

Mind  
wise



New Visions  
for Mental Health

Impact Report  
2020/2021



### About us

MindWise is one of Northern Ireland's leading mental health charities delivering 30 plus key services run by 144 professional staff and 90 volunteers. With the backing of our 477 members we raise awareness and help more than 12,000 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

# Foreword



**Thomas Haire**  
Chairman

2020 – 2021 was an unprecedented year for MindWise and the global population. Aiming to survive the challenges, MindWise took immediate steps to safeguard our clients, staff, volunteers and the wider community, whilst also aiming to ensure the sustainable development of MindWise.

We transitioned services and organisational activities to Covid-19 safe operating models. Working alongside our clients, funders, partners, staff and volunteers we managed these transitions safely. We maintained a person-centred and collaborative approach throughout.

We revisited our forecasted budget and remained financially prudent throughout the year. We appreciated the potential negative impact the pandemic would have on public giving and on our commissioners' priorities for action. We redirected our resources to ensure we were all safe. In doing so, we enhanced our ICT systems, infrastructure and internal communications. We developed online client and staff forums. I would like to take this opportunity to commend the whole team for their ability to adapt to a new way of working and delivering services online, and particularly acknowledge the support of the ICT manager in facilitating this. We only recruited where we needed to deliver safe contracted services. We became an active partner in the Public Health Agencies Covid-19 Wellbeing Hub and increased our investment in the Mental Health and Money Advice service through our partnership with Mental Health UK.

As a result, we successfully managed Covid-19 pressures. We stayed calm, stayed connected and stayed the course together. We have learned a lot and sustainably developed and grown MindWise. We directly supported over 11,000 people affected by mental health issues throughout the pandemic and expect to support more people in the years ahead.

We concluded the financial year in a positive position and can confidently look forward. As we learn to live with Covid-19 some of our new ways of working will no doubt be sustained long into the future. Importantly, as we enter into the final year of our current Strategic Vision 2017-2022 we will be considering further our aspirations for MindWise beyond 2022.

In conclusion, I commend this Impact Report which provides a unique reflection on our services and activities during unprecedented times. Our successes could not have been achieved without the dedication and commitment of our staff, volunteers and Board of Trustees, who no doubt continue to go the extra mile.

**Thomas Haire**  
Chairman



**Anne Doherty**  
Chief Executive

We are now beginning to collectively consider what MindWise will look like in the years ahead, beyond 2022. However, we remain committed to supporting all those affected by severe and enduring mental illness and those at risk of developing mental health issues, their families and carers. In doing so, MindWise remains committed to our sustainable development and growth.

We will complement and support the development and roll-out of the Department of Health's 10 Year Mental Health Strategy. We expect to consolidate and strengthen our existing WorkWise, Housing, Community, Psychological Therapies, Information, Advice and Advocacy portfolios, whilst also embedding further our commitment to being a trauma-informed organisation.

We will support people of all ages throughout the lifespan and will develop this approach further. More specifically, we are keen to develop our early intervention and prevention strategies through expansion of our children and young people services.

In the year ahead we will also consolidate our client engagement framework. We remain unwavering in our commitment to co-production and peer-led service delivery. We will therefore invest in enhancing the structure, systems, policy and practice which supports our clients to be activists in the design, delivery, monitoring and evaluation of all that we do.

More recently we have benefited from opportunities to influence the wider mental health arena via our active engagement in the strategic development of a number of plans for mental health and wellbeing by the Department of Health, the Department of Justice and the Department of Communities. In doing so we have recognised the need to strengthen our voice, as both consumers and advocates for the mental health and wellbeing of the Northern Ireland population. Strengthening this voice is considered a key objective for MindWise going forward. Doing so will require investment and collective strength of character at all levels within MindWise and beyond – however we are confident that we can make a difference together!

We have weathered the pandemic storm to date and are learning to live with Covid-19. We will continue to ensure that our services and activities remain 'fit for now, fit for purpose' and fit for the future'. We will continue to face the complex, and perhaps unprecedented, challenges the future may bring to our doors. We are confident that by applying MindWise's values of Passion, Respect, Empathy and Togetherness will ensure our sustainable development and growth in the years ahead.

