Commissioning Group, Primary Care Networks and others. Turnover has increased from £395,110 in 2020-21 to £715,864 during 2021-22 – an increase of 81% year on year.

The Calm Café project has proved a huge success as has managing the Social Prescribing service for all but one Telford PCN. I am proud of what has been achieved through this multi-disciplinary approach and am confident that, going forward, we will continue to see PCNs engaging with us to ensure high quality Social Prescribing, mental health support and other related services.

Whilst we do not expect that level of growth to continue, I see no reason why 2022-23 will not maintain this higher level. In line with guidance from national Mind, from 1 April 2023, Telford

Mind will transition into a Charitable Incorporated Organisation. Other than a change of status, there will be no practical difference and service users can continue to expect the same high quality support they currently receive.

The number and scope of projects we are involved in continues to increase and broaden. The adaptability of the organisation is well recognised by outside bodies. Telford Mind is well on the way to becoming one of the 'go-to' organisations to get things done.

Whilst the senior management team remains stable, constant and a team to be incredibly proud of, we have not invested enough in ensuring our administration and internal support services have kept pace. All employees receive supervision support – a chance to offload once a month to a trusted professional – but in terms of bookkeeping, admin and the like I recognise that we have work to do to ensure this is fit for purpose.

A number of threats remain constant in our planning, not least of which is further financial cuts in the public sector. Against a backdrop of increasing need, this will prove challenging for our organisation. However, it is a challenge we will face alongside the council, the new Integrated Care Board and other bodies and will work with them to address in the best way possible given the resources available.

I want to pay tribute to Louise Heap, CEO, Gemma Coulman-Smith, Operations Manager, and Jennifer Caldecott, ARRS Manager for their diligence, commitment and hard work throughout the year. Without this leadership team – who very often go above and beyond their duties for staff and service users – I think it would be fair to say Telford Mind would not have the reputation as the 'go-to' mental health charity in Telford & Wrekin.

Clive Elliott  
Chair of Trustees  
March 2022

REPORT OF THE TRUSTEES AND  
UNAUDITED FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022  
FOR  
TELFORD MIND

Hollingsworth & Co Ltd  
Coppice House  
Halesfield 7  
Telford  
Shropshire  
TF7 4NA

TELFORD MIND

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FOR THE YEAR ENDED 31 MARCH 2022

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TELFORD MIND

REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust and constitutes an unincorporated charity.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

516444

Principal address

Court Street Medical Practice

Court Street

Madeley

Telford

Shropshire

TF7 5EE

Trustees

C B Elliott Trustee

R Coulman Trustee

Mrs R Preece

Mrs Z Davies

Mrs J Chaplin

Independent Examiner

Hollingsworth & Co Ltd

Coppice House

Halesfield 7

Telford

Shropshire

TF7 4NA

Bankers

Lloyds Bank PLC

25 Gresham Street

London

EC2V 7HN

Approved by order of the board of trustees on 1 February 2023 and signed on its behalf by:

C B Elliott - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF  
TELFORD MIND

Independent examiner's report to the trustees of Telford Mind

I report to the charity trustees on my examination of the accounts of Telford Mind (the Trust) for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Mr J Hollingsworth  
FCA  
Hollingsworth & Co Ltd  
Coppice House  
Halesfield 7  
Telford  
Shropshire  
TF7 4NA

1 February 2023

TELFORD MIND

STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 Unrestricted fund £	2021 Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	2	67,255	169,522
Charitable activities			
Helping Hands	4	4,293	19,382
Listening Services / Work It Out		4,998	-
Stay Mindful		-	29,791
Calm Cafe		93,351	63,000
Mental Health Awareness		10,959	11,435
Social Prescribing		233,875	94,127
Counselling Income		14,615	7,843
Inpatient Discharge		85,429	-
NEETS Engagement		8,000	-
Homeless Outreach Service		65,000	-
Suicide Prevention Projects		20,359	-
Care Leavers Projects		52,724	-
CMH Transformation		25,000	-
IAPT Support		30,000	-
Investment income	3	6	10
Total		<u>715,864</u>	<u>395,110</u>
EXPENDITURE ON			
Raising funds	5	216	216
Charitable activities			
Helping Hands	6	9,572	14,042
Listening Services / Work It Out		29,119	48,536
Stay Mindful		9,460	16,289
Calm Cafe		43,353	28,824
Mental Health Awareness		10,995	7,009
Social Prescribing		227,596	99,821
Counselling Income		18,000	3,958
Inpatient Discharge		43,377	-
Homeless Outreach Service		10,814	-
Suicide Prevention Projects		17,144	-
Care Leavers Projects		1,521	-
Dual Diagnosis Cafe		1,441	-
Other		<u>130,791</u>	<u>79,153</u>
Total		<u>553,399</u>	<u>297,848</u>
NET INCOME		162,465	97,262
RECONCILIATION OF FUNDS			
Total funds brought forward		146,009	48,747

The notes form part of these financial statements

TELFORD MIND

STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 Unrestricted fund £	2021 Total funds £
TOTAL FUNDS CARRIED FORWARD		<u>308,474</u>	<u>146,009</u>

