

Mind
Wise



New Visions
for Mental Health

Impact Report
2019/2020





About us

MindWise is one of Northern Ireland's leading mental health charities delivering 30 plus key services run by 100 professional staff and 60 volunteers. With the backing of our 430 members we raise awareness and help more than 11,000 people a year affected by mental health issues.

Our Vision

Our vision is a world where people affected by mental health issues receive the support they need to lead a fulfilling life through recovery and discovery.

Our Mission

To transform lives and develop new visions for mental health by challenging stigma and discrimination and providing quality services and support.

Our Values

Passion

We are passionate about mental health and wellbeing

Respect

We are respectful and value everyone in society

Empathy

We are empathetic, we listen and support you when you need it

Togetherness

We believe that working together is the best way to achieve our goals



Passion



Respect



Empathy



Togetherness



Thomas Haire
Chairman



Anne Doherty
Chief Executive

While the year ahead looks challenging, MindWise is confidently moving forward with new opportunities unfolding. We do this safe in the knowledge that everything we do places those we work with and for at the centre of everything we do.

Foreword

As I enter into my second year as Chairperson, it is with great pleasure that I commend this report to you. 2019-2020 has proven to be a highly successful year for MindWise during which we significantly over-achieved our growth targets; this in turn enabled us to extend our reach to significantly more people experiencing severe mental illness and those at risk of mental health difficulties across Northern Ireland. We achieved this through the dedicated support of our staff and volunteer team, whose passion and commitment to exceed is remarkable. Our commitment to working in partnership with others within the community, voluntary and statutory sectors played an important role in our successes, and we look forward to creating more partnerships in the future. Some key highlights this year include:

- We undertook a mid-way review of our Investors in People Gold Accreditation, which resulted in our moving from being ranked 58th to eighth in our sector category. We believe our renewed focus on collective leadership has really made a difference to our performance.
- We further consolidated our strategic alliance with Mental Health UK. As a result, we have developed a number of highly innovative mental health and wellbeing programmes within schools in Northern Ireland and across the UK.
- We became active partners in a number of decision-making forums, not least the Northern Ireland Personality Disorder Network, the Northern Ireland Forensic Care Managed Network, and the Inter-departmental Board 'NICCY Spotlight' Review and Action Plan. We continued to develop the work of the All-Party Working Group on Mental Health and the Together for You alliance.

I cannot conclude this report without referring to the challenges faced at the year-end resulting from Covid-19. The Trustees' Report will provide further information on the impact of Covid-19 on our operations and our financial performance, both now and going forward. However, rest assured the strength of leadership and management across MindWise, grounded in the principle of holding our clients at the centre of everything we do, has resulted in the safe delivery of all services, with clients, volunteers and staff being supported and Covid-19 free.

In conclusion, I commend this annual report which provides a unique reflection on our activities and I look forward to strengthening our sustainable development in the year ahead.

Thomas Haire
Chairman

This has been an incredible and somewhat unprecedented year for MindWise and for us all. However MindWise has successfully managed to remain free from COVID outbreaks while also sustainably developing and growing our activities.

Incredibly we directly supported over eleven thousand people affected by mental health issues, their families and carers, this year, as opposed to ten thousand in the previous year. Some of this resulted from expansion of existing services for example our Family Wellness Project and the Northern Ireland Appropriate Adult Scheme. However we also developed some new services for example a Peer Led Carers service and Inverary House which supports those experiencing mental health needs and homelessness.

We also continued to strive for excellence in everything we do, which resulted in our services evidencing value for money, through cost, quality and impact controls. Services continue to consider how they remain fit for now and fit for the future within the complex and changing environment we operate in.

From February onwards MindWise as whole was required to demonstrate flexibility and adaptability as the management of COVID 19 became a priority. Our stay calm, stay connected and stay the course together messaging and actions have kept us safe. However the impact of COVID is likely to be something we will be living with for the foreseeable future. Therefore MindWise have taken measures to support and invest in programs of health and wellbeing in partnership with Mental Health UK, Public Health Agency our partners and commissioners. As a result we have a number of new services planned for the year ahead which we believe will in some way support those negatively impacted by COVID, whether it be through financial pressures, employment and/or mental health and wellbeing.