**Anne Doherty**  
Chief Executive

**We have weathered the pandemic storm to date and are learning to live with Covid-19. We will continue to ensure that our services and activities remain 'fit for now, fit for purpose' and fit for the future.**

**Anne Doherty**  
Chief Executive

It is hard to believe that we are now entering into the final year of our 2017-2022 Strategy. In doing so we have begun to reflect on the years past, wondered at our successes and investigated our weaknesses.

This past year has been a particularly difficult time for us all. However, MindWise's 'Stay Calm, Stay Connected and Stay the Course Together' approach has enabled us to not only survive, but to thrive. We have sustained all existing service contracts, whilst also securing new contracts to meet the increased demand for mental health and wellbeing services across Northern Ireland. As a result, the organisation has grown for the fourth year running. In doing so, we have been cognisant of the changing needs of our clients, volunteers, staff and members within the complex environment we are working in. In the past year we have embraced new ways of working; information communication technology (ICT) has enabled us to continue to deliver services and to remain connected. Many of our staff and volunteers have also realised the benefits of working from home, whilst reaching out to clients on doorsteps, in parks, on the telephone and online. We have learnt that online formal and informal communication forums and online training courses and events have real benefits and whilst these do not suit everyone or everything, we have learnt that a more blended approach to meeting the mental health and wellbeing needs of all is a better way going forward.

We have also learnt how resilient our clients, volunteers, staff and members really are. Together we have worked tirelessly throughout this unprecedented year to minimise the impact of Covid-19 on ourselves as individuals, our families and friends and of paramount importance, our clients (service users) and their families. Our extended reach in the last year alone enabled us to support over 11,000 people in Northern Ireland who are directly affected by mental health issues.



## Our Achievements and Performance

In setting our objectives and planning our activities for the year the trustees have given careful consideration to the Charity Commission for Northern Ireland's guidance on public benefit to ensure that the activities have helped to achieve the Charity's purposes and provide a benefit to the beneficiaries. What follows is a flavour of our key achievements over the past year (1/3/20 - 31/3/21) as set out under our three key goals below.

### Goal 1: To support recovery through the expansion and development of creative and innovatory 21st century models of best practice and services.

In the past year we have established four key area portfolios within our Operations Directorate: Housing and Independent Living; Community; Information, Advice and Advocacy; and specialist services of Therapeutic Wellbeing. During the Covid-19 outbreak we continued to operate our frontline 24/7 services within Housing and within the Northern Ireland Appropriate Adult Scheme whilst we transitioned all other services to telephone support. The most important achievement was that we managed to keep our clients and staff safe. This was done through a menu of activity from telephone support to face to face support, as well as through a pilot online presence of support services. This year we resourced an online client drop-in using social media and we commissioned a Digiskills project to audit our skills and client needs to further develop online support of our services. This included an online family wellness and integrated community activity programme. We celebrated becoming named providers for Talking Therapies in North and South Belfast along with Wellness in the Western Health and Social Care Trust and Southern Health and Social Care Trust areas under the MACE (Multiple Adverse Childhood Experiences) scheme.

Our Service delivery directly to clients experiencing severe and enduring mental illness and/or those at risk of mental health issues, their families and carers continued to make a real difference to peoples lives. Some key outcomes include:-

- We delivered housing support services to 122 adults during the year, with 47 of these adults accessing support through Inverary House, our homeless hostel in East Belfast.
- With support from the Northern Ireland Housing Executive's Homelessness Prevention Fund we pioneered a pilot project at Inverary House which focussed on the provision of counselling support for clients to consider their underlying trauma as they seek to secure a tenancy and create their own 'home-base'.
- Support was provided to over 215 clients in their own homes within the Northern Health and Social Care Trust through our Community Bridge Building, Community and Floating Support services.