The notes form part of these financial statements

TELFORD MIND

BALANCE SHEET  
31 MARCH 2022

	Notes	2022 Unrestricted fund £	2021 Total funds £
FIXED ASSETS			
Tangible assets	11	11,489	10,342
CURRENT ASSETS			
Debtors	12	186,883	3,035
Cash at bank		187,495	173,232
		<u>374,378</u>	<u>176,267</u>
CREDITORS			
Amounts falling due within one year	13	(77,393)	(40,600)
		<u>296,985</u>	<u>135,667</u>
NET CURRENT ASSETS			
		<u>308,474</u>	<u>146,009</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>308,474</u>	<u>146,009</u>
NET ASSETS			
		<u>308,474</u>	<u>146,009</u>
FUNDS	14		
Unrestricted funds		<u>308,474</u>	<u>146,009</u>
TOTAL FUNDS		<u>308,474</u>	<u>146,009</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 1 February 2023 and were signed on its behalf by:

C B Elliott - Trustee

R Coulman - Trustee

TELFORD MIND

CASH FLOW STATEMENT  
FOR THE YEAR ENDED 31 MARCH 2022

Notes	2022 £	2021 £
Cash flows from operating activities		
Cash generated from operations      1	19,764	133,808
	<u>19,764</u>	<u>133,808</u>
Net cash provided by operating activities	<u>19,764</u>	<u>133,808</u>
Cash flows from investing activities		
Purchase of tangible fixed assets	(5,507)	(10,139)
Interest received	6	10
	<u>(5,501)</u>	<u>(10,129)</u>
Net cash used in investing activities	<u>(5,501)</u>	<u>(10,129)</u>
Change in cash and cash equivalents in the reporting period	14,263	123,679
Cash and cash equivalents at the beginning of the reporting period	173,232	49,553
	<u>187,495</u>	<u>173,232</u>
Cash and cash equivalents at the end of the reporting period	<u>187,495</u>	<u>173,232</u>

The notes form part of these financial statements

TELFORD MIND

NOTES TO THE CASH FLOW STATEMENT  
FOR THE YEAR ENDED 31 MARCH 2022

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES	2022	2021
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	162,465	97,262
Adjustments for:		
Depreciation charges	4,360	2,486
Interest received	(6)	(10)
(Increase)/decrease in debtors	(183,848)	8,644
Increase in creditors	36,793	25,426
	<u>          </u>	<u>          </u>
Net cash provided by operations	<u>19,764</u>	<u>133,808</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21	Cash flow	At 31.3.22
	£	£	£
Net cash			
Cash at bank	173,232	14,263	187,495
	<u>          </u>	<u>          </u>	<u>          </u>
	173,232	14,263	187,495
	<u>          </u>	<u>          </u>	<u>          </u>
Total	<u>173,232</u>	<u>14,263</u>	<u>187,495</u>

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 33% on cost

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

TELFORD MIND

NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2022

2.	DONATIONS AND LEGACIES		
		2022	2021
		£	£
	Donations	29,255	82,176
	Grants	38,000	87,346
		<u>67,255</u>	<u>169,522</u>
	Grants received, included in the above, are as follows:		
		2022	2021
		£	£
	Other grants	<u>38,000</u>	<u>87,346</u>
3.	INVESTMENT INCOME		
		2022	2021
		£	£
	Deposit account interest	<u>6</u>	<u>10</u>
4.	INCOME FROM CHARITABLE ACTIVITIES		
		2022	2021
		£	£
	Activity income	4,293	19,382
	Activity income	4,998	-
	Activity income	-	29,791
	Activity income	93,351	63,000
	Activity income	10,959	11,435
	Activity income	233,875	94,127
	Activity income	14,615	7,843
	Activity income	85,429	-
	Activity income	8,000	-
	Activity income	65,000	-
	Activity income	20,359	-
	Activity income	52,724	-
	Activity income	25,000	-
	Activity income	30,000	-
		<u>648,603</u>	<u>225,578</u>

TELFORD MIND

NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2022

5. RAISING FUNDS

Raising donations and legacies

	2022	2021
	£	£
Subscriptions	216	216
	<u>216</u>	<u>216</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Helping Hands	-	9,572	9,572
Listening Services / Work It Out	-	29,119	29,119
Stay Mindful	-	9,460	9,460
Calm Cafe	14,949	28,404	43,353
Mental Health Awareness	3,780	7,215	10,995
Social Prescribing	12,802	214,794	227,596
Counselling Income	18,000	-	18,000
Inpatient Discharge	680	42,697	43,377
Homeless Outreach Service	-	10,814	10,814
Suicide Prevention Projects	-	17,144	17,144
Care Leavers Projects	-	1,521	1,521
Dual Diagnosis Cafe	-	1,441	1,441
	<u>50,211</u>	<u>372,181</u>	<u>422,392</u>

