

Annual report

2017/18

Promoting positive wellbeing in Essex

A joint welcome

You may recall that last year we told you that SECE Mind had gone through a period of focussed consolidation and review. Our funding was reducing and we had to change the way we operated with haste. After much hard work by the staff here, I'm very pleased to report that we are now more sustainable and even undergoing expansion to deliver more of what our community said was needed. Our senior managers and trustees have formed a new three-year strategy for 2017-2020. In terms of efficiency; and although the cost savings aren't yet evident in this 2017-18 report, overhead reductions and efficiencies, service restructuring and a fresh look at collaborative delivery methods, mean we are in a much stronger position.

Our new strategy is very much focused on partnership and integration. The main points include delivering services to meet the needs of our whole community from Southend in the East to Chelmsford in the North, to develop funding streams that allowed us more flexibility to offer what our research showed us was needed and very importantly to do everything in a more efficient way. We are a year into our strategy and our plans are taking off. We are now delivering services in Chelmsford in collaboration with Essex Libraries and this has expanded carefully during the year. Our open door service in partnership with the Orchard Centre in Chelmsford has continued. We are talking with prospective partners from the further education sector about other opportunities in Chelmsford and continued expansion of services in the area are earmarked. Our plans to rejuvenate our supported housing service have come to fruition with our new service manager leading the way. We now have high quality housing stock and a new restructured team with the tenants wellbeing at the centre of all we do. They now play an important role in their own recovery paths and this is proving very successful. During this year we won support from the Big Lottery for our trauma service. This gives us funding for the service until 2020 and answers the need we had recognised in our region. In association with this new service we have looked at how this can be more efficiently delivered. We have set up a triage system which helps ensure our clients are in the right position to benefit from counselling before they even start on the journey. Our development team has expanded to open up more funding opportunities and income generation routes for us. In 2017-18 as planned, the gains have been gradual but we are pleased to say that their efforts mean that for the first time in many years our income has grown from new sources and particularly from areas where we are working in partnership with commercial sponsors. This growth heralds a new era for the charity bringing us into the 21st century.

With these changes in approach and with new services and processes in place, it felt right for me as Chair to step aside. At the end of the year some fresh blood was brought into the role. I'm delighted to report that from April 2018 Lindsay White took over as chair of the charity. In order to keep some continuity in the board, I remain on the board and act as vice chair. We are grateful to all our board members for their continued hard work which has, at times, during the previous two years seemed daunting. I'm happy to report that with our new structures and a refreshed outlook in place, the future looks much more assured for this charity and its' beneficiaries.

The trustees and I want to say a special thank you to all of our dedicated and passionate staff and volunteers. There has been much change for them and they have managed it professionally and with vigour. Without them we wouldn't have been able to help all of our beneficiaries in the community with their mental health. I hope you enjoy reading this latest report.

Kind regards,

Peter Payne - Chairman

Ken Sanderson - Chief officer



Who we are and our vision



A high quality and adaptive mental health service in Essex, always meeting our clients' needs.

An innovative organisation who constantly look for new ways to work.

A team who is eager to work in partnership to improve the services we can offer the community.

Experts in our field, we aim to set new standards and not just follow the route that's always been taken.



Our vision is of a society that promotes and protects good mental health for all and that treats people with experience of mental distress fairly, positively and with respect.

People are at the centre of all we do and we never want to lose sight of that. If we can't help someone directly, we will find out who can and get both parties talking.

Project updates

Counselling services

We guide people to make improvements in their emotional wellbeing. By offering non-judgemental space and, supporting with a trained and experienced therapist, we discuss and explore alternative thinking patterns and coping mechanisms with our clients. Our service is offered at Chelmsford library and our Jubilee centre and has the option of evening appointments. Throughout 2017/18 we recruited and supported over 15 volunteer counsellors and supported 139 people to access the service. We supported and



trained counsellors both internally in our service and externally to understand and deliver trauma-based practice to contribute to Continued Professional development. We are very proud to have significantly reduced our waiting list due with the effective management of cases this year so average waiting was reduced to 6 weeks.