- Our day care opportunities operated mainly via telephone support in the last year delivering services in the Northern, Belfast, Southern and South Eastern Health and Social Care Trust areas. These services led on facilitating the creation of the menu of support across all services, the development of quality telephone support and a new online drop-in using a Facebook group for clients.
- Our children, young people and family services continued to evolve leading us to secure new services for Wellness in the Western Health and Social Care Trust area. We continued to deliver the Family Wellness Project and the Mums Wellness Project. An online Wellness resource is currently being developed to support the ongoing Family Wellness Project to support children aged five to 12 experiencing emotional and behavioural problems and their parents/carers and siblings in their own homes or school by using a Wellness Recovery Action Plan approach. The project is ran in the Southern Health and Social Care Trust area and in Enniskillen and Omagh. During the year 80 children and their families were supported, whilst over 800 children and adults benefited from training delivered by our partners in the project. Due to an extension in funding the Family Wellness project will now continue to run until 2022.
- Our Mums Wellness Project, funded by Comic Relief and Lloyds Banking Group, supported expectant and new mothers experiencing mental health and wellbeing challenges in the perinatal stage in the individual's own home on a one-to-one basis. There are various approaches used such as the Solihull Approach, but the project principally delivers the Wellness Recovery Action Plan over approximately 12 weeks, depending on need. A total of 85 women living in County Fermanagh were referred to the service throughout the year. A total of 62 expectant or new mothers were supported during the year, as well as 150 indirect beneficiaries.
- During the year 500 adults, including 100 carers, were supported through a range of community mental health services including resource centres, day opportunities, carers/family support and peer-led services. The services had to adapt quickly when the first Covid-19 restrictions came into effect. Response plans moved with time to recovery plans with service provision moving in line with the lifting and reinstating of restrictions throughout the year.

**Goal 1:**  
To support recovery through the expansion and development of creative and innovatory 21st century models of best practice and services.

- Our Self-Management programme supported 294 clients.
- Our Mental Health and Money advice service, funded by Lloyds Banking Group (incorporating Halifax in Northern Ireland) supported 245 new clients with their benefits, finances, and mental health problems, and recorded an 85.2% increase in client wellbeing and 68.4% increase in client ability to manage money. In relation to the 245 clients supported, we reported £162k of financial gains or income generation, of which £110k was debt consolidation, £14k was monthly benefit payments secured and £38k was lump sum payments made to clients. The service won The Best Debt Advice Provider at the 2020 Vulnerability Awards.
- Our Hospital/Community Advocacy Support, funded by South Eastern Health and Social Care Trust, continued throughout Covid-19 to offer a blended menu of support within the Downpatrick, Ards, Ulster, Lisburn Hospitals and South Eastern Health and Social Care Trust community areas. 360 clients were supported; of these clients, 178 clients reported that the service had been a great support and the remaining 162 clients noted an improvement in how they were feeling after gaining the advocacy support. The ongoing development of a strong network of partnerships and connections will support service growth. Advocacy services in South Eastern Health and Social Care Trust offered telephone and some one-to-one support for services, with referrals to our Mental Health Money Advice Service increasing and showing trends for a greater need for advocacy in welfare-related areas such as benefits and debt advice. Our service within the Shannon Clinic continued with over 100% utilisation with over 70% of clients across advocacy feeling that our services have impacted them positively.
- We continued delivery of our Northern Ireland Appropriate Adult Scheme, which is funded by the Department of Justice. Covid-19 made this year unlike any other as staff delivered a 24/7 service across 16 venues during a national pandemic. Like all essential services, it was challenging to ensure that staff were kept safe from infection by ensuring they took all appropriate safety measures whilst still meeting service delivery needs. During this reporting year the staff team responded to 3,556 calls, which was 94.8% of the intended target of 3,750. The shortfall in target related directly to a reduction in calls in the second quarter, which corresponds to the lockdown period announced by the Northern Ireland Assembly. Since that period, call numbers have returned to normal levels.
- Our Linked-In Project: In the past year this service supported 41 young people through the pandemic acting as remote mentors and advisors, and meeting face to face in the open air where possible, delivering a blended service. Staff monitored over 700 interactions and captured feedback on 675 occasions. Feedback from clients showed that 41% felt better because of the engagement and 58% felt the support was of great benefit, whilst less than 1% stated that they felt no different.