7. SUPPORT COSTS

	Management £	Finance £	Information technology £
Other resources expended	100,420	129	11,294
Helping Hands	9,572	-	-
Listening Services / Work It Out	29,119	-	-
Stay Mindful	9,460	-	-
Calm Cafe	28,404	-	-
Mental Health Awareness	7,215	-	-
Social Prescribing	214,794	-	-
Inpatient Discharge	42,697	-	-
Homeless Outreach Service	10,814	-	-
Suicide Prevention Projects	17,144	-	-
Care Leavers Projects	1,521	-	-
Dual Diagnosis Cafe	1,441	-	-
	<u>472,601</u>	<u>129</u>	<u>11,294</u>

TELFORD MIND

NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2022

7. SUPPORT COSTS - continued

	Other	Governance costs	Totals
	£	£	£
Other resources expended	3,493	11,095	126,431
Helping Hands	-	-	9,572
Listening Services / Work It Out	-	-	29,119
Stay Mindful	-	-	9,460
Calm Cafe	-	-	28,404
Mental Health Awareness	-	-	7,215
Social Prescribing	-	-	214,794
Inpatient Discharge	-	-	42,697
Homeless Outreach Service	-	-	10,814
Suicide Prevention Projects	-	-	17,144
Care Leavers Projects	-	-	1,521
Dual Diagnosis Cafe	-	-	1,441
	3,493	11,095	498,612
	3,493	11,095	498,612

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

9. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	495,682	269,521
Other pension costs	9,852	6,084
	505,534	275,605
	505,534	275,605

The average monthly number of employees during the year was as follows:

	2022	2021
Charity management	2	2
Calm Cafe	5	5
Helping Hands	1	1
Listening Service & Work It Out	4	5
Social Prescribing	18	8
Stay Mindful	2	2
Workplace Wellbeing	1	1
Suicide Bereavement	1	-
Inpatient Discharge	3	-
Other	4	-
	41	24
	41	24

TELFORD MIND

NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2022

9. STAFF COSTS - continued

No employees received emoluments in excess of £60,000.

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £
INCOME AND ENDOWMENTS FROM	
Donations and legacies	169,522
Charitable activities	
Helping Hands	19,382
Stay Mindful	29,791
Calm Cafe	63,000
Mental Health Awareness	11,435
Social Prescribing	94,127
Counselling Income	7,843
Investment income	10
Total	395,110
EXPENDITURE ON	
Raising funds	216
Charitable activities	
Helping Hands	14,042
Listening Services / Work It Out	48,536
Stay Mindful	16,289
Calm Cafe	28,824
Mental Health Awareness	7,009
Social Prescribing	99,821
Counselling Income	3,958
Other	79,153
Total	297,848
NET INCOME	97,262
RECONCILIATION OF FUNDS	
Total funds brought forward	48,747
TOTAL FUNDS CARRIED FORWARD	146,009

TELFORD MIND

NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2022

11.	TANGIBLE FIXED ASSETS		Computer equipment £
	COST		
	At 1 April 2021		12,828
	Additions		5,507
			<hr/>
	At 31 March 2022		18,335
			<hr/>
	DEPRECIATION		
	At 1 April 2021		2,486
	Charge for year		4,360
			<hr/>
	At 31 March 2022		6,846
			<hr/>
	NET BOOK VALUE		
	At 31 March 2022		11,489
			<hr/> <hr/>
	At 31 March 2021		10,342
			<hr/> <hr/>
12.	DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		
		2022	2021
		£	£
	Trade debtors	186,883	3,035
		<hr/>	<hr/>
13.	CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		
		2022	2021
		£	£
	Trade creditors	12,061	8,245
	Taxation and social security	48,973	24,327
	Other creditors	16,359	8,028
		<hr/>	<hr/>
		77,393	40,600
		<hr/>	<hr/>
14.	MOVEMENT IN FUNDS		
		At 1.4.21	Net movement in funds
		£	£
	Unrestricted funds		At 31.3.22
	General fund	146,009	£
		<hr/>	308,474
		<hr/>	<hr/>
	TOTAL FUNDS	146,009	308,474
		<hr/> <hr/>	<hr/> <hr/>

TELFORD MIND

NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2022

14. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds General fund	715,864	(553,399)	162,465
<b>TOTAL FUNDS</b>	<u><u>715,864</u></u>	<u><u>(553,399)</u></u>	<u><u>162,465</u></u>

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds General fund	48,747	97,262	146,009
<b>TOTAL FUNDS</b>	<u><u>48,747</u></u>	<u><u>97,262</u></u>	<u><u>146,009</u></u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds General fund	395,110	(297,848)	97,262
<b>TOTAL FUNDS</b>	<u><u>395,110</u></u>	<u><u>(297,848)</u></u>	<u><u>97,262</u></u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds General fund	48,747	259,727	308,474
<b>TOTAL FUNDS</b>	<u><u>48,747</u></u>	<u><u>259,727</u></u>	<u><u>308,474</u></u>

TELFORD MIND

NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2022

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,110,974	(851,247)	259,727
	<u>                    </u>	<u>                    </u>	<u>                    </u>
TOTAL FUNDS	<u>1,110,974</u>	<u>(851,247)</u>	<u>259,727</u>

