



Impact Report

April 2023 - March 2024

“I’m very thankful for the service
and you did more than I think you
realise in helping me.”



HELP

SUPPORT

GUIDANCE

3

 **Mind**
Thurrock
and Brentwood



CONTENTS

1 - Welcome from our Chair and CEO

2 - Measuring Success

3 - Our People and Culture

5 - A Year in Numbers

6 - Our Services

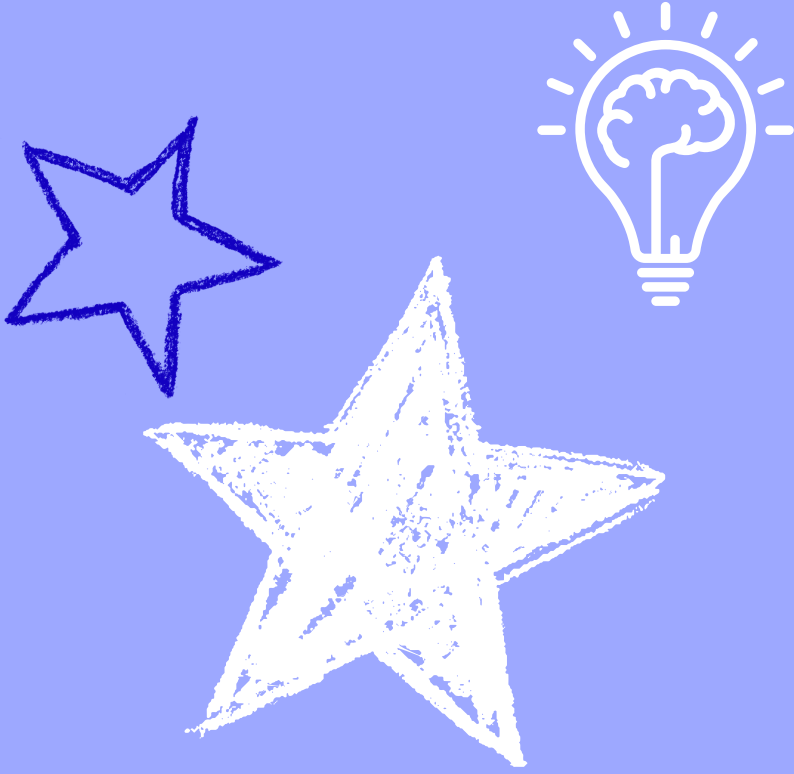
11 - How our Services Helped

12 - Fundraising-Why we need your Support

13 - How you can Donate

14 - How we spend your Money

15 - Thank you



WELCOME

This year, we proudly strengthened our collaborative efforts across Mid and South Essex (MSE), working with our NHS partners, Local Minds, Thurrock Lifestyle Solutions and Thurrock Centre for Independent Living. This year a new partnership with Choice Support provides three Crisis Sanctuaries across MSE, with our sanctuary providing vital support to the South West Essex community.

Despite challenging reductions in health and social care funding, we've been able to sustain critical services such as the Counselling and Groupwork Service, Carers Counselling Service, and the Multi-Ethnic Counselling Service. This has only been possible thanks to the generosity of donors, the creativity of fundraisers, and the collective determination to support mental health in our area.

Our incredible team of staff and volunteers supported 17,971 service users this year—a testament to the dedication, resilience, and compassion at the heart of our organisation. Whether attending local events, connecting with diverse communities, or offering Information, Advice, and Support through our accessible hubs in Brentwood and Thurrock, our impact has been profound. Listening to the voices of those who rely on our services has been invaluable. These insights not only guide us but also empower us to challenge stigma and address inequalities more effectively.

We extend heartfelt thanks to the incredible individuals, companies, and groups who have fundraised on our behalf, enabling us to offer much-needed additional support to those experiencing emotional or mental distress. Your generosity fuels our mission and transforms lives.

Finally, we are deeply grateful to our Trustees, staff (including our valued third-party partners), and volunteers. Your tireless dedication, compassion, and teamwork have created a meaningful and lasting positive impact for thousands of individuals across our communities. Together, we are building a future where mental health is prioritised, stigma is challenged, and every voice is heard.

Lynne Morgan

Chief Executive Officer

John Lyons

Chair of the Board of Trustees



MEASURING SUCCESS



The demand for our services continues to rise, whether individuals are seeking support through engagement, reaching out for guidance, referring to our services and accessing information via our website or flyers.



Total people supported: 17,971



1,800 followers



1,106 followers

We
arranged 69
personal
health
budgets

We have 17
trained Hate
Crime
Ambassadors
within our
workforce

Every YP (young person) that enters the service for support, is and has been absent from main stream education for an extended length of time.

All year 11s entering the project have gone onto reengaging with education, passing their exams and further post 16 educational college.