Post-Traumatic Stress Disorder

Using an informed trauma approach method, we provide a range of therapeutic services to adults who have experienced trauma. With the support and funding from the Big Lottery, our services include practical help, tips and techniques to manage the impact and symptoms of trauma as well as 1-to-1 and group counselling, peer support opportunities, sign-posting and community provision.

In our first full year of developing and delivering the service with our funders, we are very proud of the multi-tiered approach to trauma management we have implemented. The service has developed and is supported by 14 volunteers and 3 employees and has received over 170 referrals since its commencement.

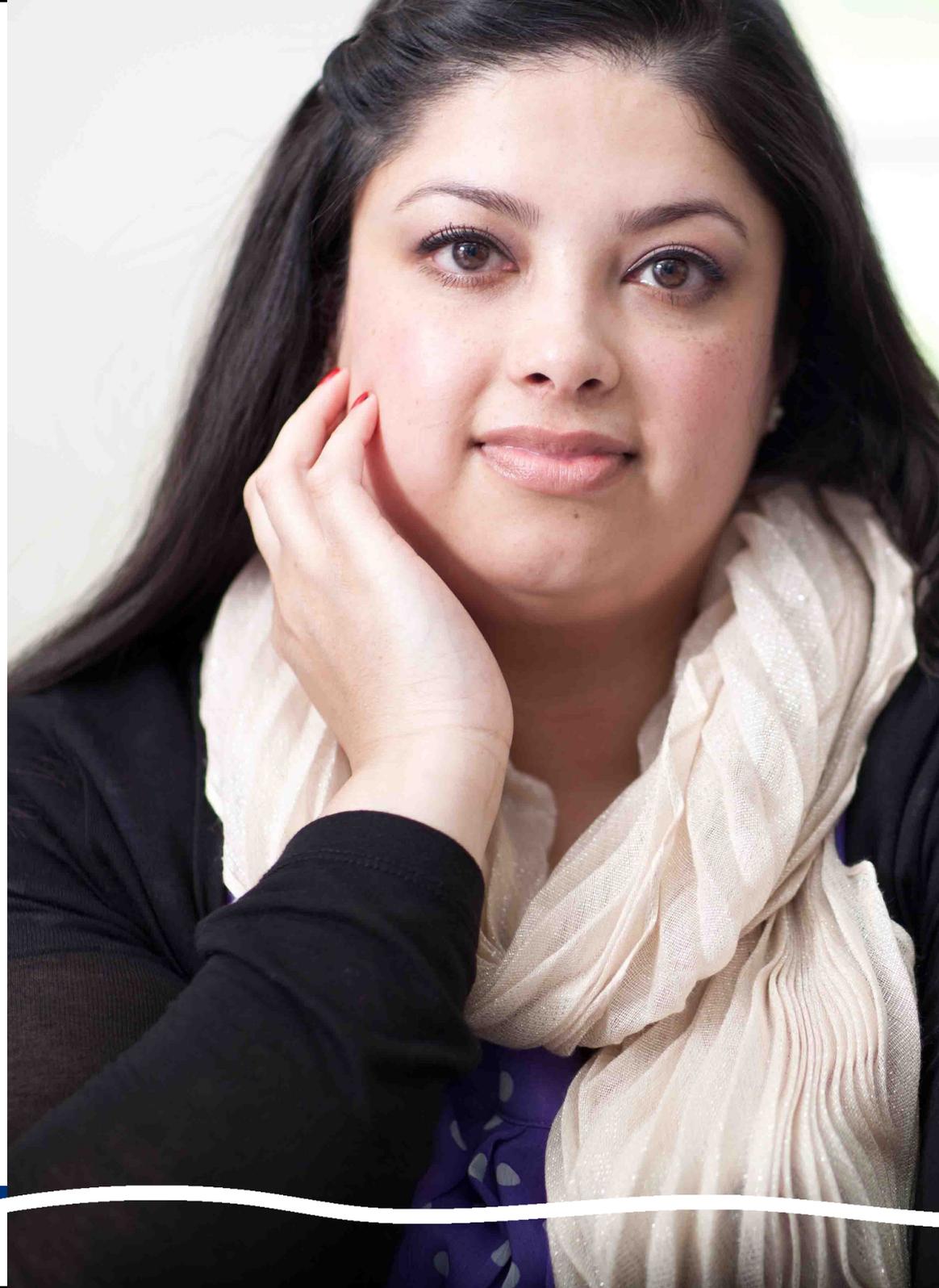


Somewhere to turn and peer support

We are committed to ensuring that everyone experiencing difficulties with their mental health receives the right kind of support for their needs as quickly as possible. In 2017, we decided to rebrand the 'Initial Enquiries Service' to a name which was modern and encompasses the holistic approach we take. To that end we now provide our 'Somewhere to turn' service which provides mental health signposting and information service. It runs from Monday to Friday from 10.00am to 3.30pm for people to telephone, email or drop into our Jubilee Centre.

Throughout 2017/18 we had contact with 323 individuals seeking assistance and support with their mental health and wellbeing. In order to achieve this we utilised the skills and talents of over 19 volunteers to help us provide this service. We are incredibly grateful to the SECE board for continuing to see the value and contribution this vital service makes to our community. We know how rewarding giving back is and how inspiring to our learning and development being supported by someone who has been through similar issue can be. Through the additional peer support service, we train individuals who have a personal experience of mental health to support others who need some encouragement to reach goals in and of the 'five ways of wellbeing' – give, connect, keep learning, taking notice and be active. We have reviewed our service to encompass the five ways to wellbeing model utilising groups and 1-to-1 work. We have supported and trained 5 peer support volunteers who supported 9 individuals.





Housing

We provide high quality support, including evening and weekends, to adults living with mental health problems to reclaim and develop their living skills and manage their mental health. Our aim is to help them live independent and fulfilling lives in the local community. Throughout 2017/18 we continued with our program of improving the quality of our housing options phase 2 included withdrawing the community provision to continue a period of refurbishments to ensure we had high quality housing to offer. During this period we continued to work in close partnership with mental health teams working to improve tenant's skills and independence and have successfully transitioned 3 tenants from supported housing to independent permanent tenancies.



PACE (Police and Criminal Evidence)

We are part of a multi-agency service called Police and Criminal Evidence (PACE) who provide an appropriate adults service to adults who are experiencing mental health difficulties whilst in custody at Southend and Rayleigh police stations