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

TELFORD MIND

DETAILED STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	2021 £
<b>INCOME AND ENDOWMENTS</b>		
Donations and legacies		
Donations	29,255	82,176
Grants	38,000	87,346
	67,255	169,522
Investment income		
Deposit account interest	6	10
Charitable activities		
Activity income	648,603	225,578
	715,864	395,110
<b>EXPENDITURE</b>		
Raising donations and legacies		
Subscriptions	216	216
Charitable activities		
Wages	35,262	3,958
Rent and rates	14,949	3,022
Sundries	-	4,377
	50,211	11,357
Other		
Computer equipment	4,360	2,486
Support costs		
Management		
Staff salaries	460,420	265,563
Staff pensions	9,852	6,084
Insurance	1,447	1,654
Training	882	430
	472,601	273,731
Finance		
Bank charges	129	120
Information technology		
Telephone	4,476	-
Computer software costs	6,818	1,938
	11,294	1,938

This page does not form part of the statutory financial statements

TELFORD MIND

DETAILED STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	2021 £
Information technology		
Other		
Photocopier rental	2,325	1,723
Postage and stationery	1,168	1,067
	<u>3,493</u>	<u>2,790</u>
Governance costs		
Accountancy and professional	11,095	5,210
	<u>11,095</u>	<u>5,210</u>
Total resources expended	<u>553,399</u>	<u>297,848</u>
Net income	<u>162,465</u>	<u>97,262</u>

This page does not form part of the statutory financial statements

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**TELFORD MIND**

**ANNUAL REPORT**

**01<sup>st</sup> April 2021 – 31<sup>st</sup> March 2022**

# Telford Mind Annual Report 2021 - 2022

Welcome to our Annual Report for 1<sup>st</sup> April 2021 – 31<sup>st</sup> March 2022

## Mission Statement

Telford Mind is an independent voluntary organisation that is affiliated to National Mind. It exists to promote and support better mental health in Telford and Wrekin and surrounding areas.

Telford Mind works to promote recovery, aiming to provide high quality services for people who are experiencing mental health issues and / or emotional distress. It also offers support to people undertaking caring roles.

Telford Mind works to promote independence and inclusion. It challenges stigma. It promotes self-confidence, self-reliance, and designs and delivers appropriate services and activities through service user participation in development and governance.

We are committed to Quality and hold the Mind Quality Mark (MQM). The MQM is a robust quality assurance framework and sets out the required baseline of best practice and legal compliance in all areas of a local Mind's governance and activities.

We promote wellbeing.

## Aims and Objectives

### Our Aims are to:

- Reduce social isolation and distress
- Encourage independence
- Increase self-confidence, self-reliance and self-esteem
- Promote health and wellbeing
- Encourage participation in development and governance
- Develop service users' skills for self-help and mutual support
- Increase awareness and understanding of mental health
- Influence the way mental health services are planned and delivered

**To achieve these aims we will carry out the following objectives:**

- Provide support through our Listening Service, Helping Hands project and wellbeing activities
- Provide access to advocacy support and independent external organisations
- Work in collaboration with relevant organisations
- Provide support groups
- Develop our work in response to changing needs
- Liaise with the local authority, clinical commissioning groups (CCG) and public commissioners to assist with planning and delivery of mental health services.

In all our work we promote autonomy, equality, knowledge, participation and respect.

## Organisational Structure

The Board of Trustees meet once a month along with the Chief Executive Officer to review performance and to monitor and authorise activity and expenditure.

Members of Telford Mind elect Trustees annually.

The day-to-day management is delegated to the Chief Executive Officer, Louise Heap, who reports directly to the Board of Trustees.

Gemma Coulman-Smith is the appointed Operations Manager.

The Chief Executive oversees operational performance and service development and is supported by a small team of staff and volunteers.

## Board of Trustees

Name		Election Date	Resignation Date
Sue Harris	Chairperson	05 November 2013	18 January 2022
Robert Coulman	Trustee	03 February 2018	
Clive Elliott	Trustee	20 November 2018	
Rachel Preece	Trustee	10 March 2020	
Zoe Davies	Trustee	10 March 2020	
Jane Chaplin	Trustee	01 July 2019	

• **Trustee Recruitment**

Trustees are elected and appointed at our Annual General Meeting. Trustees may also be co-opted by the Board throughout the year.

## Overview

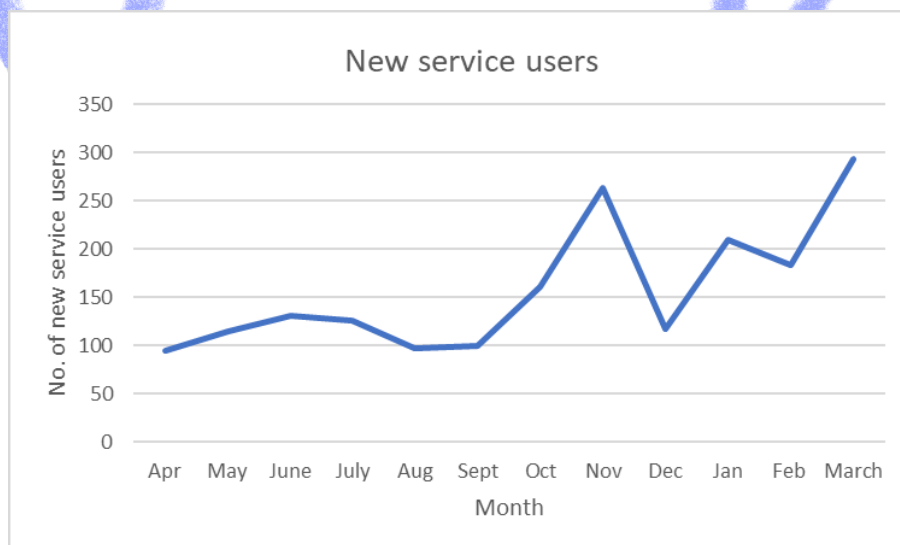
Telford Mind has been established for over thirty years and provides a wide range of invaluable services for people with mental health issues within Telford and Wrekin. The services we provide has increased significantly and ranges from listening support, calm cafes and social prescribing.