80% of our
workforce are
proudly Mental
Health First
Aiders

315 people
received a 6
week
programme of
wellbeing calls



 **Mind**
Thurrock
and Brentwood

OUR PEOPLE AND CULTURE



20 new staff members were employed by us last year - with a total of 95 dedicated and compassionate people at the heart of our Charity. We also work collaboratively and in partnership alongside 18 sub-contracted staff.



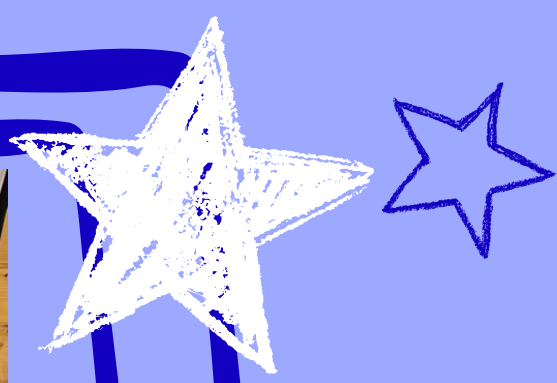
We refreshed and co-developed our new lived values and behaviours with our workforce.

We are proud to be a Mindful Employer and Disability Confident Committed Employer.

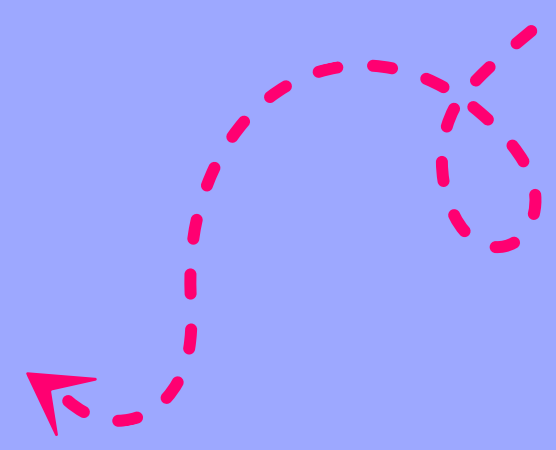
We pledge to lead, support and develop our workforce, via the Investors in People Framework, and hold Silver accreditation. All our staff & volunteers receive high quality Statutory & Mandatory training .

We champion the lived experiences, unique voices and innovation of our employees via our Equality Diversity and Inclusion Participation Group & Diversity Champions, Communications & Environmental Ambassadors.

We invest in Leadership & Management Development via CMI accredited apprenticeship programmes. 10 current/aspiring managers have enrolled this year.

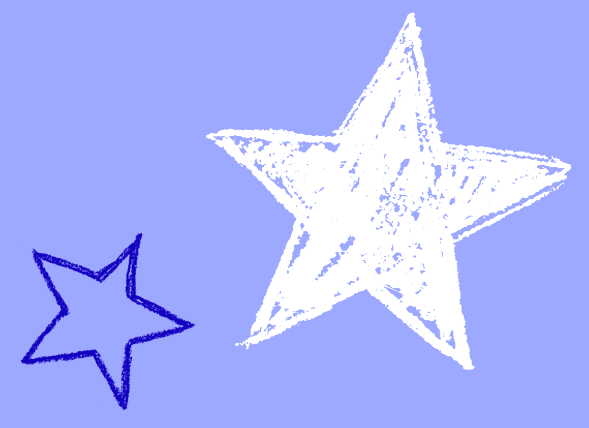
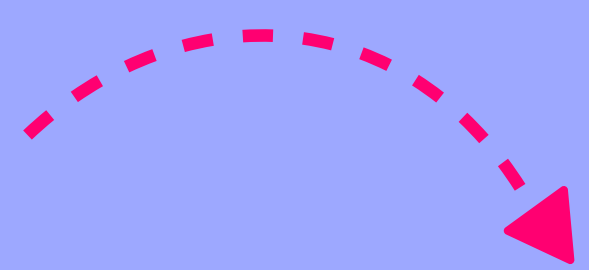


Our Trustees



Following a campaign to enrich diversity of our Board of Trustees, we successfully recruited 4 new Trustees this year. Each of our Trustees bring unique skills, perspectives, backgrounds and experiences to steer our strategy.

Our Team



90% of our workforce have lived experience of mental health issues.

