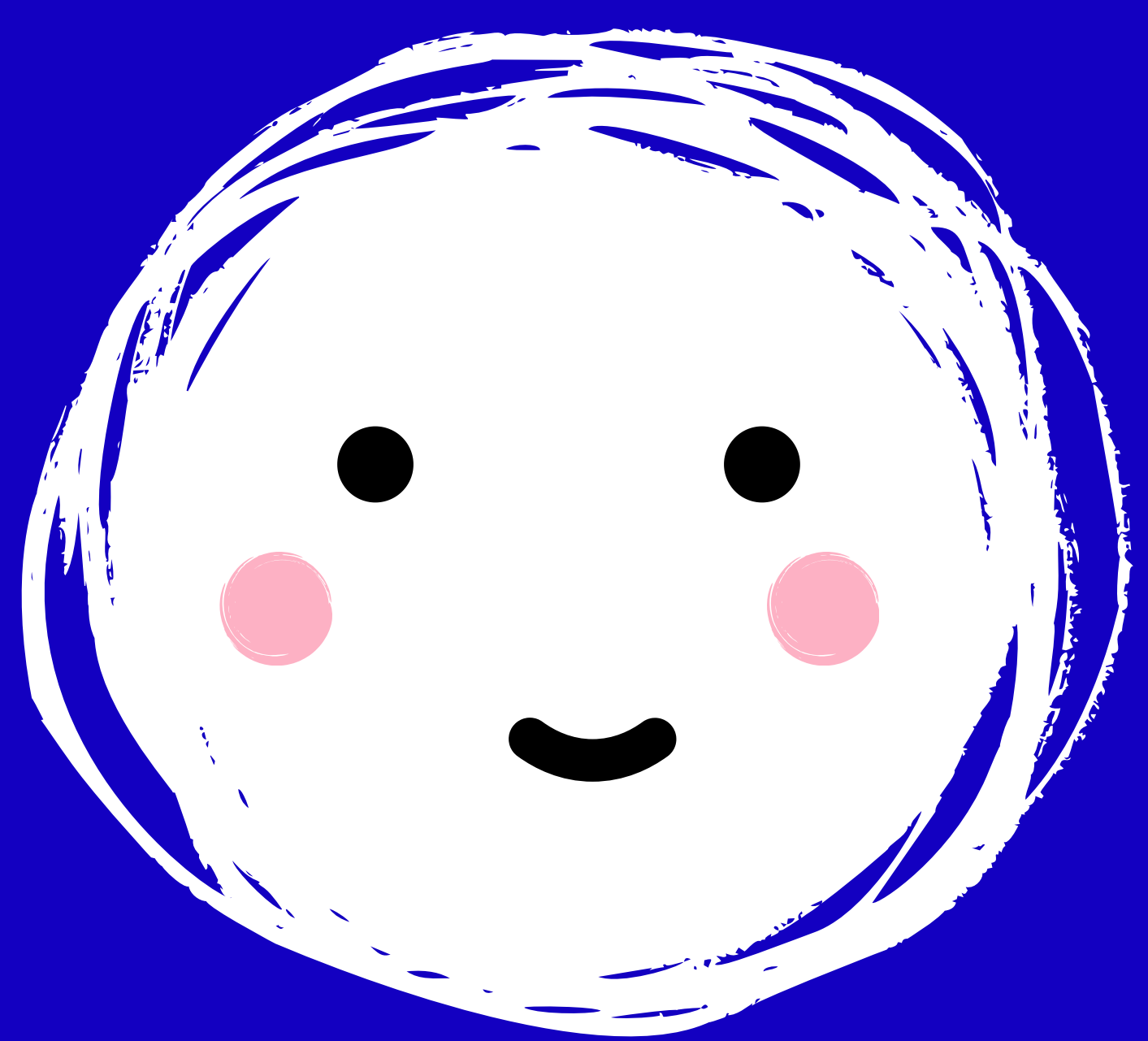
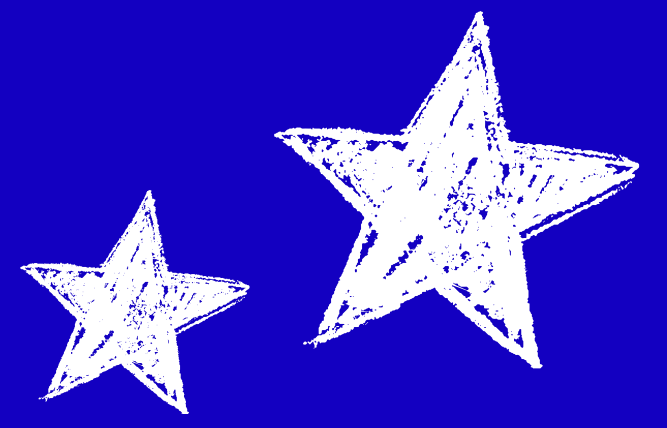