During the year MindWise also actively participated in the development of the Minister for Health's Mental Health Action Plan and more recently have supported the development of the new Department of Health 10 Year Mental Health Strategy for Northern Ireland. Our engagement is essential as it provides us all with a unique opportunity to influence the culture, systems, policy and practice going forward - hopefully together we will make mental health and wellbeing everybody's business! I look forward to your thoughts on this.

While the year ahead looks challenging, MindWise is confidently moving forward with new opportunities unfolding. We do this safe in the knowledge that everything we do places those we work with and for at the centre of everything we do. We also know that we couldn't achieve our goals without the support and dedication of our volunteers, staff, members, partners, funders and commissions. It is with much appreciation and respect that I would like to take this opportunity to thank you all.

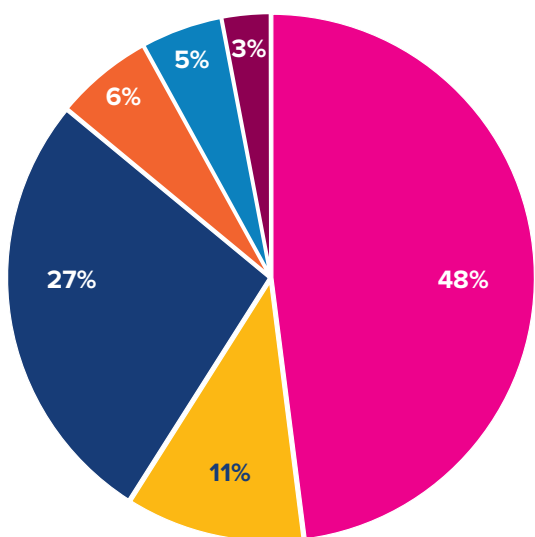
Anne Doherty
Chief Executive

The Year in Numbers

Our Services

32 services, including our new Bloom programme
11,180 people supported through the year.

Income 2019–2020



Activity	Income	% of Total
Housing	£1,971,757	48%
Resource Centres	£460,873	11%
Advocacy/NI Appropriate Adult Scheme	£1,124,749	27%
Users/Carers Support/Volunteers	£255,278	6%
Training	£225,331	5%
Management and Support	£111,021	3%
Total	£4,149,009	100%

Our Staff

As at 31st March 2020 we had **97.5** FTE
(116) staff:

41 worked part-time and **75** worked full-time
 We invested approximately **6380** hours in training
 (on average **55** hours per staff member).

Our Members

MindWise is the only membership mental health charity in Northern Ireland. At the end of March 2020, we had **435** members.

To become a member of MindWise, visit
www.mindwisenv.org/support-us/become-a-member

Our Volunteers

My experience has exceeded expectations, I have for the first time in many years, felt that I could have something worthwhile to offer others. This experience has helped inspire me to take up other opportunities.

In September 2019, MindWise successfully received its fourth re-accreditation of the Investing in Volunteers award through Volunteer Now. The standard aims to improve the quality of the volunteering experience for all volunteers and demonstrates that organisations value the enormous contribution made by their volunteers. The report found that “Volunteers are recognised as a core part of the organisation, providing a complementary role to that of paid staff. The Volunteer Policy reflects diversity and equality in that all sections of the community are welcome, encouraging individuals who have experience of mental illness to get involved. It also sets out procedures for managing volunteers which include training, guidance and support to ensure a positive experience for those volunteering with the organisation”.

In 2019-2020 we had **62** volunteers regularly giving their own time and skills free, including members of the Board of Trustees who also give their time on a voluntary basis. There were **7,163** hours donated during the year. Based on the Volunteer to Investment Audit (VIVA), for every **£1** invested, we received a return of **£2.51**, compared to **£1.83** in the previous year. Due to the coronavirus crisis, many of our volunteers started to volunteer online, including hosting crochet and crafting classes online. We can't thank all our wonderful volunteers enough for their passion and dedication.

To see what volunteer opportunities we can offer you, visit www.mindwisenv.org/support-us/volunteer-for-mindwise

Online



Facebook Likes:
3789



Twitter followers:
4813

In March 2020, we launched our brand new website. This was the first major update to the MindWise website since 2009. The website features the most comprehensive mental health information of any mental health charity in Northern Ireland, as well as our clients' stories, blogs and our refreshed branding.