I am very grateful
to feel valued at
TB Mind

I enjoy working at TB Mind.
My colleagues are very
supportive and we work
well as a team



A YEAR IN NUMBERS

**9,000 individual users
accessed our localised suicide
prevention website on over
30,000 occasions:**

www.letstalkaboutsuiicide.co.uk



**174 people stayed at the
crisis house**

**2003 people benefitted
from our crisis sanctuary
through NHS 111 option 2**

**Thurrock Carers
supported 1,617 people**

**94%
felt their behaviour changed
with our help**

**93%
I felt able to manage
moods better**

**555 day opportunity wellbeing
sessions held**

 **Mind**
Thurrock
and Brentwood



OUR SERVICES



We provide a range of support from early intervention through to crisis

Admission Prevention and Early Discharge (APED)

Admission Prevention & Early Discharge Service is a collaborative service between Essex Partnership University NHS Foundation Trust (EPUT) and Thurrock & Brentwood Mind to prevent admission into the Mental Health wards and facilitate early discharge.

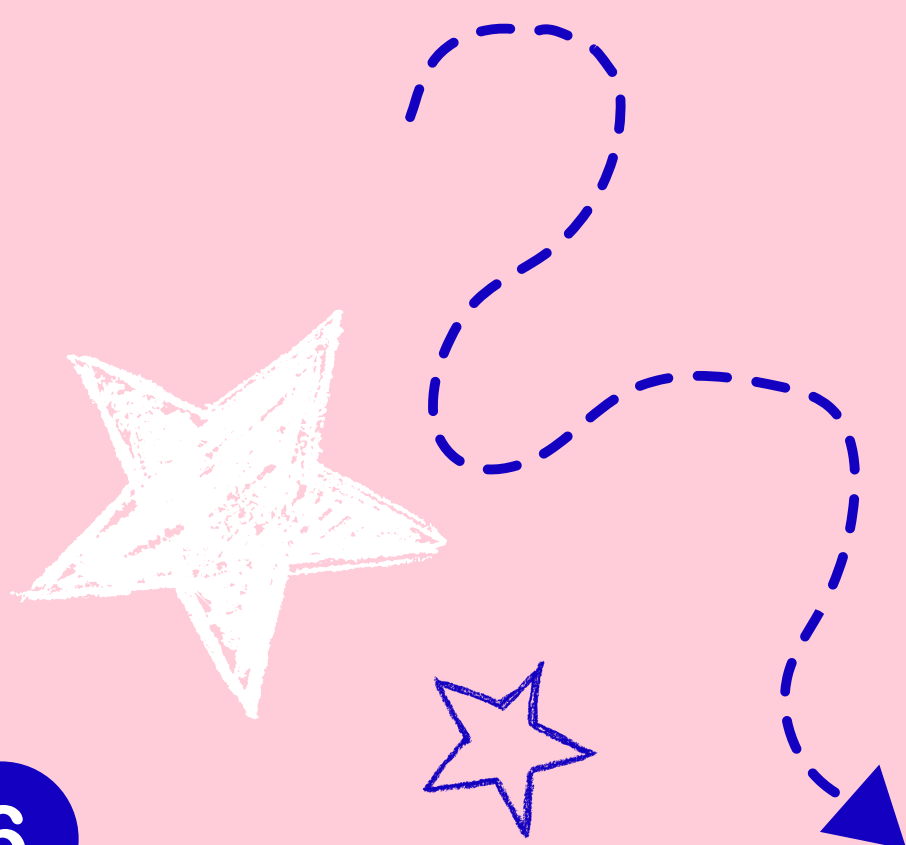
ARMS Service (At Risk Mental State of developing psychosis)

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 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 require hospital admission. It is fully staffed 24/7 to provide short term support.





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 links people with local services and opportunities.

Day Opportunities

There are a range of wellbeing activities including art and crafts, games, peer support, sharing interests and lived experiences of mental health. There is also a gardening group based in Stepping Stones nursery. Groups take part in community activities such as bowling. There is also an option to meet on zoom.

We held 427 face to face
well-being sessions
+
128 online well-being
sessions



Gardening Project

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



Individual Placement and Support (IPS)

In partnership with Inclusion Thurrock, Midlands Partnership NHS Foundation Trust (MPFT) the service supports 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. Employment Specialists support individuals through the process e.g creating a CV.

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 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.



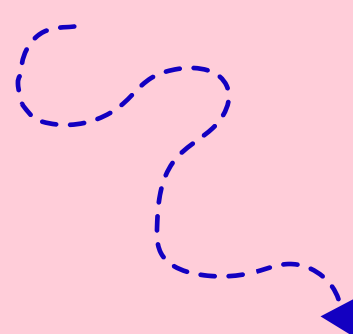
281 individual
peer mentoring
sessions

Adults Thurrock, Basildon & Brentwood

EPUT Community Mental Health Teams and professionals in Primary Care Network (PCN) refer patients into the project, where they are either signposted or supported to access other local groups and services to stay well within the community.

Youth Thurrock (Transitions)

In partnership with North East London NHS Foundation Trust (NELFT) Child and Adolescent Mental Health Service (CAMHS) young people aged 14-18years, 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 and Brentwood (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 (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 Mid and South Essex excluding Thurrock and Southend.