Telford Mind continues to go from strength to strength, with an increase in the number of services we deliver, our staffing numbers and during this reporting period we have seen the introduction of the following new services:

- Inpatient Support – April 2021
- Stay Mindful – July 2021
- Veterans’ Café – January 2022
- Care Leavers \_ February 2022
- NEETS – March 2022

Demand for our services remains to be high, we continue to regularly deal with service users in crisis and we continue to see an increase into our services from Statutory services. We attribute this to our strengthen links and partnerships with many statutory agencies.

From the 01<sup>st</sup> April 2021 – 31<sup>st</sup> March 2022, we have seen a total of 1890 **new** service users.



This figure does not include those who are already accessing our service/services. Many of these new service users will also access more than on of our services/projects.

With the increased demand on services and staff, regular clinical supervision (every 4-6 weeks) continues to be provided for all staff, including management.

Staff development has been a key priority and after consultation with individual staff members, it was agreed that we would hold our first away day. The away day gave the opportunity for all staff members to come together as one team and to talk about their thoughts and vision for Telford Mind. The feedback from the session was utilised to make organisational changes and considerations for the strategic development of Telford Mind.

We have a small team of volunteers that continue to support our work and going forward we will have a focus on volunteering recruitment and opportunities.

All staff and volunteers now have access to a comprehensive online training portal that they are required to complete. This training ensures that all staff and volunteers have a high level of training to enable them to carry out their roles effectively. Mandatory training must be refreshed every twelve months. Many staff members have also completed additional training, such as ASIST, SPEAK, PREVENT and Domestic Abuse training.

Telford Mind continues to maintain, develop and create partnerships and are firmly established within Telford and Wrekin. Through the dedication of the team and strong partnership working, we are now the go to mental health charity in Telford.

The CEO and Operations Manager have continued to work with Lloyds Bank Foundation through their Enhance programme and were allocated a Consultant to provide peer support and business support. During the consultancy support, the following areas were explored using the Organisational Mapping Tool:

Mission & Strategy	Service Planning	Monitoring & Learning	Partnerships	Communications	Governance
Financial Management	Fundraising	Administration	Human Resources	Organisational Culture	Executive Leadership

The mapping tool and the consultancy support has given the organisation the opportunity to analyse and identify areas of strength and those requiring improvement. This support has been invaluable and has enabled us to reflect on our organisation and to consider and identify our current and future development priorities.

# Achievements, Performance and Progression

During this reporting period there has been many achievements and areas of progression for Telford Mind.

This reporting period has seen the introduction of five new services:

- Inpatient Support
- Stay Mindful
- Veterans' Café
- Care Leavers
- NEETS

During December 2020 the local system was given the opportunity to bid for funds to support timely mental health discharges and prevent admission / readmission. The local voluntary sector was approached and submitted a range of proposals to support the agenda. Following confirmation that the bids were successful, the Council Commissioner and Team Leader for mental health met with the providers to explore how the services would be implemented to prevent duplication and to maximise the outcomes of the funding. This discussion resulted in the development of a proposal called the Mental Health Alliance. The Alliance is based on the experience that Council and Telford Mind have of delivering the Calm Café. A joint approach to delivering support at place which combines the skills and connections of the voluntary and statutory sector. The proposal was presented to MPFT (the commissioners of the funds) and subsequent discussions took place to develop the proposal further. In April 2021, the Telford and Wrekin Mental Health Alliance was formed with key partners to ensure that the most appropriate community services are involved so that individuals are effectively supported within the community. Partners within the Alliance are key representatives from the Voluntary Sector, Midlands Partnership Foundation Trust and the Telford and Wrekin Mental Health Social Work Team. The Alliance meets twice weekly and brings voluntary and statutory sector service providers together to maximise outcomes for people discharged from hospital following an admission at A&E. This coordinated response, ensure a multi-agency, multi-disciplinary approach, rather than operating as separate entities.

In September 2021, Telford Mind alongside other partner agencies attended the Project 94 “Can you hear me” for World Suicide Prevention Day event at Southwater Telford. The event raised awareness around male suicide, recognising that 94 men a week take their own lives. There was a visual representation of this truly startling fact with 94 pairs of shoes displaying the number 94. The meaningful and inspirational event reached out to a lot of people and delivered a strong message of “it’s ok not to be ok” and to remind people that there is always someone to talk to.