- Our Talking Therapies service expanded within South Eastern Health and Social Care Trust area to North Down and Ards and a new contract was secured with the Belfast Health and Social Care Trust for delivery in the north and south of the city. Our original South Eastern Health and Social Care Trust service delivered a total of 1,802 client contact hours; this represented a reduction in numbers from the previous year, mainly due to Covid-19 and clients' unfamiliarity with accessing telephone or online support only. From August 2020 to March 2021, there was a return to a more normal level of sessions attended, albeit in a remote setting. 323 client referrals came from the South Eastern Health and Social Care Trust (in comparison with 391 in 2019-2020), whilst a further 73 referrals came from an expansion of the contract in February 2021, to cover North Down and Ards area under the direction of the Caring Communities Hub. Our pilot intervention with Inverary House was delivered to 19 clients and expanded to accommodate group work and mindfulness sessions that were delivered by our associates. Client feedback remains positive and we can see clinical improvement in general using the CORE analysis.

**Goal 2: To raise awareness of the issues affecting those at risk of or experiencing mental health problems, their families and carers.**

- During the year we introduced a new and evolving consultation approach to maximise the effectiveness of our advocating and influencing role within the sector and within Government. We successfully responded to consultations on the Mental Health Strategy, the Programme for Government, the Northern Ireland Executive's Annual Budget and the Bill of Rights. We also continued to respond to key consultations on the Criminal Justice and Housing fields. We successfully engaged clients across a range of services and voiced their vision for a positive mental health strategy.
- Client engagement was agreed as a priority focus for the organisation and the Board of Trustees committed to investing over the next strategic period in the development of the client voice, both internally and externally and on and offline.
- The pandemic brought many challenges for WorkWise activities throughout 2020. However, we increased activity in the final six months of 2020-2021 and we were able to deliver our most popular sessions online to workplaces, including our Mental Health Awareness course, our Managing Mental Health in Work for Managers course and our Building Resilience course. We delivered 21 sessions to 400 participants and 100% of participants stated that their knowledge of mental health had increased following attendance at the sessions.



**Goal 2:**  
To raise awareness of the issues affecting those at risk of or experiencing mental health problems, their families and carers.



**Goal 3:**  
To continue to develop a high value-based organisation that is dynamic, ambitious and fit for the future.

WorkWise were also successful in securing a two-year tender to deliver Health and Wellbeing programmes to staff within South West College. The delivery of this tender commenced in March 2021. We plan to continue to deliver our activities virtually for the foreseeable future.

In partnership with Kingstown 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. To accommodate Covid-19 restrictions, we switched to virtual training and, with the support of Kingstown College, we had 22 students complete the Advanced Diploma in Mental Health and Wellbeing Coaching course, including final assessments on the dates originally planned. In September 2020 21 students started the course, which was delivered successfully online with completion in April 2021.

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. Since the programme was launched in 2019 until December 2 has resulted in 5,097 young people taking part in the Bloom programme within those schools. 020 we have trained 175 teachers in Northern Ireland to deliver Bloom within their schools, which has resulted in 5,097 young people taking part in the Bloom programme within those schools.

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 230 companies signed up by year end.

As well as providing support for the public, we built on connections with other organisations, with our social posts regularly shared by campaigners such as Lindsay Robinson, MLAs, partners, government departments and other charities. We also led on the Covid-19 Wellbeing NI campaign six times and received strong engagement. We also continued to play a key role in the All-Party Group for Mental Health meetings, contributing to and supporting campaigns.

Our newly launched website has been a success over the past year, with 49,282 users and 140,079 page views. Average time spent on a page is 1 minute 35 seconds which is substantial, meaning that once users come to the site, they find the content useful and/or engaging. The most popular pages were the homepage, the 'work with us' page, 'what causes mental illness', 'what we do' and 'coping when you've got a mental illness'.

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**Goal 3: To continue to develop a high value-based organisation that is dynamic, ambitious and fit for the future.**

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- Our core values of Passion, Respect, Empathy and Togetherness continued to be embedded into all aspects of our work. This year we have developed a new competency framework which underpins our values and describes the sort of behaviours expected within the Organisation, at all levels. Alongside this framework we have refreshed our approach to performance management by adopting a coaching approach to performance development. These processes are currently in pilot and expected to be rolled out to all staff by the end of the year.
- During the year we continued to promote a total rewards approach to reward and recognition, the staff Making A Difference Everyday (MADE) scheme received the highest nominations to date, with 39 staff formally recognised for going the 'extra mile' and truly making a difference in the lives of our clients.