Impact Report

April 2022 - March 2023

**‘I feel blessed to be part of an
organisation who cares for people
like me’**



**01375
391411**

mind
Thurrock
and Brentwood



**152 Bridge
Road,
Grays,**

RM17 6BD



CONTENTS

1 - Welcome from our Chair and CEO

2 - Measuring Success

3 - A year in numbers

4 - Our Services

12 - Influence and Participation

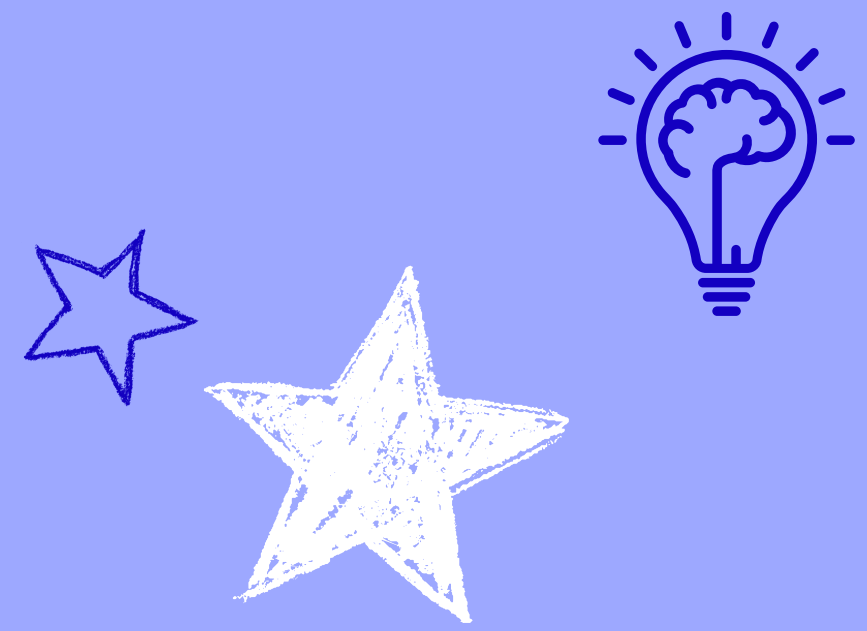
13 - Fundraising-Why we need your support

14 - How you can donate

15 - Lived experience story

16 - How we spend your money

WELCOME!



This statement emphasises our collective positive impact on the mental health and well-being of the communities we serve.

In the face of increasing challenges, Thurrock and Brentwood Mind continued to strive to sustain and expand services to meet a surge in demand due to the personal challenges individuals faced. Working collaboratively across Mid and South Essex with our NHS partners and Local Minds, we have actively confronted this challenge, forging new services to meet the escalating need. Our new services are;

Mental Health Recovery Workers working alongside Essex Partnership University NHS Foundation Trust (EPUT) clinicians in the Community Mental Health Teams and Emergency Departments with a strong focus on prevention and supporting inpatients to leave hospital as soon as possible, the Admission Prevention and Early Discharge (APED) service was developed with the Team working closely with EPUT's Home Treatment Team

Senior Link Workers, Health Inequalities Co-ordinator and Peer Workers for the Youthful Wellbeing helping young people (18-25) transitioning to adulthood.

Senior Peer Workers with lived experience of mental health issues working alongside EPUT and Midlands Partnership University NHS Foundation Trust (MPFT) Inclusion Thurrock, to provide the ARMS service (At Risk Mental State for Psychosis).

Our first 24/7 service, the Crisis House Sanctuary Plus where service users have benefitted from having a short stay preventing the need for hospital admission, in some cases.

Staff and volunteers supported 15,146 service users including a number of young people accessing services for problems that stemmed during lockdown and the cost-of-living crisis. We are proud of the positive impact we make on our communities.

We have continued to tackle the stigma surrounding mental health through attending local events, engaging with various communities and providing Information, Advice and Support at accessible Hubs in both Brentwood and Thurrock.

We would like to thank our amazing fundraisers; individuals, companies and groups who have enabled us to provide additional support to local people experiencing emotional or mental distress.

With Trustees, staff and volunteers' compassion and commitment; together we have been able to make a profound impact on the lives of our service users.

Lynne Morgan

Chief Executive Officer

 **mind**
Thurrock
and Brentwood



MEASURING SUCCESS

The demand for our services is on the rise, whether individuals are seeking support through engagement, reaching out for guidance or referrals to our services, or accessing information via our website or flyers. Our goal is to offer clear insights into mental health and our local offerings.