Telford Mind recognised that we needed to do more to engage the Black Community to understand what the barriers were to engaging in current Mental Health support, whilst also gaining feedback on what future projects and services the Black Community felt would be beneficial. Therefore, in October 2021, the Calm Café hosted a Black History month event. The event focused on engagement and for this reason we had lived experience speakers, fun activities and food. The event was a great success and saw over 100 people attend and come together to find out what support is available.

In November 2021, the CEO and Operations Manager attended Telford and Wrekin's full Council meeting for a cheque presentation from the Mayor's Charity appeal.

We continue to show our commitment to the Armed Forces Community, and in January 2022 we launched our Veterans' Café. The café is a partnership approach between Telford Mind and Telford and Wrekin council. The café is funded through the Armed Forces Covenant Trust. The launch of the Veterans' café was promoted on BBC Midlands News, both on the radio and TV. The café has proved extremely popular and is becoming firmly established with new members attending. Telford Mind is honoured to be supporting and promoting conversations around mental health in the veteran community.

In March 2022, the Calm Café celebrated its second birthday by holding a market stall event where members of the community could come together to find out more about not only the calm café, but also other services that are available to support them. The calm cafes were originally funded for 16 weeks in 2020 and are still operating now. It was identified within the calm cafes that there was an increasing need to provide tailored support that focuses on that have mental health and substance misuse needs and who are regularly in crisis. Therefore, in February 2022, a Dual Diagnosis Café was launched in partnership with the Telford and Wrekin Mental Health Social Work Team, A Better Tomorrow and Branches TACT. The cafes operate twice a week on a referral only basis.

As in previous years, the CEO and Operations Manager have continued to positively promote Telford Mind and have ensured that positive working relationships have been maintained with key organisations within Telford and Wrekin, including the Crisis Team and the CMHT.

The CEO and Operations continue to sit on several Boards within Telford and Wrekin, including the mental health forum, chief officers' group, Armed Forces Partnership Board, Suicide Action Prevention Group, Domestic Abuse Forum and the mental health alliance.

During this reporting period we increased our staffing levels, from 16 members of staff to 28 members of staff, this looks set to increase further next year.

It has been another extremely positive and successful year for Telford Mind as we continue to grow and remain a key part of the community.

# Service Provision

During this reporting period, the areas of service provision at Telford Mind include the following areas:

## **One to One Listening Support**

The one to one listening service is available during our normal opening hours and can be accessed on a self-referral or referral basis.

The service is available to individuals in emotional distress, struggling to cope or need somebody to talk to. There is always a trained member of staff on duty during our opening hours to offer one to one support.

The one-to-one service gives individuals the opportunity to explore their thoughts and feelings in a non-judgemental, confidential and safe environment.

The service can also offer support with problem solving and signposting to relevant agencies if required.

The service has been subsidised by donations and also received funding from NHS charities together.

## **Bereavement Support Officer**

The Bereavement support service is funded by Public Health to support those that have been bereaved by Sudden and Unexplained deaths, including suicide.

The service provides appropriate support, information and signposting. The service is available on a self-referral basis and works closely with the local police and coroners' office.

The suicide bereavement service is available to families, friends and colleagues and anyone who feels affected by a suicide in Shropshire, Telford & Wrekin.

## **Helping Hands out of Hardship**

The five-year project is funded by the National Lottery's Help through Crisis Fund. Four network partners, Citizens Advice Telford, Telford Crisis Support, Stay and Telford Mind are working together to provide an integrated advice and support service to help vulnerable people out of hardship to a more secure and sustainable financial future.

Individuals can self-refer to the project, referrals are also taken from agencies. As part of the project Telford Mind provides outreach drop-in sessions in various Community Centres based in the South of Telford.

This service ceased in June 2021 and further funding was secured to deliver a new project following the success of this project.

## **Inpatient Support**

The Inpatient Support project saw Telford Mind commissioned by Midlands Partnership Foundation (MPFT) under the winter pressure funding in April 2021.

This 12-month project sought to improve discharge support and step-down packages for mental health patients. Telford mind work alongside Telford & Wrekin local authorities, the voluntary care Sector, and other colleagues to reduce high bed occupancy levels at The Redwoods.

A Care Navigator and two Peer Support Workers provide support upon discharge and early community-based interventions to support people with their emotional health and wellbeing needs whilst integrating back into the community.

## **Care Leavers**

The Care Leavers project is a 12-month project that seeks to ensure that the Care Leavers identified within Telford & Wrekin are effectively supported into Adult Community and Voluntary services. Flexible support is offered and can include evening and weekends.

Support Workers employed on this project will offer a 'Calm Café' on a fortnightly basis to provide an opportunity to meet the Care Leavers to build a relationship and trust.

The Cafés are complimented with the following support:

- Regular telephone outreach to keep in touch (reducing isolation, exploring or reinforcing coping positive coping strategies)
- listening support which is problem focused and goal orientated – particularly when most other services are closed. This will include weekends and early evening.
- Support within the community to access services such as Adult Mental Health community and the voluntary sector services to ensure that when the project ends the young people has a robust support network or has knowledge of where to turn when in need of support.
- Emotional Wellbeing Sessions.