The impact of the pandemic and social distancing restrictions meant that face to face training had to be cancelled. Rising to this challenge, our internal trainers quickly transitioned their training courses to virtual or on-line training sessions, getting to grips with new technologies and methods of presentation. Thanks to their efforts, our staff were able to remain up to date with the mandatory training requirements of their roles. We also continued to invest in the professional development of staff with four staff completing the Level 5 qualification in Health and Social Care and four staff completing the Level 3 qualification in Health and Social Care. Our Chief Executive Officer also achieved a 1st Class Honours in Trauma Studies PgDip.

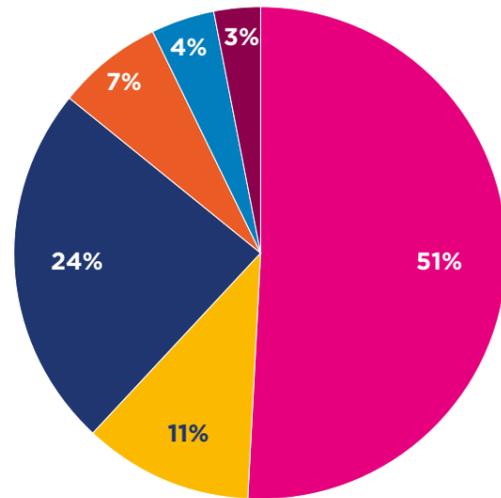


# Internal Update

## Our Services

31 services – new service, Bloom  
12,000 people supported through the year.

## Income 2020–2021



Activity	Income	% of Total
Housing	£2,148,287	51%
Resource Centres	£461,997	11%
Advocacy/NI Appropriate Adult Scheme	£1,014,365	24%
Users/Carers Support/Volunteers	£276,034	7%
Management and Support	£171,410	4%
Training	£141,656	3%
<b>Total</b>	<b>£4,213,749</b>	<b>100%</b>

## Our Staff

(116 staff) staff:  
44 worked part-time and 72 worked full-time

We invested approximately 6380 hours in training (on average 55 hours per staff member)

## Staff Wellbeing

HealthWise continued to support the health and wellbeing of staff through a range of activities, including the development of a Coronavirus Hub providing staff with information and resources to support them during this time of global pandemic.

Our investment in ICT was accelerated significantly by the impact of Covid-19 as a significant proportion of our staff needed to work from their homes and we had to develop ways to continue to deliver services to our clients. As a result of this investment, we were able to ensure that staff received the hardware and software that they needed to operate in their roles. Our previous investment in Office-365 significantly reduced the risks we faced within this new working model; however, staff faced the challenge of learning new systems within days as they learned how to use online communication platforms and other new ways of working.



## 'Healthy me' classes

With mental health concerns rising in our children, it has never been more important to provide parents & carers with the knowledge and skills to help their children build resilience and positive mental health & well-being as well as remembering to look after themselves.

Our Family Wellness Project and Action Mental Health ran a free 'Open' Zoom session based on Action Mental Health's 'Healthy Me' programme for all parents/carers of children aged 5-11yrs in the Western & Southern Trust areas. The aim of this session was to:

- Understand what mental health is and the importance of looking after our mental health
- Identify signs and symptoms of mental ill health
- Provide practical self-care & resilience techniques
- Signpost to support services/apps available both locally and regionally

It was a great success and something we will be looking into further.

# Volunteering Still Going Strong

## Our Volunteers

Volunteering within MindWise remained a strong feature of many services during this challenging year. It was timely that we utilised the online volunteer recruitment platform, Be Collective as well as the new MindWise website which reduced the need for forms to be emailed/posted. Through the year we had over 180 inquiries from people offering their time and whilst 90 volunteers were registered, 50% of these were able to volunteer within Covid-19 restrictions. These 45 volunteers donated over 4,050 hours of their time and demonstrated great creativity and innovation in engaging with clients. Volunteers created over 50 videos in arts/crafts, crotchet, gardening, poetry and yoga. Based on the Volunteer to Investment Audit (VIVA) for every £1 invested in volunteer costs we had a return of £1.31, a reduction on the 2019-2020 figure of 2.51, which was directly related to the impact of Covid-19.