Youthful Wellbeing

Working with people aged 18-25 to develop a wellbeing plan and provide support to stay well.

A Personal Health Budget (PHB) is available if required to support recovery. Working in partnership with local Minds to cover Mid and South Essex.

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 BACP Ethical Framework for the Counselling Professions.

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.

Improving Access to Psychological Therapies (IAPT)

In partnership with Inclusion Thurrock (MPFT), 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 a Health Trainer.



Suicide Prevention

On behalf of Mid and South Essex Integrated Care Board (ICB), Thurrock & Brentwood Mind are hosting the #letstalkaboutsuiicide website. We aim to raise awareness and encourage local business to involve their employees to take the free 20-minute online Suicide Prevention Training.

1200 people completed the training online.

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.



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 gain reassurance.

Commercial Services

Housing

Thurrock and Brentwood Mind have two properties containing 15 units, for supported living, tenants are supported to progress towards independent living.



 **Mind**
Thurrock
and Brentwood



HOW OUR SERVICES HELPED

The staff are absolutely amazing and the activities are excellent

I was listened to and my counsellor was easy to talk to. She was non-judgemental and gave me a lot of encouragement. I had many difficult decisions to make and it was good to talk to someone who had no bias. I was surprised how I was able to get through all the things and I feel more confident now

Gives me a reason to get out and a chance to socialise with people who are going through similar things

Gives me a reason to get out and a chance to socialise with people who are going through similar things

Helped me get through really difficult times

Made me find myself again. Help to regain confidence in myself.

Everything. I am enjoying life again. Have better relationships with family and friends



 **Mind**
Thurrock
and Brentwood



FUNDRAISING - WHY WE NEED YOUR SUPPORT

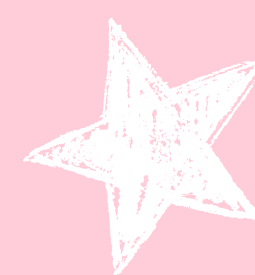
We can think of lots of reasons why you should fundraise for Thurrock and Brentwood Mind, but we're sure you'll agree the most important is because nobody should face a mental health problem alone, and we need your help to make that happen.

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

You'll also be helping us to campaign to tackle stigma and ensure 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:

- Pilot new services
- Continue running unfunded services
- Raise awareness within our local area
- Improve the wellbeing of local people



 **mind**
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 wants
to make a difference, 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

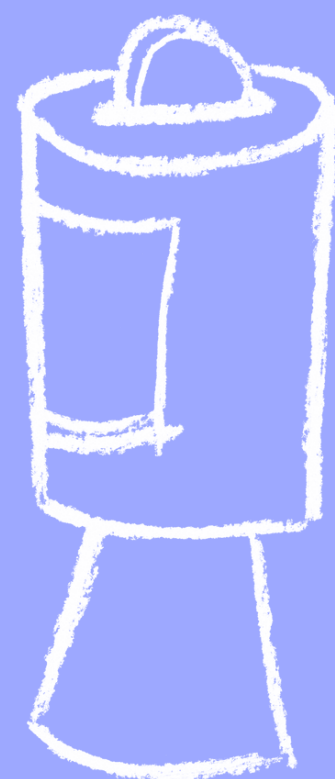
☐ Legacy

☐ 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!



HOW WE SPEND YOUR MONEY

THURROCK AND BRENTWOOD MIND FIGURES 2023/24

INCOME %

Charitable Activities 95.13%
£4,086,008

Donations & Legacies 0.59%
£25,330

Charity Shop 1.22%
£52,263

Rental Income 2.15%
£92,417

Fundraising 0.53%
£22,859

Investment Income 0.38%
£16,386

Total
£4,295,263

EXPENDITURE %

Charitable Activities 96.10%
£3,985,161

Charity Shop 1.81%
£75,149

Rental 1.79%
£74,137

Fundraising 0.30%
£12,604

Total
£4,147,051

Governance

We are governed by our board of trustees and full details of our governance processes and structures are detailed in our statutory accounts for 2023/24 which are available online from Companies House and the Charity Commission.



A BIG THANK YOU

We would like to offer a big thank you to the following for their continued financial contributions and support:

- MSE ICB
- Midlands Partnership NHS Foundation Trust
- Thurrock Council
- Brentwood Borough Council
- The organisers of the Thackery Golf Day held at Langdon Hills Golf Club

We'd like to thank the following for their continued partnership:

- Inclusion Thurrock
- Essex Partnership University NHS Foundation Trust
- Thurrock Lifestyle Solutions
- Thurrock Centre for Independent Living
- Choice Support
- Mid and North East Essex Mind
- South East and Central Essex Mind
- Basildon Mind



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