Website views 19-20

169,618 sessions

Visit our website at www.mindwisenv.org

The All-Party Group on Mental Health

The All Party Group on Mental Health (chaired by Mark H. Durkan) was re-established in October 2019 and saw excellent engagement from multiple stakeholders, including presentations from the Regional Trauma Network, the Northern Ireland Commissioner for Children and Young People and leaders in the perinatal mental health campaign. As a group, we wrote a joint letter to Health Minister Robin Swann to call for the implementation of the perinatal mental health business case which would establish the island's first mother and baby unit and provide all Health and Social Care Trusts with specialist perinatal services. There were three meetings, with the March meeting being cancelled due to the Coronavirus crisis. [Click here to find out more about the All-Party Group on Mental Health.](#)

WorkWise

Through WorkWise, we delivered **124** face-to-face programmes to **2,400** participants. Courses included 'Mental Health Awareness', 'Managing Mental Health and Wellbeing at Work' for managers and 'Building Resilience' among others, as well as our two day 'Introduction to Coaching for Mental Health and Wellbeing' programme.

We also rolled out further development and delivery of a two day peer-led Borderline Personality Disorder programme 'BPD- What Happened to Me?' This course is designed, produced and delivered solely by associate trainers with lived experience of Borderline Personality Disorder. **100%** of all course participants reported having some knowledge or were very knowledgeable post-training.

We continued to work in partnership with the Equality Commission to promote and embed the Mental Health Charter across Northern Ireland. The number of organisations signing up to the Charter continued to grow, with **197** companies now signed up, compared with **140** in the prior year.



Coaching for Mental Health and Wellbeing

In partnership with Kingston College, we delivered the Advanced Diploma in Mental Health and Wellbeing Coaching programme to two cohorts. This course is internationally accredited by the European Coaching and Mentoring Council and is designed for those practising in mental health and associated areas, to equip them with skills to diversify their practice while learning techniques that can powerfully benefit their client on their journey of recovery to discovery. **16** students graduated from the course in December 2019 and **23** students commenced the course in September/October 2019.

Quality Indicators





Mind
wise

Challenging
discrimination
and providing
equality
and

Health



Highlights 2019-20



Self Management Programme

The Self-Management programme continued to operate very successfully in the Belfast and South Eastern Health and Social Care Trust areas. The programme supports and facilitates people in taking active steps towards their own recovery and aims to provide a safe and supportive environment where individuals can share experiences and develop the idea of personal belief and hope in order to develop a better quality of life. Across the Belfast Health and Social Care Trust area courses continued to be facilitated through the Recovery Colleges and feedback remained positive from those who participate. Total attendances across the Trust for the year increased from 590 in 2018-2019 to 685 in 2019-2020. A new course called 'Life Hacks' was developed following feedback from services users and was very well received.

Within the South Eastern Health and Social Care Trust area total attendances for the year increased from 484 in 2018-2019 to 764 in 2019-2020, with total clients attending increasing from 126 to 172. The 'Life Hacks' course was successfully facilitated in two locations across the Trust area and was well attended by clients aged 18-24 with complex needs. In addition, a training course was developed for carers of clients with enduring mental health needs. This was completed in conjunction with carers who have lived experience and with staff from the Trust who provide carers support.

Fundraising

We'd like to say a huge thanks to everyone who has raised money for MindWise this year. Whether it's a bake sale, a skydive or a collection, every penny you raise helps us to make a difference.

We secured new corporate partnerships with Belfast City Airport and Agnew Group. We also received support for specific services through fundraising from the SHS Group once again this year, and worked with other local businesses including Creighton's Garage, T-Fit Gym and Cardiac Services. In addition, we developed local links with national organisations such as Asda and JP Corry. Our supporters took part in many events, including coffee mornings, Tough Mudder challenges, walks, the Belfast City Marathon and half marathons, whilst our staff, service users and volunteers held many local events including street collections, creating calendars, making crafts, creating music and painting. **Thank you!**

To find out more about fundraising for MindWise, visit www.mindwisenv.org/support-us/fundraise/



Bloom

Since September 2019 MindWise has delivered a programme called Bloom within local schools. Bloom is a UK-wide programme, funded by Lloyds Banking Group (incorporating Halifax in Northern Ireland) and delivered in Northern Ireland by MindWise on behalf of Mental Health UK. The programme supports young people's mental health resilience and is delivered in schools and colleges to 14-16 year-olds and 17-18 year-olds. Within Northern Ireland, we recruited five associate trainers who have co-delivered Bloom in seven schools, with 191 students participating in the programme and 21 teachers trained to deliver Bloom.