We arranged
31
personal health
budgets

100%
of service users said
that they
benefitted from
our Crisis House
intervention

52
New Volunteers
have joined
Thurrock and
Brentwood Mind

100%
of people who completed
evaluations said they would
recommend the service and
agreed or strongly agreed
that they were supported
well and were listened to



1700 people follow
us on facebook



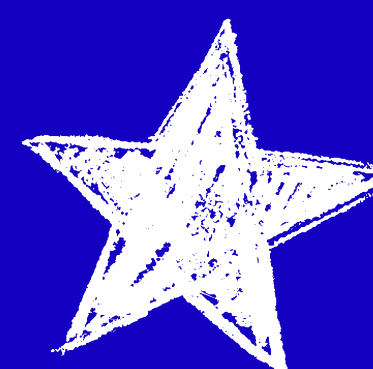
1028 follow
us on instagram



A YEAR IN NUMBERS

**7305 individual users
accessed our localised
suicide prevention
website:**

www.letstalkaboutsuicide.co.uk



**46% of service users
accessed our
talking therapies**

**97% would recommend
the service to friends
and family**

**94% achieved what they
wanted from Counselling**

**959 people took our FREE
suicide prevention training
on line**

**Our peer groups were
attended 2036 times**

**We held 319 wellbeing
group activities
across the year**



mind
Thurrock
and Brentwood



OUR SERVICES

We provide a wide range of support for individuals including Crisis Support, Counselling, Peer Support Groups and Mentoring, as well as a localised suicide prevention website.

Advocacy

Thurrock and Brentwood Mind in partnership with Thurrock Lifestyle Solutions CIC and Thurrock Centre for Independent Living provides Thurrock Advocacy Service. Advocates can support Individuals; with Learning Difficulty, Mental Health conditions, Sensory Impairments, Acquired brain injury, dementia; who have Substantial Difficulty understanding relevant information, remembering information, using information to help them be involved in making decisions or communicating their views, wishes and feelings; who would otherwise not be able to participate in decision making due to the effects of Drugs / alcohol and unpaid carers of all individuals noted above. This contract ended on 31st December 2022.

Admission Prevention and Early Discharge (APED)

Admission Prevention & Early Discharge Service is a collaborative service between EPUT and Thurrock & Brentwood Mind to prevent admission into the Mental Health wards and facilitate early discharge.

ARMS Service (At Risk Mental State of developing psychosis)

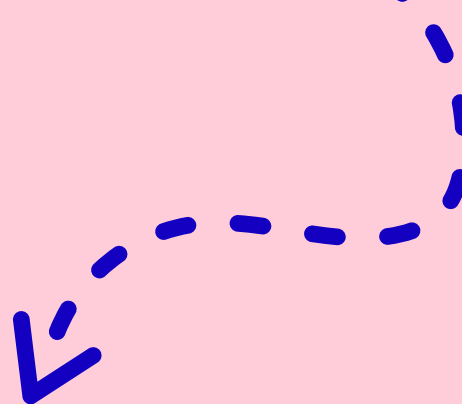
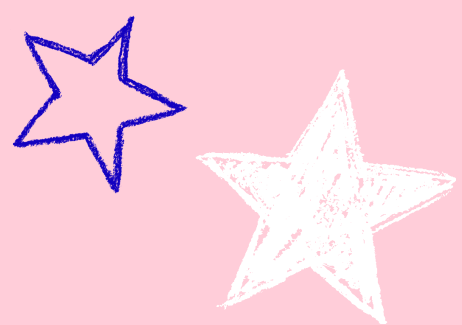
The ARMS service is a multidisciplinary community mental health service (a collaborative service between EPUT, Inclusion Thurrock and Thurrock & Brentwood Mind) for young people and adults aged between 14 and 35 that provides treatment and support to people experiencing, or at high risk of developing, psychosis. First episode of psychosis is the term used to describe the first time a person experiences a combination of symptoms known as psychosis, where a person's perception, thoughts, mood, and behaviour are significantly altered.

Crisis Sanctuary

Crisis Sanctuaries are part of the 24-7 Mental Health Crisis Response and Urgent Care pathway with 3 Sanctuaries covering the entire geography of the Mid and South Essex (MSE). We cover the South West Essex area of Thurrock, Basildon and Brentwood.

In partnership with Basildon Mind, our Crisis Sanctuary provides a safe place for individuals experiencing an emotional or mental health crisis. It offers practical and emotional support in a warm, welcoming environment and through outreach we enable service users to receive additional support. The outreach support enables service users to receive additional support if required to link them with local services and opportunities.





Crisis House Sanctuary Plus

Sanctuary Plus is a collaboration between EPUT and Thurrock & Brentwood Mind, working in partnership with Basildon Mind and South East & Central Essex Mind.

It is a non-NHS crisis bed facility for people who do not have the clinical complexity and the clinical risks where admission is required. It is not a replacement to admission; it is a short term supported accommodation alternative.

The service provides a 24 hour-staffed residential base for 4 service users experiencing mental health crisis who would otherwise be admitted into an inpatient service.

Day Opportunities

There are a range of wellbeing activities; services users singing along to tribute acts to peer support; sharing their lived experiences of mental health and managing their mental health. There is also a gardening group based in Stepping Stones nursery. Groups take part in community activities such as bowling. Digital groups are also provided to those not attending in person groups.