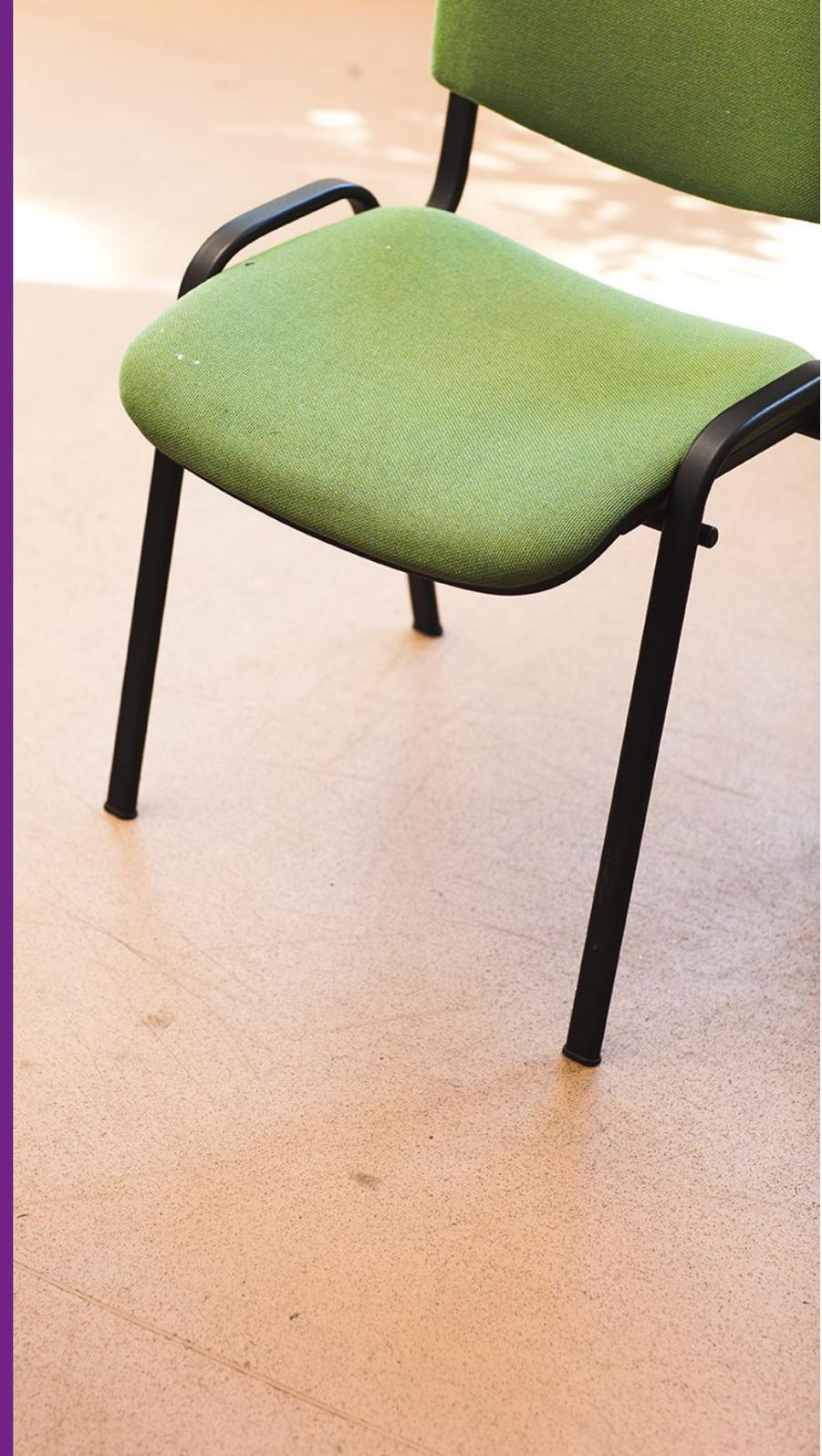


Case study - Making positive change

Frank, 48, has been well known to support services in Southend. Affected by mental health issues, Frank has attempted to take his own life several times and has been hospitalised on several occasions. Frank was unable to work due to his mental illness and he was struggling financially. Frank came into SECE Mind for a food voucher and spoke with our Somewhere To Turn service.

As well as struggling with his mental health and finances, Frank told us that he had an aggressive landlord who threatened him regularly. Frank told us that he felt vulnerable in his home. Our Somewhere To Turn service spoke with him about his options, providing him with information about different services.

With our support and guidance, Frank felt confident to ask for help. He received advocacy support with his finances and was able to maximise his benefits. We also supported Frank to find alternative accommodation. Frank dropped into our Somewhere To Turn service two weeks later to thank us for our help. He told us that he really valued the time we spent listening to him and supporting him to make important decisions regarding his wellbeing. He is now living in a new flat where he doesn't feel intimidated. He has sufficient income to cover his immediate needs. This has reduced his anxiety and he is now better able to cope with his mental health issues.