The Impact of the Covid-19 Pandemic

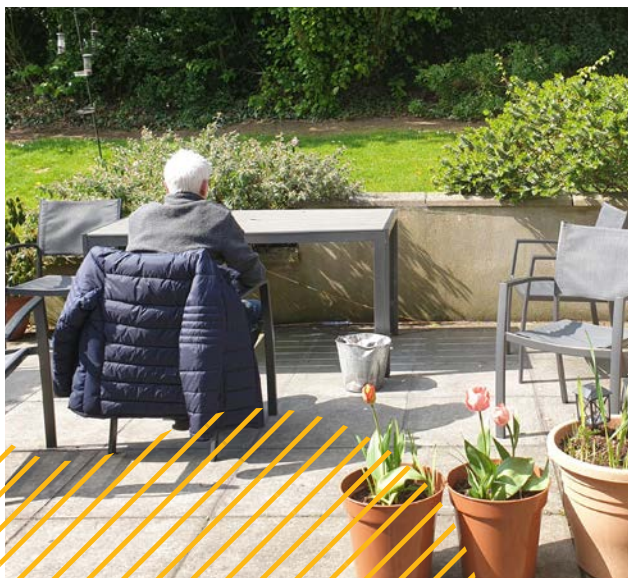
Our financial year ends on 31st March. Mid-March saw the first wave of the Covid-19 pandemic, with lockdown implemented across the UK. MindWise, like other organisations which are dedicated to supporting people in their health and recovery, had to adapt quickly to safeguard our clients, service users, volunteers and staff, and protect their physical and emotional wellbeing. Here are some of our stories.

Being in lockdown when you live in supported housing

The support we provide day-to-day for our tenants to maintain their mental health and wellbeing has never been as vital as it is now. Prior to Covid-19 we would be actively supporting tenants to engage in the local community, attend day centres, go for walks, attend appointments, visit family and friends, and to avail of supports from partner agencies; now we are faced with trying to maintain as 'normal' a routine within the House and help tenants adapt to their new, but thankfully temporary, circumstances.

Our tenants are faced with spending more time in the house than they have previously been used to; day centres have closed, family and friends can no longer provide tactile support and activities we all take for granted, such as going out for a cup of coffee or nipping into Belfast, are no longer possible.

In the House, staff are trying to keep everyone as positive as possible and new routines have evolved; instead of getting up for day centre and appointments or participating in group activities, we are now spending more time pottering in the gardens enjoying the better weather, keeping in contact with family and friends through new mediums, celebrating birthdays and planning for activities we can do when current restrictions are lifted.



Evenings are now spent in the company of each other watching movies, clapping for all the key workers out there keeping vital services running, fixing up our greenhouse that got bettered in the recent storms and having a chat about what life was like before our new normal began; some of us would have dandered down to the local supermarket in the evening for a browse, others to McDonalds for a burger.

We are now focusing on how we can relax and peacefully co-exist when it seems there is little to be cheerful about and not becoming too fixated by the news or consumed by minor disagreements. The birds and squirrels that visit our gardens have never been as well tended to, their feeders are regularly topped up and their antics have become a source of unscripted entertainment and discussion throughout the day for everyone.

At times our tenants can feel more overwhelmed, distressed and anxious than normal and our focus as a staff team is now on how to support everyone to speak more freely and openly about their fears and reinforcing that no one is alone; every one of our tenants have already undergone very difficult and challenging times in their lives and we are helping everyone identify the extra supports they need to get them through this. The situation we are currently in will not last forever, there will be new challenges beyond Covid-19 and what we are learning as a team is how we can best support each other now, and in the future.

How our service users and clients coped during lockdown

Many of our clients turned to creativity to express their feelings.

By Alison, who attends our Belfast Resource Centre

Stand

As a nation we need to stand together,
Stay in doors to save lives,
Do your bit for the NHS.

Don't isolate yourself but speak
to a friend on the phone,
Bring back before there was internet,
Bring back communication,
Bring back solidarity.