## **NEET project**

The NEET project will provide support and mentoring for young people who are identified as not in education, employment or training, to build confidence and resilience.

This project will provide emotional health and wellbeing support to improve the overall mental health and wellbeing of NEET, EHCP and SEN Support. The Support Workers will do this by encouraging individuals to take control of their wellbeing and live happier, healthier lives. Using techniques such as Active listening skills, Solution-focused interventions, coping strategies, whilst providing support to increase Social Networks. The project aims to help the young people to make connections with the local community and voluntary sector services.

## **Calm Café**

The Calm Cafes are delivered by Telford Mind and Telford and Wrekin Council with the support of local VCSE organisations. We provide support and safety to people experiencing

emotional/mental health crises. Calm Cafes are available for anyone 18 years and older who are finding themselves in a crisis or who are in need of support with their emotional/mental health to prevent a crisis.

The Calm Café is a partnership project between Telford Mind and Telford & Wrekin Council Mental Health Social Work Team. The two teams work together to give effective and timely support. We are also supported by A Better Tomorrow to provide tailored support within the Café setting.

The Calm Cafes are made up of Peer Support Workers and Mental Health Social Workers alongside other VCSE organisations.

Telford Mind employ Peer Support Workers who ensure the smooth running of the Café and who can provide support with things such as safety planning, coping mechanisms and management techniques.

Our calm cafes are available in the following locations:

- Monday, 5-8pm: The Wakes, Oakengates
- Tuesdays & Thursdays, 5-8pm: Meeting Point House, Telford Town Centre
- Wednesday, 5-8pm: Hub on the Hill, Sutton Hill
- 

### **Dual Diagnosis Café**

The Dual Diagnosis Calm Café is a collaborative approach between Telford Mind, Telford & Wrekin Council Social Work Team, Telford After Care Team (TACT) and A Better Tomorrow (ABT). This recurrent funded project commenced in February 2022.

The Dual Diagnosis team:

- Provides two Dual Diagnosis Calm Cafes: Friday, 5-8 pm and Saturday 1-4 pm.
- The Dual Diagnosis Calm Cafes are by referral only and all referrals should be made to TACT's outreach team via [outreach@tacteam.org.uk](mailto:outreach@tacteam.org.uk)

The project will aim to build trust with those with a dual diagnosis who may benefit from attending the Calm Café to reduce the escalation of their Mental Health needs.

The team will provide mental health support before during and after the café to reduce escalation of mental health needs. This will include statutory work by the Social Worker.

### **Veterans Café**

Telford and Wrekin Council and Telford Mind are working in partnership to provide support to veterans within Telford and Wrekin.

Anyone of us can be affected by mental health and that's why it's important to be able to provide a space for people to speak, break down the stigma associated with mental health and help people get the support they need.

The cafes enable people to meet with others who might have had similar experiences and understand the challenges that Armed Forces personnel face.

- **When:** 2pm-4pm, 2nd & 4th Monday of each month.
- **Where:** Dawley House, 22 Burton Street, Dawley, TF4 2ES (free parking opposite on the Royal British Legion Club carpark).

### **Stay Mindful**

Stay Mindful is a partnership project between Telford Mind and Stay (a local housing and homelessness charity) This project is a National Lottery Community funded project available to Stay's clients and offers counselling and one to one listening service.

Stay Mindful provides a safe, relaxed, and confidential space to start understanding and coming to terms with difficult life experiences.

### **Additional Roles Reimbursement Scheme (ARRS)**

Telford Mind deliver a number of ARRS roles for three Primary Care Networks within Telford and Wrekin. Telford Mind are commissioned by the PCNs to be provided the following roles:

- 9 Social Prescribers
- 1 Green Social Prescriber
- 1 Care Navigator
- 1 Health and Wellbeing Coach

Each PCN has a different combination of ARRS roles, these are as follows:

- Wrekin PCN (Wellington, Hollinswood and Dawley Medical Practice)- Two Social Prescribers work across the three surgeries.
- Newport PCN (Linden Hall, Shawbirch, Wellington Road and Donnington Medical Practice) – Four Social Prescribers with one Social Prescriber allocated per surgery.
- SET PCN (Stirchley, Court Street and Woodside Medical Practice) - Three Social Prescribers, a Green SP, Health and Wellbeing Coach and a Care Coordinator.

Social Prescribing is a service that is embedded within GP surgeries and aims to connect Patients to community services and activities that supports their health & wellbeing using a therapeutic approach. It can provide a confidential space to talk and explore issues that are negatively affecting physical, mental health and overall wellbeing, taking a things that 'Matter To You' approach. Social Prescribing can offer practical, helpful, and non-judgmental support. A place to receive advice and guidance. Support to access services, support organisations and community groups. The service aims to improve hope for the future, social connection & independence.

The Care Navigator role commenced in July 2021 to enable people with complex, social needs and long-term conditions to stay independent, make informed choices and access services in the community and the NHS to achieve the best possible quality of life and independence.

This role has an emphasis on mental health, supporting people with their emotional health, physical and wellbeing needs.