Individual Placement and Support (IPS)

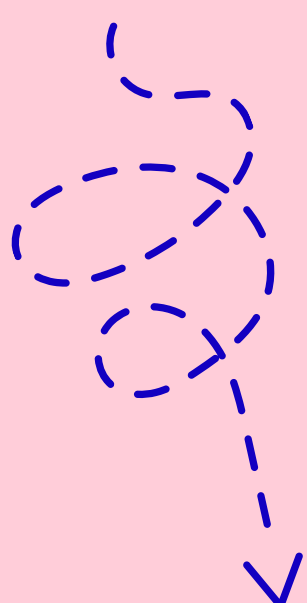
In partnership with Midlands Partnership NHS Foundation Trust the service supports to people with severe mental health difficulties into employment. The IPS team, work alongside the specialist care mental health team with individuals as employment can be an integral part of recovery. Each individual is supported by their Employment Specialist to complete a vocational profile which instigates discussion about their work aspirations and goals, workplace preferences, and any barriers they are concerned about. They are supported to create CV's, complete application forms, prepare for interview and liaise with employers.

Mental Health Recovery Workers (MHRW)

In partnership with local Minds covering Mid and South Essex, we support the Community Mental Health Teams and A & E Mental Health Liaison; providing emotional support and signposting into community groups and services to meet the service user's needs.

Peer Mentoring and Peer Support

Peer Mentoring offers low level time-limited support to facilitate self-care in the community for people that experience a mental health issue. Peer Support groups provide support through a shared interest. The project presents the opportunity for people to be identified earlier within their community and to enable them to access support in building resilience and self-care skills around their health and wellbeing.





Positive Pathways

An integral part of the Shared Care Protocol, whereby statutory and voluntary sector colleagues work collaboratively with people to help them to identify and access facilities in the community to maintain their recovery.

‘When I first came in, I was very sceptical of any type of support service, but I have totally changed my mind. Knowing there is somebody there to talk to when I hit rock bottom, and to help support me’



Adults Thurrock - In addition to new referrals from the Primary Care Network (PCN), Essex Partnership University NHS Foundation Trust (EPUT) has continued to transfer specialist care patients into the project, where they are either signposted or supported to access other local groups and services to re-engage with the community.

Adults Basildon & Brentwood – EPUT Community Mental Health Teams and professionals in PCNs refer patients into the project, where they are either signposted or supported to access other local groups and services to re-engage with the community.

Youth Thurrock (14-18yrs) – In partnership with North East London NHS Foundation Trust (NELFT) Child and Adolescent Mental Health Service (CAMHS) young people are referred into the project to help their transition to adulthood and stay well. They develop a wellbeing plan and are supported to meet their wellbeing outcomes through individual and group interventions. A Personal Health Budget (PHB) is available if required to support recovery. Some young people have progressed to become Volunteer Youth Champions.

Youth Basildon (Coaching & Mentoring) - Working with young people aged 11-16 years who have been absent from school for a minimum of 60 consecutive days due to mental ill health, to improve their wellbeing and to re-engage with school or prepare for college.

Youth Basildon and Castlepoint & Rochford (Support to Thrive) - Working with young people aged 11-16 years at risk of mental ill health and school absence, offering early intervention support by phone or video. Working in partnership with local Minds to cover the Mid and South Essex area.

Youthful Wellbeing MSE – Working with people aged 18-25 to support them to reach their goals and stay well. They develop a wellbeing plan and are supported to meet their wellbeing outcomes through individual and group interventions. A Personal Health Budget (PHB) is available if required to support recovery. Working in partnership with local Minds to cover the Mid and South Essex area.





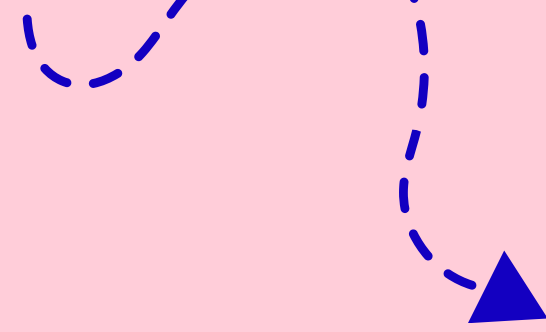
POSITIVE PATHWAYS



**‘I feel supported,
and it will help
me cope’**

**‘I’d like to say a big thank you
to Richard, being such a lovely,
helpful person, he is and hoping
he can be in my son's life for a
long time, helping/ manoeuvring
his life for the better’**

**The young person shared that they felt
heard and seen culturally and I seemed to
have understood some of the challenges
they had experienced. This helped the
young person set boundaries within their
peer group where they had experienced
bullying. The young person is progressing to
our life skills course through our Volunteer
Youth Champion programme, which will
help her build confidence and self-esteem.**



Psychological Therapies

Counselling and Groupwork Service - A British Association of Counselling and Psychotherapy (BACP) accredited counselling service. The service is based on an integrated approach, offering a confidential, non-judgemental, caring and safe environment, adhering to the Ethical Framework for the Counselling Professions as laid down by BACP.

Bereavement Counselling - There are two services for Bereavement Counselling, with one being specific for bereavement due to Covid.