By Ceara, who attends our Downpatrick Resource Centre

Hope

I hope I am safe when I go out
That people will be kinder
That people will have time
That flora and fauna will grow in peace
That the earth, skies and sea and all in it will breathe
and thrive without fear of desecration and pain
That we will be content with what we have and
not wanting and fighting people to have more
That people will be the people we became when
this crisis began



John, who attends Belfast Resource Centre, penned this rousing call to action.

Strange Times

In the mid-April sun, once joyous and free
When friendship led us and love blossomed
In tender moments now are gone taken from us

Yet hope will prevail

A new place, dark and dangerous filled life
with fear and dread
As a shadow looms over us all, heavy and unrelenting.
Here choice has become a foreign land
Lives are now lived in exile separate in pain, united in spirit

Yet hope will prevail

Words strange and sinister have become fixed in
minds, we the prisoners of self-isolation, lockdowns,
social distancing, COVID-19.
Each word cruel in a cold scientific precision.

Yet hope will prevail

Fires of panic are stoked in the glut of news and disaster.
Our televisions and radio document these times poignant
and grave.

Even the freedom of information cannot answer,
only the rallying of defiance and respect upon our
social media claims scant victory.

Yet hope still prevails

Life so precious and fragile is the certainty for all, yet in this
place of weakness a strength is found to conquer even when
life is full of this black-stained silent enemy
In nobility fused with a care we strive.

Still hope will prevail.

For our nurses, doctors and all workers
Have become our saviours and our martyrs all united in a
common cause.
So selfless they are these front-line carers who stare resolute
Into the face of mortality, in defiance of its grip.
For they are angels and saints before humanity.

Hope becomes belief.

Without their heroism we would not return to life
To sing and dance in a future place.
To sigh and laugh in hope's grace.
The sacred details of life renewing, simple as sounds of dogs
barking, postmen whistling or joggers in a morning vigil.

Hope still in belief.

For shops and commerce to return.
This stalled machine of industry and society to be reignited in
the jubilation of freedom to flourish
In victory and under the grace of sun's rays we to see a future
for all.

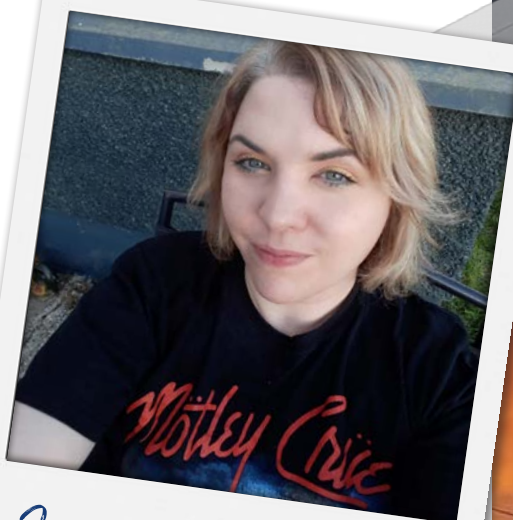
Hope has flown, replaced by laughter."

The Impact of the Covid-19 Pandemic

Others, like Alena, who attends Belfast Resource Centre, turned to painting. Here's her rendition of The Card Players by Paul Cezanne.

And Jane, who attends Downpatrick Resource Centre, took solace in nature.

Since lockdown, I've been going for walks, putting up the table and chairs for our garden. I had been taken photos of sunsets outside my home, even took one of the super moon. It's such a joy to see the sky so clear at night. The weather itself has been a real beautiful way to lift our spirits. I've done a bit of gardening and I water the flowers every night".



Jane, Downpatrick





Our Belfast Resource Centre Photography group, led by our service users and volunteers, produced a stunning 2019/20 calendar of their images to raise money for the centre. Throughout lockdown, they continued to meet outdoors safely to continue their learning and capture the changing world through the lens