Throughout the year communication was key and digital developments were high on the agenda. We quickly moved all of our volunteer training online with over 220 courses completed. We initiated an online volunteer newsletter with 24 issues delivered to date, and currently have a quarterly 'check-in and chat' session with volunteers. Staff too developed their skills to support volunteers, receiving training by Volunteer Now in Recruitment and Selection and Managing and Motivating Volunteers. Challenges remain for those volunteers not online but we continue to keep connected through postal newsletters texts and phone calls.

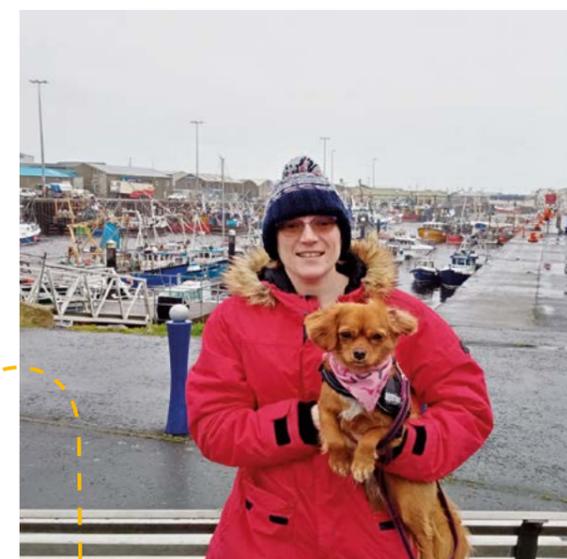
In 2020-2021 we also reviewed our volunteer Reward and Recognition scheme and created new gold, silver and bronze badges to recognise volunteering service of 1+ years, 3+ years and 5+ years. In June and December 38 service badges were awarded, with volunteers responding positively to this recognition. Due to the ongoing Covid-19 restrictions we also held our first virtual volunteer awards.

Physical activities and enjoying the local area were a real focus of many volunteering activities and volunteers demonstrated their commitment to fundraising through yoga sessions and sponsored walks.

Our recent volunteer survey gave an insight into the social value of volunteering, with volunteers sharing key moments of personal progress:

I have made new important friendships that help me understand my mental health and that of others.

I facilitated a social group through Covid, I never thought of myself as a social person but I really enjoyed the experience.



## Kim goes the extra mile

Kim Bell, a volunteer at our Ben Crom housing service, walked the distance from Lands End to John O'Groats (874 miles) with her cute pup Joy in aid of MindWise.

Joy and I had walked 285 miles at this point, which is about a third of the way there!

This is a picture of us at Kilkeel Harbour although I just noticed Joy looks so grumpy.

Kim runs an arts and crafts session with our Ben Crom residents and the money she raised will help to fund a big art project with them.

# The Impact of the Covid-19 Pandemic



I felt least afraid when the pandemic started

## Seaneen's Story

Seaneen Molloy's panic attacks stopped when the coronavirus pandemic started. But as restrictions begin to ease, the writer and charity worker from Northern Ireland describes how her anxiety has returned.

As the rules begin to relax, I'm not sure that I can.

I can't remember what it feels like to be at ease around people. I can't remember not knowing what the words "social distancing" meant.

I felt least afraid when it all began.

Some people were plunged into a state of anxiety and panic, but not me. I have an anxiety disorder and was in a constant state of panic anyway, always fearing death. But for once, I wasn't alone and the national crisis was oddly comforting.

The panic attacks that had plagued me every single night for years stopped abruptly when Boris Johnson announced lockdown on 23 March.

It was strange to feel liberated, while the rest of the world freaked out. I felt like the calmest person in the room.

I wasn't alone. University College London reported in the early weeks of lockdown that despite an initial decline in happiness, wellbeing had actually risen and anxiety levels had fallen for people with and without mental health disorders.

Life got slower, quieter and smaller. There was no rushing around for school runs, crushed commutes, trips to the pubs we didn't really want.



Seaneen Molloy's husband Robert, son Oisín and the family cat

But as the weeks passed, surveys increasingly expressed alarm at the declining mental health of the nation. Job losses, financial worries, isolation, being trapped in abusive situations, lack of support, and, for many - at least 40,000 people - grief and loss.