Multi Ethnic Counselling Service - To provide counselling to residents from the Black Asian & Minority Ethnic communities. Clients prefer to continue with telephone counselling but face to face is also an option.

Inclusion Thurrock Improving Access to Psychological Therapies (IAPT)

In partnership with Midlands Partnership NHS Foundation Trust, we provide psychological interventions using a stepped care approach that complies with The National Institute for Health and Care Excellence (NICE) guidelines.

Recovery College

In partnership with Inclusion Thurrock (MPFT) we provide recovery-focussed education and training courses across Thurrock; offering information that will help people to learn and give them the best chance of staying well and living the most fulfilling lives they can. People with lived experience of mental health issues (Peer Trainers) co-deliver courses with other staff.

Suicide Prevention

On behalf of Mid and South Essex ICB and West Essex and Herts ICB, Thurrock & Brentwood Mind are hosting the #letstalkaboutsuicide website. A life is lost in the UK every 2 hours through suicide, and the aim of this service is to raise awareness and focus on local businesses to become involved and allow their employees to take the free 20-minute online Suicide Prevention Training.

Thurrock Carers Service

The service is provided in partnership with Thurrock Lifestyle Solutions and Thurrock Centre for Independent Living to provide information, advice and support to all adult unpaid carers of Thurrock residents in the carers preferred format; telephone, video (Zoom), WhatsApp or in person.





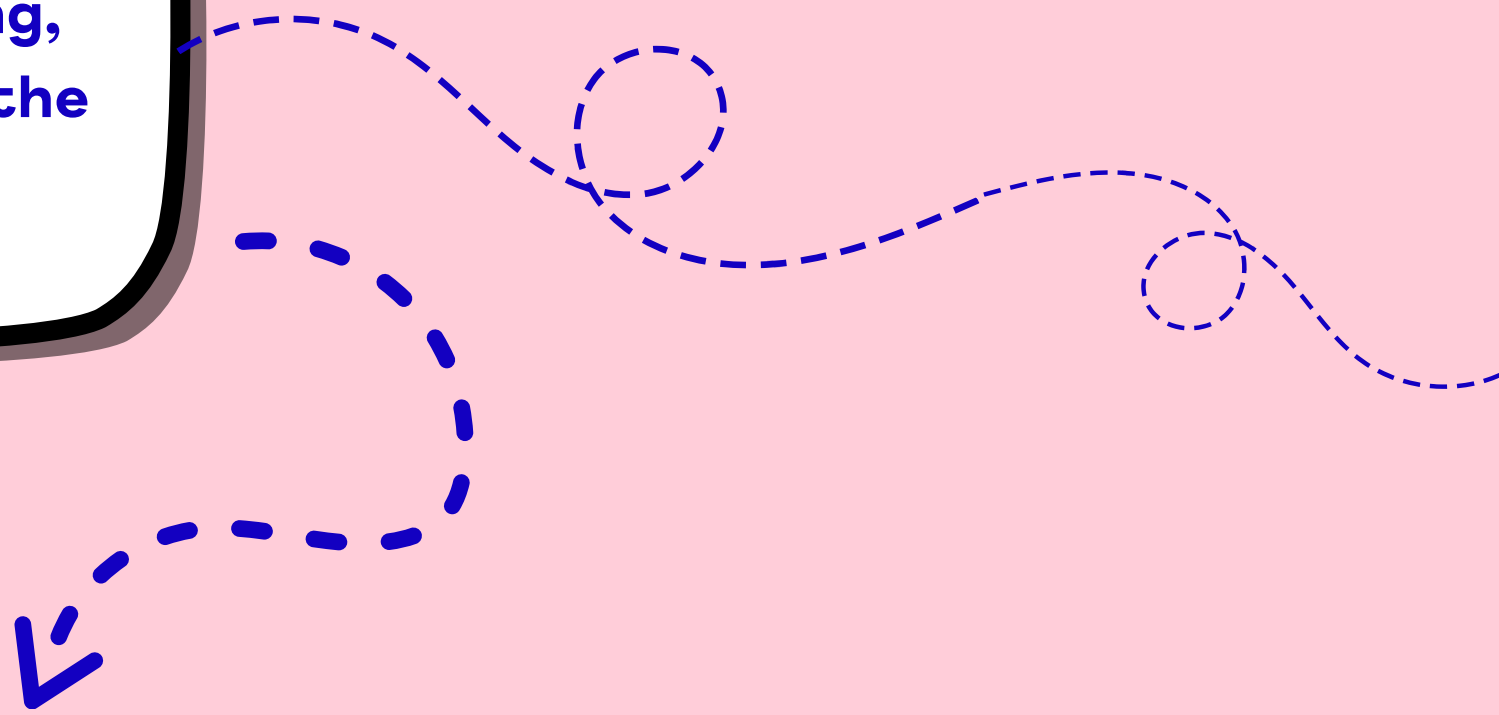
‘To all the staff, you are all superstars. You are all so friendly and welcoming, I was so worried about coming here and now I don't want to leave. As a team you are all so open and supportive of each other, that it makes it really easy to feel able to talk to you about anything. Sorry for being a pain in the backside, this is really the best place that I have been in that I have felt genuinely helped me.’