Our impact in 17/18

- ♦ 139 people received counselling
- ♦ 170 people entered our trauma project
- ♦ 9 people were given peer support
- ♦ 323 members of the public people accessed the new somewhere to turn service
- ♦ 36 people accessed our community housing
- ♦ 21 tenants stayed in our supported housing
- ♦ 110 people attended our internal training and over 650 delegates attended our external training sessions

Our current reach

- 698 service-users accessed our services
- 6,200 people visited our website
- 1,700 follow our Facebook page
- 1,593 people follow our Twitter page

Partnership working

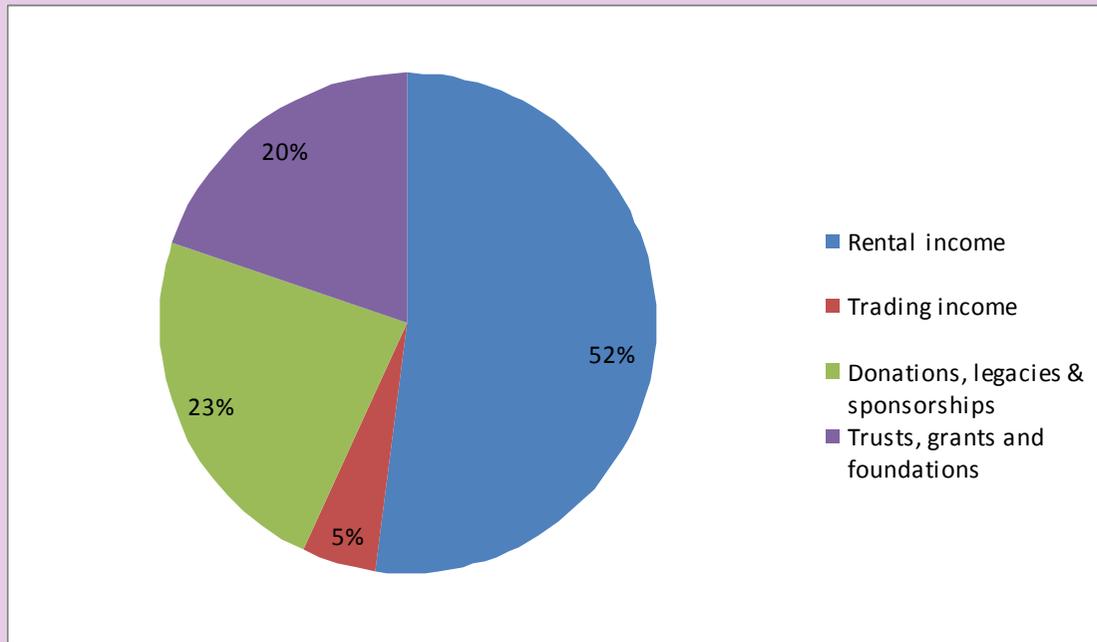
We recognise that great things can be achieved when we all work together with a joint purpose. To develop our knowledge, strength and effectiveness as a key local service provider we have tied with the following groups and individual organisations:

- ⇒ Inter-professionals meeting – a collective of mental health professionals who share information and practice
- ⇒ 1 in 4 partnership – a partnership of service providers who undertake public events to reduce stigma and promote positive mental health
- ⇒ Complex needs partnership – a collective of provider who work with people with severe and multiple disadvantage to improve individual lives, reduce street homelessness and manage public behaviour issues
- ⇒ Supported housing panel – a panel of providers who work together to assess the needs and requirement of individual to ensure they are appropriately placed into supported housing that best meets their needs
- ⇒ South East Essex Mental Health Employment and Training Network – a network of providers and commissioners of vocational services who meet to share practice and joint initiatives to improve the vocational outcomes of adult across the localities