Our Services



Resource Centres

Ballyclare, Belfast, Downpatrick and Magherafelt

Carer and Family Support

Ballyclare, Downpatrick



Housing Services

Antrim, Carrickfergus, Banbridge, Belfast, Killeel, Inverary House

Self Management

Belfast and South Eastern Health and Social Care Trust



Community and Floating Support

Newtownabbey, Antrim/Ballymena, Cookstown, Magherafelt

Day Opportunities

Southern Health and Social Care Trust





Community Bridge Building

Northern Health and Social Care Trust

Mental Health And Money Advice

Nationwide



Criminal Justice

Linked-In
Northern Ireland Appropriate Adult Service

Mums Wellness Project

Western Health and Social Care Trust &
Southern Health and Social Care Trust



Advocacy and Money Advice

Newtownards, Lisburn, Shannon Clinic, Downpatrick

Family Wellness Project

Western Health and Social Care Trust &
Southern Health and Social Care Trust



Finances

STATEMENT OF FINANCIAL ACTIVITIES for the year ended 31 March 2020

These figures are extracted from the Trustees' Report and Financial Statements for the year ended 31st March 2020.

	Notes	General and Designated Unrestricted Funds £	Endowment and Restricted Funds £	Total 2020 £	Total 2019 £
Income From:					
Donations and Legacies	9	66,951	-	66,951	74,785
Other Trading Activities	9	215,973	-	215,973	208,451
Charitable Activities	10	2,294,575	1,565,154	3,859,729	3,736,123
Investments	9	6,356	-	6,356	4,696
Total income		2,583,855	1,565,154	4,149,009	4,024,145
Expenditure on:					
Raising Funds	12	10,145	-	10,145	11,202
Charitable Activities	12	2,495,398	1,571,342	4,066,740	3,757,186
Total income		2,505,543	1,571,342	4,076,885	3,768,388
Net income/(expenditure) for the year before other recognised gains and losses					
		78,312	(6,188)	72,124	5,540
Unrealised (losses)/gains on investment assets	5	(20,113)	-	(20,113)	11,202
Realised gains/(losses) on investment assets	5	725	-	725	5,540
Net movement in funds before transfers					
		58,924	(6,188)	52,736	260,990
Transfers between funds		(32,208)	32,208	-	-
Net movement in funds		26,716	26,020	52,736	260,990
Reconciliation of Funds					
Fund balances brought forward	19	1,175,865	105,193	1,281,058	1,020,068
Fund balances carried forward	19	1,202,581	131,213	1,333,794	1,281,058

All income derives from continuing activities, therefore no statement of recognised gains or losses is given.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

MINDWISE NEW VISION (a company limited by guarantee)
BALANCE SHEET as at 31 March 2020

	Notes	2020 £	2019 £
Fixed Assets			
Tangible fixed assets	4	420,753	434,363
Investments	5	<u>163,216</u>	<u>179,716</u>
		583,969	614,079
Current Assets			
Debtors	6	180,632	189,229
Cash at bank and in hand		<u>909,660</u>	<u>792,851</u>
		1,090,292	982,080
Creditors: amounts falling due within one year	7	180,632	189,229
Net current assets		749,825	666,979
Total assets less current liabilities		1,333,794	1,281,058
Net assets		1,333,794	1,281,058
Funds			
General funds	19	441,655	1,333,794
Long term fund	19	409,146	408,095
Designated fund	19	351,780	520,000
Restricted fund	19	131,213	105,193
		1,333,794	1,281,058

A full copy of the audited accounts for the year ended 31st March 2020 can be obtained by emailing admin@mindwisenv.org or can be downloaded from our website www.mindwisenv.org.


Thank You

MindWise would like to thank its members, supporters, partners, volunteers and staff for their commitment to the Charity and the important work that we do.

The following are some of the organisations that have supported MindWise financially during the year:

Agnews		Northern Ireland Fire and Rescue Service
Almac Group		Northern Health and Social Care Trust
Asda	Department of Health	Northern Ireland Housing Executive
Belfast Health and Social Care Trust	Department of Justice	Public Health Agency
Belfast City Airport	Equality Commission for Northern Ireland	SHS Group
Big Lottery Fund	Lloyds Banking Group, inc. Halifax	South Antrim Community Network
Comic Relief	Kier Group plc	South Eastern Health and Social Care Trust
Community Development and Health Network/ Health and Social Care Board	Northern Ireland Chest Heart and Stroke	
Cookstown and Western Shores Area Network		

We would also like to thank the many individuals who donated to us during this financial year. To donate, get involved as a member, volunteer or fundraiser, visit www.mindwisenv.org.





Transforming lives and developing new visions for mental health by challenging stigma and discrimination and providing quality services and support.



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