‘To all staff. I was a nervous wreck when I came and hated the thought of being here but I feel sad to leave. I'm ever so grateful for all the help and support that I've been given, you are all truly amazing people, I'm leaving a better and new person.’

‘All staff at the house. Moved a change from the deranged, to a clever view, an open life a path that's new. For that I'm forever grateful, your hearts are all true. Thank you.’



‘I look forward to my calls every week, they give me a reason to keep going, they really help with the loneliness I feel.’



Wellbeing Calls

Working collaboratively, EPUT identify high risk patients that with extra support through wellbeing calls on a regular basis could prevent relapse in their mental health. Early signs of relapse are addressed promptly, and this can prevent hospitalisation.

GP Wellbeing Calls

This is part of the MSE Depression pathway. People prescribed anti-depressants are referred for 4-6 weeks wellbeing calls. This provides an opportunity for people to discuss their concerns regarding the medication and provide reassurance. It provides support during the period of time it takes for medication to take effect.

Commercial Services

Thurrock & Brentwood Mind operates a Housing Project, Charity Shop, Gardening Project and Mind Talk.

Housing

Two of Thurrock & Brentwood Mind's properties are used for the housing project. These are;

Koinonia House – 9 units; Consists of 4 bedsits with en-suite plus 3 rooms with shared bathroom and toilet; all seven share the kitchen, lounge and utility room. The 2 self contained flats also share the utility room.

Bridge House - Consists of 6 rooms with shared facilities.

Charity Shop

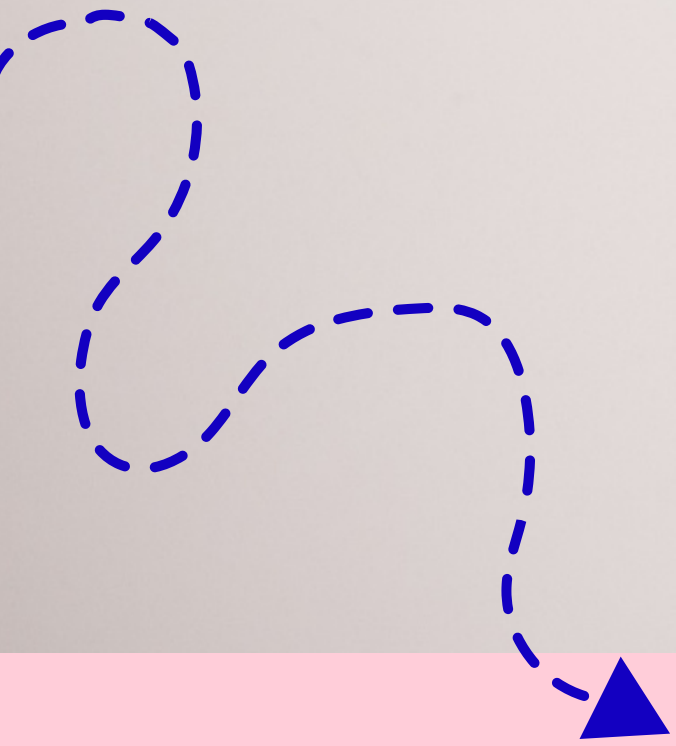
The Charity Shop sells recycled goods, and also has a dedicated information corner where volunteers are able to provide members of the public with information on mental health and local services. Work placements and volunteering opportunities are available for service users and the wider community.

Gardening Project

Plants grown by service users are available for members of the public to purchase from our Stepping Stones Nursery.



98% of clients
would
recommend our
service!



Mind Talk

Provides private Counselling, and Training.

Counselling; This is a BACP accredited private counselling service, where all counsellors are qualified, and the client pays a set fee. A first appointment is offered within 10 working days.

Training; Mental Health First Aid for Adults or Youth.

Supervision; Clinical Supervision for counsellors in external organisations.

Volunteering

There are a range of volunteering opportunities at Thurrock & Brentwood Mind within the projects listed above. Volunteers are generally Thurrock residents with and without mental health problems. All volunteers receive Volunteer Core Training with additional project specific training according to their role. Volunteer Counsellors are either qualified or in their final year of training.

Volunteer Youth Champions

Through bespoke training and group activities, we support 16-25 year olds to volunteer (grant funded). In addition to developing social and employability skills, they engage in social action to raise awareness and reduce the stigma associated with mental health, such as service design for youth projects, creating leaflets and social media campaigns, and addressing school assemblies.



INFLUENCE AND PARTICIPATION

Have you experienced mental health issues?