My own zen-state slowly disintegrated.

School closed, so my husband and I became teacher to our five-year-old son while we worked full time. Trips to the supermarket felt eerie and apocalyptic.

And then, out of nowhere, my friend died.

We still don't know why; he was only 38. He had the same goodbye that thousands have had during the outbreak. Only 10 socially distant people were allowed at his funeral. The pallbearers wore masks and gloves. His wife sat alone and left at the end without being held.

Funerals and births are sacred events. The chance to say goodbye is one of the most important things in grieving and moving on. In many faiths, people reach out to touch the coffin.

I watched his funeral on my laptop.

That will stay with me for a long time. I am grateful I could be there in some way, but I also never want to repeat the experience.

This had the greatest impact on my mental health.

I stopped feeling like I could joke about it. I stopped feeling light and liberated from the daily drudge. It was deathly serious and has weighed on me since.

Now lockdown is easing. For those who have enjoyed the silence, safety and sanctity of the quiet Covid life, returning to the noisy, crowded world may be difficult.

Coronavirus has not gone away, and it is a lot to ask of anyone to risk their health every day, particularly those vulnerable for mental or physical reasons.

People may be forced back to work before they feel safe. People, like me, may be confused about what's actually allowed and worried about being judged for breaking a rule, unknowingly.

I'm not a person who deals with uncertainty well. Not knowing when lockdown would end was hard, but now not knowing how it will unfold is harder.

I'm worried about my son, who instinctively keeps a distance from people, even other children. I don't know how to unteach him that - I don't even know if I should.

I've been using work as an excuse not to go out and exercise. The truth is, I feel safer at home. I find it hard to leave this safety when I'm not being forced to. I still haven't seen a friend, and was jumpy and anxious when I saw my family.

My panic attacks have come back - not with the same ferocity as before - but I am, again, unsleeping.

Mind is one of the many mental health organisations which has compiled information for people worried about lockdown easing.

They emphasise there's no "normal" way to feel. I try to remind myself of this.

I'm not going to force myself into places I'm not comfortable with. I'm not going to apologise for not having joyful reunions with my loved ones.

No, I don't want to shake your hand. I don't want a pint. I'll see you soon. When I'm ready.



# Highlights 2020-21

## Making A Difference Everyday (MADE) Staff Awards

After a particularly different and difficult year, our Making A Difference Everyday (MADE) staff awards, were a great morale booster.

We received over 60 nominations for 39 staff members and in the end, our ICT Manager, Ali Graham took the Tom Beare Award for Employee of the Year.

Ali was a well-deserved winner. During a year of working from home, we all required plenty of IT assistance and Ali was always on hand to help us in a friendly, professional and patient manner.

**Congratulations Ali, well done!**



Ali Graham (ICT Manager) collects his Employee of the Year Award from our Director of People, Jayne Wright.



## MindWise Youngest Member Update

Some of you may be familiar with our youngest member, Matilda. Matilda was born on our tenth anniversary and so became an honorary MindWise member! Now two and a half, Matilda's mum provided us with the lovely pic and update:

**"Matilda is a bright, kind, fun and exuberant girl. She loves animals, imaginative play and like every 2 year old, Paw Patrol! She is also now a big sister to Finn, who is eight months and she is a very caring and affectionate big sister. She has been taking her role as the youngest member of MindWise seriously and has been learning about her emotions and she is able to identify and talk about her feelings."**

Well done Matilda, we look forward to following your journey!

# Highlights 2020-21

## Service User Feedback

It's always lovely to get positive feedback from our service users, telling us the difference MindWise is helping to make to their lives. This past year, we've been treated to some wonderful poetry, kind words and thoughtful gestures from people who wanted to say thank you to the team. What better place to share some of the work than in our Impact Report, showing the impact that we have on lives across Northern Ireland.

Here's just a small selection of some of our favourite pieces...

Thank you to Ceara Gray-Shannon, who attends our Downpatrick Resource Centre for sharing her poetry with us.

### 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



By Alison Black who attends our Belfast Resource Centre

### Winner

The winner achieves her goals,  
Why should I not be happy,  
Deep inside my heart,  
Spectators in the gallery watching.