A Health and Wellbeing Coach was implemented in October 2021 to work within the SET team. This role supports people to take pro-active steps to improve the way they manage their physical and mental health conditions, based on ‘what matters to me’ approach.

The Health and Wellbeing coach supports the development of Patient’s knowledge, skills, confidence in managing their health and care, to improve their health outcomes and quality of life and support them in making changes in health-related behaviours.

This support uses coaching and motivation techniques through multiple sessions to identify the Patient’s needs and support them to set goals for themselves, as well as through providing access to interventions such as self-management education and peer support.

In November 2021, SET PCN commissioned Telford Mind to deliver Green Social Prescribing. This project support Patients to see the importance of physical and mental health whilst spending time in your local environment. We encourage active involvement and promote opportunities in the local community, exploring what facilities are available to engage in within the community.

### **Workplace Wellbeing**

Telford Mind provides customised mental health support for employers and their employees within Telford and Wrekin. This can include tailored mental health training sessions, one to one listening support and mental health awareness promotional events. This support is offered both face to face and online.

This reporting period we have worked with organisations such as Capgemini, Ricoh and Epson.

## **Finances**

Funding for the financial period April 2021 - March 2022 funding has been received from the following:

- Telford & Wrekin Public Health – Bereavement Support
- Citizens Advice Telford – ‘Helping Hands out of Hardship’ project
- Telford CCG – Calm Café & Dual Diagnosis Cafe
- National Lottery – ‘Making Headway’
- Inpatient Support – MPFT (Midlands Partnership Foundation Trust)
- Telford and Wrekin Council - Care Leavers, NEETs, Veterans’ Cafe
- South-East Telford Primary Care Network – Social Prescribing (ARRS)
- Newport Primary Care Network – Social Prescribing (ARRS)
- Wrekin Primary Care Network – Social Prescribing (ARRS)
- Stay Telford (Lottery Funded Partnership Project) – Stay Mindful
- Capgemini – Corporate partnerships

- Donations
- Workplace Wellbeing Revenue

Last year we saw an increase in donations attributed to Covid 19 activities, this year we have seen donations to return pre-Covid 19 levels. Donations that are received continue to contribute towards service delivery, particularly our one-to-one listening service which is at the heart of what we do but is an unfunded service.

The day to day finances/accounting and payroll have moved from an external provider to in house. In the next financial year, this will see the payroll move to an external provider again.

### **Reserves**

Telford Mind's Board of Trustees agreed that the level of reserves that should be held are a minimum of three months' expenditure.

Telford Mind hold £10,673.37 in reserve.

If the level of the reserves fund falls below the agreed level the trustees will review Telford Mind's expenditure and look for opportunities to make savings. If this is not possible Telford Mind will add to its reserves, when the opportunity arises, until the agreed level of reserves is met.

## **Volunteers**

Telford Mind continues to be supported by a team of passionate and dedicated volunteers. All volunteers are DBS checked to an enhanced level and have completed the Telford Mind mandatory induction training.

## **Chairperson's Report 2021/2022**

I am delighted to say that 2021/22 saw a continuation of growth in both activity, income and reputation. Although unrestricted fundraising fell, there was significant growth in project income from Telford & Wrekin Council, the Clinical Commissioning Group, Primary Care Networks and others. Turnover has increased from £395,110 in 2020-21 to £715,864 during 2021-22 – an increase of 81% year on year.

The Calm Café project has proved a huge success as has managing the Social Prescribing service for all but one Telford PCN. I am proud of what has been achieved through this multi-disciplinary approach and am confident that, going forward, we will continue to see PCNs engaging with us to ensure high quality Social Prescribing, mental health support and other related services.

Whilst we do not expect that level of growth to continue, I see no reason why 2022-23 will not maintain this higher level. In line with guidance from national Mind, from 1 April 2023, Telford

Mind will transition into a Charitable Incorporated Organisation. Other than a change of status, there will be no practical difference and service users can continue to expect the same high quality support they currently receive.

The number and scope of projects we are involved in continues to increase and broaden. The adaptability of the organisation is well recognised by outside bodies. Telford Mind is well on the way to becoming one of the 'go-to' organisations to get things done.

Whilst the senior management team remains stable, constant and a team to be incredibly proud of, we have not invested enough in ensuring our administration and internal support services have kept pace. All employees receive supervision support – a chance to offload once a month to a trusted professional – but in terms of bookkeeping, admin and the like I recognise that we have work to do to ensure this is fit for purpose.

A number of threats remain constant in our planning, not least of which is further financial cuts in the public sector. Against a backdrop of increasing need, this will prove challenging for our organisation. However, it is a challenge we will face alongside the council, the new Integrated Care Board and other bodies and will work with them to address in the best way possible given the resources available.

I want to pay tribute to Louise Heap, CEO, Gemma Coulman-Smith, Operations Manager, and Jennifer Caldecott, ARRS Manager for their diligence, commitment and hard work throughout the year. Without this leadership team – who very often go above and beyond their duties for staff and service users – I think it would be fair to say Telford Mind would not have the reputation as the 'go-to' mental health charity in Telford & Wrekin.

Clive Elliott  
Chair of Trustees  
March 2022