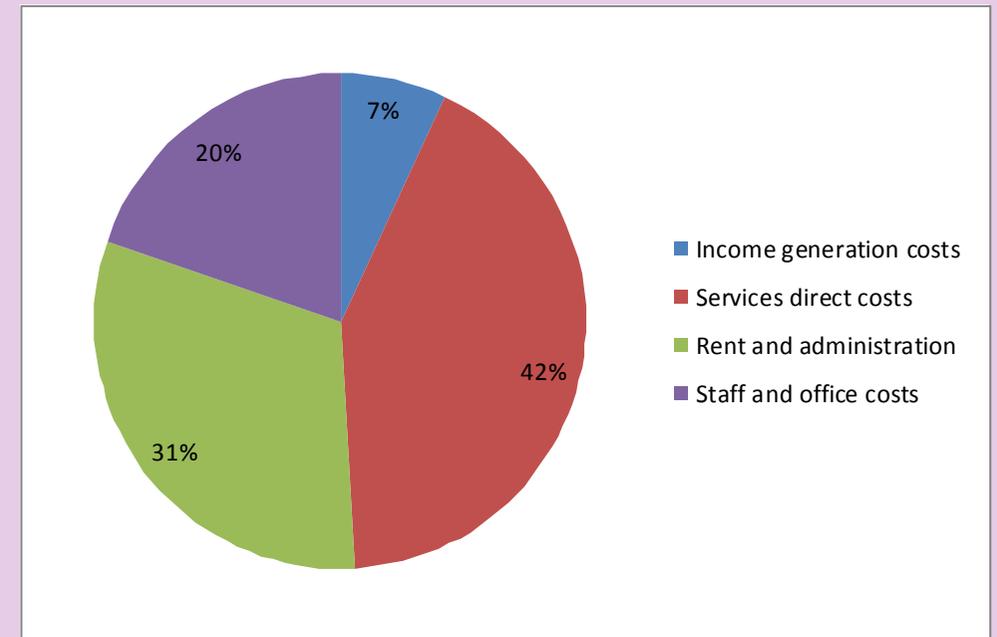


Number crunching...

Income



Expenditure



Treasurers notes...

Total income for 2017/18 was £601,705 which was drawn from rental agreements, trading activity, legacies and donations from trusts, grant-givers and foundations. The supported housing service continues to be the largest source of income, with the levels of income from the other services seeing a reduction as service levels reduced to reflect funding. Total expenditure has been reduced to £816,971 from £960,235, with the housing service and the Jubilee Centre continuing to be the largest items.

The deficit of £215,266 is an improvement of £35,694 on last year's figures. This deficit included depreciation of £99,505 (£93,705 in 2016/17) which is a non-cash item. This constitutes depreciation on renovations work on the Jubilee Centre which has now been fully depreciated and has a net book value of £400 as of 31.03.2018. Cost cutting measures and income generation efforts have continued into the new year and this has greatly increased the prospect of achieving surplus balances in the coming years. An improved asset utilisation ratio on the Fixed Assets Value of £908,747 and Net Current Assets of £126,459 (£130,799 in 2016/17) guarantees the operation of the charity in 2018/19.



Our priorities for 2018/19

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- ⇒ **Being less Southend-centric.** We made good progress during 2017/18 opening services in Chelmsford in cooperation with the Essex Libraries service and developing partnerships with commercial and educational centres in the central part of the county. We will be developing exciting new projects and services in Chelmsford, building on the strengths we have in service delivery, and hope to have several landmark projects in operation during the next year.
 - ⇒ **Improved work culture.** We are delighted that during the past year we have witnessed a real change in work culture and focus, with few if any, disagreements and no formal complaints or grievances. We will continue to work hard to maintain this improvement and we plan to involve all staff members in planning and strategy. We are all in this together and want everyone to feel part of our exciting future.
 - ⇒ **Financial sustainability.** During the past year we have worked hard at increasing our income and cutting unnecessary costs. This has improved our sustainability and in the new year we will be focussing on improving our efficiency whilst expanding services and generating more income.
 - ⇒ **Concentrating on; why we do it not just how.** The whole point of why we are here is to help those most in need in the very best way we can. We will constantly ensure our clients are at the heart of all we do and by using feedback, we will make adjustments to improve outcomes for them. We will be introducing and using a new CRM system (customer relationship management) to capture information and feedback to show we are doing what our clients need and want. We intend to measure outcomes and meet our client needs more effectively and consistently during 2018/19.