Our objective is to centre around people's lived experiences in all our endeavours, particularly amplifying the voices of underserved communities. To realise this goal, we provide various avenues for involvement, ranging from one-time feedback sessions to more extended commitments such as participating in panels or consulting on services and our board of trustees. We recognise that there is no 'one size fits all' approach, we acknowledge and respect the diverse perspectives each individual brings, irrespective of factors like race, gender, age, disability, religion, identity, background, and experience. As we progress, we are continually refining our processes and offerings, embracing the richness of diversity.

By us listening and understanding your views and opinions, you contribute to guiding Thurrock and Brentwood Mind in addressing your priorities. Together we can explore ways to help others.



Thurrock and Brentwood Mind have many groups, events and services that people from all backgrounds can join and put forward their views and opinions.



All our activities at Thurrock and Brentwood Mind help those with lived experience to develop skills, improve confidence, gain experience and meet with local Mind associations. Everyone has the opportunity to grow through their influence and participation.





FUNDRAISING - WHY WE NEED YOUR SUPPORT!



We can think of lots of reasons why you should fundraise for Thurrock and Brentwood Mind, but we're sure you'll agree the most important is because nobody should face a mental health problem alone, and we need your help to make that happen.

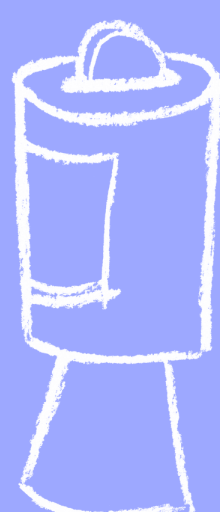
With your support we can give people a way forward, help them to understand their options and get support and know that they're not alone.

You'll also be helping us to campaign for better services and support so people experiencing a mental health problem get the help they need, when they need it.

We simply cannot support the growing number of people who need us without your help.



- To enable us to continue running our services
- To encourage more funding towards new projects and services
- To enable growth within our local communities
- To raise awareness within our local area
- To ensure that we are supporting those who need us most across Thurrock and Brentwood





HOW CAN YOU DONATE?

Donate:

You can donate to us directly at www.thurrockandbrentwoodmind.org.uk

Fundraise:

Run a distance, organise a quiz night or host a bake sale – on your own, with friends or at work. However you choose to fundraise, you'll help us support more people in our local communities.

Partner:

If you're a company or organisation who'd like to partner with us, we'd love to hear from you.

To contact us about any of the above, please call 01375 391411 or email fundraising@tbmind.org.uk



JustGiving



EasyFundraising



Legacy



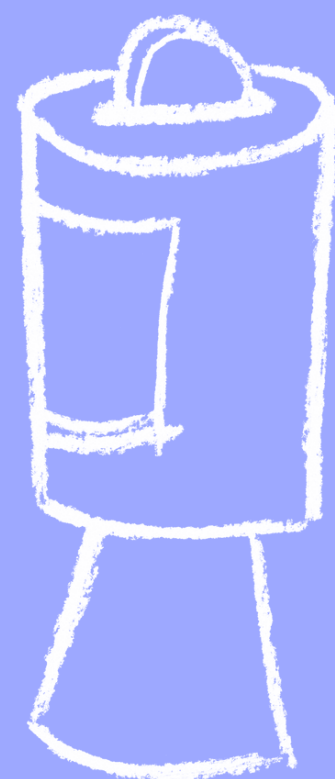
Gift Aid



Essex Lottery

Our QR code means it's never been so easy to donate to Thurrock and Brentwood Mind.

They are also great when we are out and about talking to the public.



THANK YOU!



Thurrock
and Brentwood



A Carer's Story

A Case Story...



Josie (name changed to protect identity) a carer, visited our Thurrock Information, Advice and Support Hub.

She was looking after her partner who had mental health and physical health issues, and felt completely overwhelmed; she didn't know which way to turn for support and very distressed.

We spent time listening to her and shared information about Thurrock Carers Service and how we could support her.

Josie chose our listening ear service, peer support support groups; carers of people with mental health problems and all carers group. Referrals were made for counselling for her and Thurrock First for Adaptions to home to support her partner's needs.

Josie initially received weekly wellbeing calls and was reassured that she could call in whenever she felt she needed to, completed counselling, and adaptions were put in place.

Josie attends the weekly carers groups and is now feeling comfortable within her caring role; she now feels more confident within herself and is managing her role as she knows she has support with the groups and the service.

Adaptions have been put in place which has eased the tension at home and enabled the cared for to be able to regain some independence.

What the carer said...



'I don't know what I did without the carers service they are a lifeline, and to have someone there on the end of the phone is a godsend.
I'm so grateful for their continued support.'

Carers week was amazing this year, the effort that Thurrock carers service goes to to ensure we have a good week away from our usual caring roles is fabulous.

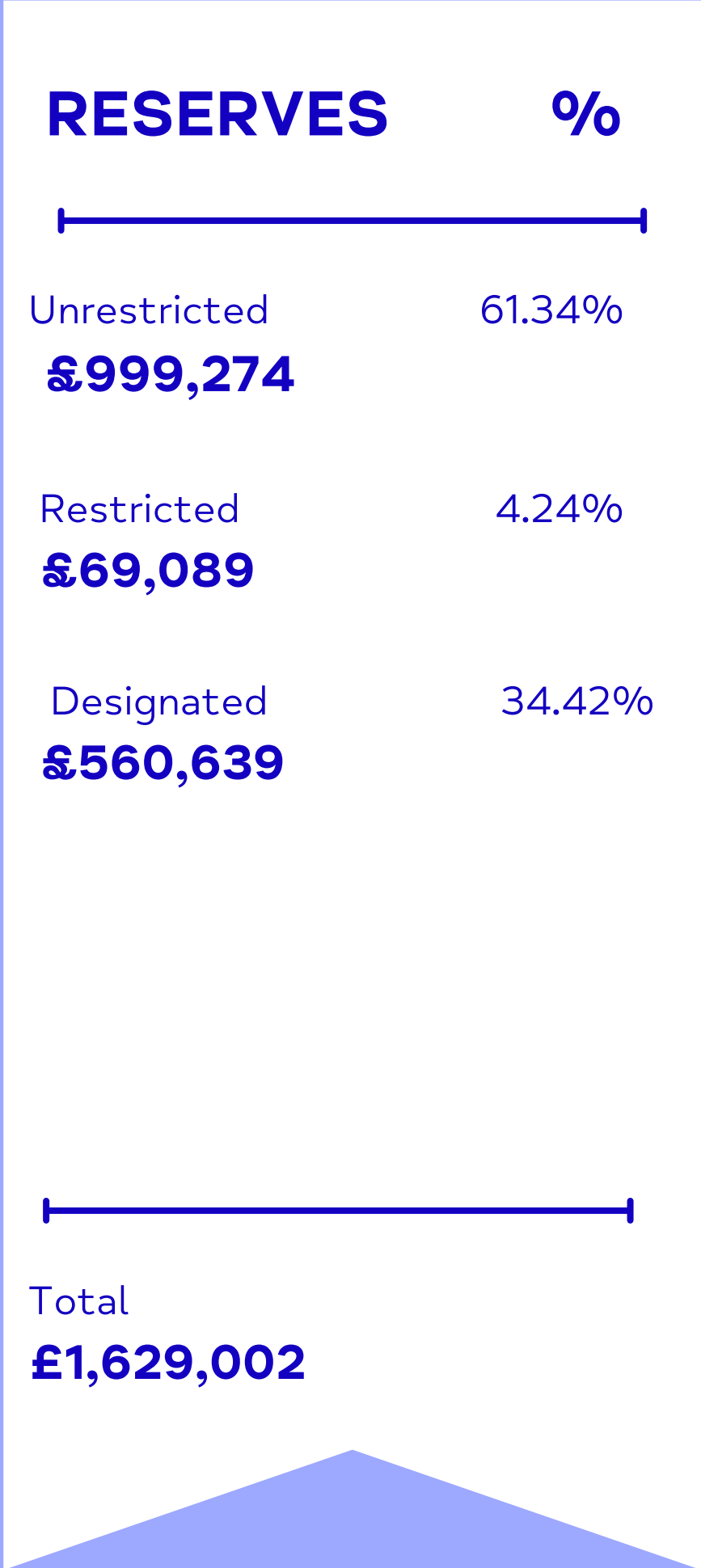
I was reluctant to ask for help at first, as I've been promised so many times we can help by different agencies, but this time it did happen, I got the support and help and now to be honest I don't know what id do without it.'





HOW WE SPEND YOUR MONEY!

THURROCK AND BRENTWOOD MIND FIGURES 2022/23



Overview

In the financial year concluding on March 31, 2023, the charity achieved a surplus of £549,451. This surplus is a culmination of delays in filling staff positions and identifying operating efficiencies in the delivery of services.

The Charity will continue to apply the surplus from delays in filling positions to extend the period of delivery of services. The remaining surplus will be reinvested back into service provision for those services where external funding has ceased.



HOW WE SPENT YOUR MONEY!

**96%
of our
expenditure
went on
charitable
activities**



**Money was put into
our gardening group
as they continued to
grow!**



**Work began on removing
the old Polytunnel and
creating a mindful garden
for service users and staff**



**This year we put
even more money
towards funding
more one to one
and groupwork
counselling
sessions**



‘I have more understanding of my problems and I am able to change my behaviour in new situations. I feel more prepared.....I feel I have been put on the right path to be able to move forward.’

‘I was really pleased to speak to my Counsellor. For the first time in my life I feel clear. I have found myself.....I am grateful’

‘I have more understanding of my problems and I am able to change my behaviour in new situations. I feel more prepared.....I feel I have been put on the right path to be able to move forward.’



**Four decades of dedicated care and
compassion, standing by mental health
in Thurrock and Brentwood!**

152 Bridge Road, Grays, RM17 6DB
01375 391411



reception@tbmind.org.uk



www.thurrockandbrentwoodmind.org.uk

 **Mind**
Thurrock
and Brentwood