Our board, staff and volunteers

Senior management team

Ken Sanderson - Chief officer

Kristina Stazaker - Development manager

Catherine Weir/Georgina Beadon - Services manager

James Nyamayaro - Financial and management accountant

Sally Manthorpe - HR and volunteer coordinator

Board of trustees

Peter Payne - Chairman and member of client services sub-committee

Mike Bunclark - Treasurer and member of finance sub-committee

Lindsay White - Vice-chair and member of client services sub-committee

Pankaj Patel - Trustee and member of development sub-committee

Helen Utting - Trustee and member of client services sub-committee

Christine Weir-Ewing - Trustee and member of development sub-committee

Stephen Griffiths - Trustee

Malcolm Feltwell - Trustee and volunteer of the open door project.

Services staff during the period April 2017 to March 2018

Housing team: Kim Elwell, Errol Langley, Stuart Meyrick, Reece Sage and Tony Sales.

Trauma team: Lesley Cosentino, Magnus Irvine, Dawn May, Jonathan Youssef, Sharon Bergin and Vanessa Halliday

Youth team: Danielle Morrissey-Salmon, Pauline Bye

IES team: Jessica Wing

Social work placement: Laura Page

Income generation team: Kevin Daintree (Business development) and Maria Shirlin (Fundraising)

Finance team: Adam Lyle, Diane Billington

Reception and administration team: Susie Lane and Mike Boyce

Mental Health trainer: Danielle Morrissey-Salmon, Elizabeth Swanson.

Our valued volunteers during the period April 2017 to March 2018

Andrea Black, Eddie Clampin, Danielle Cole, Sarah Dunn, Sarah Holburn, Nicola Huggan, Thania Khan, Vivienne Moss, Annah Nhari, Lynette Priest, Gordon Sloss, Alice Taylor, Gill Thomas, Catherine Wilcox, Charis Croucher, Jack Jenkins, Cheryl Gillins, Mike Buss, Paula Morgan, Lorraine Needham, Melissa Shippam, Josie Lester, Paul Woodley, Steve Goodsell, Belinda Scott, Liane Fardyga, Georgina Hamblin, Kala Prabanti, Anne Pollington, Carole Marlow, Peggy Grigson, Kay Coombes, James Peters, Suzanne Butler, Lesley Cartwright, Alana Waterman, Caroline Walker, Janice Stringer, Lorraine Shearing, Annah Nhari, Tamasin Blake, Sarah Ward, Alice Van-Assen, Julie Riley, Caroline Parry, Clare Hoban, Helen Drake, Martina Barton, Laura Keyes, Padraig Walton and Tracy Wright.

Thank you

We could not do any of this work without our valued funders and supporters from April 2017 to March 2018



Other grant-givers: Langdale Trust, National Mind, Marconi Employees Charities Trust Fund, WH Smith Foundation and the Charles S French Charitable Trust.

Special mentions: All of regular donors, S. Stibbards & Sons, Mr Louis deWarr, Rochford Running Club, Donna Wickes, Sweyne Park School, Southend High School for Boys, Southend High School for Girls, Michael and Belinda Barnes, Essex County Council, Chelmsford City Council, Michael and Barbara Butler, Oliver J Tattoos, Tooth and Claw Tattoos, Sydney Whiting, T. Pennack & Sons, South Essex College and Yoga Dharma.

And thank you to all the fundraisers, other clubs, associations, businesses and schools who supported us during this time.



South East and
Central Essex

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