I don't want to talk about bad memories,  
I apologise for not having any confidence,  
I appreciate the love showing,  
I should have known better.

By not lying about my unhappiness,  
Your beauty shines in my life,  
I ask for forgiveness,  
Forever in my heart.



## Little Bags Of Happiness

These Little Bags Of Happiness really made us smile! They were put together by our Floating Support Worker Gemma and delivered to clients in the Northern Trust areas.

Community Mental Health Worker Peter says,  
**"Clients thought they were lovely and thoughtful... and enjoyed the sweet!"**



# Our Services



## Resource Centres

Ballyclare, Belfast, Downpatrick and Magherafelt

## Carer and Family Support

Ballyclare, Downpatrick



## Community Bridge Building

Northern Health and Social Care Trust

## Mental Health And Money Advice

Nationwide



## Housing Services

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

## Self Management

Belfast and South Eastern Health and Social Care Trust



## Criminal Justice

Linked-In  
Northern Ireland Appropriate Adult Service

## Mums Wellness Project

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



## Community and Floating Support

Newtownabbey, Antrim/Ballymena, Cookstown, Magherafelt

## Day Opportunities

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 2021

These figures are extracted from the Trustees' Report and Financial Statements for the year ended 31st March 2021.

	Notes	General and Designated Unrestricted Funds £	Endowment and Restricted Funds £	Total 2021 £	Total 2020 £
<b>Income from:</b>					
Donations and Legacies	9	121,848	-	121,848	66,951
Other Trading Activities	9	132,590	-	132,590	215,973
Charitable Activities	10	2,380,265	1,568,230	3,948,495	3,859,729
Other Income	9	6,723	-	6,723	-
Investments	9	4,093	-	4,093	6,356
<b>Total income</b>		<b>2,645,519</b>	<b>1,568,230</b>	<b>4,213,749</b>	<b>4,149,009</b>
<b>Expenditure on:</b>					
Raising Funds	12	9,932	-	9,932	10,145
Charitable Activities	12	2,389,447	1,538,950	3,928,397	4,066,740
<b>Total expenditure</b>		<b>2,399,379</b>	<b>1,538,950</b>	<b>3,938,329</b>	<b>4,076,885</b>
<b>Net income for the year before other recognised gains and losses</b>					
		<b>246,140</b>	<b>29,280</b>	<b>275,420</b>	<b>72,124</b>
Unrealised gains/(losses) on investment assets	5	33,532	-	33,532	(20,113)
Realised gains/(losses) on investment assets	5	2,261	-	2,261	725
<b>Net movement in funds before transfers</b>					
		<b>281,933</b>	<b>29,280</b>	<b>311,213</b>	<b>52,736</b>
Transfers between funds		-	-	-	-
<b>Net movement in funds</b>		<b>281,933</b>	<b>29,280</b>	<b>311,213</b>	<b>52,736</b>
<b>Reconciliation of funds</b>					
Fund balances brought forward	19	1,202,581	131,213	1,333,794	1,281,058
Fund balances carried forward	19	<b>1,484,514</b>	<b>160,493</b>	<b>1,645,007</b>	<b>1,333,794</b>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derives from continuing activities.

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

## BALANCE SHEET as of 31 March 2021

	Notes	2021 £	2020 £
<b>Fixed Assets</b>			
Tangible fixed assets	4	434,812	420,753
Investments	5	<u>201,016</u>	<u>163,216</u>
		<b>635,828</b>	<b>583,969</b>
<b>Current Assets</b>			
Debtors	6	285,837	180,632
Cash at bank and in hand		<u>1,039,918</u>	<u>909,660</u>
		<b>1,325,755</b>	<b>1,090,292</b>
Creditors: amounts falling due within one year	7	<u>(316,576)</u>	<u>(340,467)</u>
		<b>1,009,179</b>	<b>749,825</b>
Total assets less current liabilities		<u>1,645,007</u>	<u>1,333,794</u>
<b>Net assets</b>		<b>1,645,007</b>	<b>1,333,794</b>
<b>Funds</b>			
General funds	19	510,700	441,655
Long term fund	19	397,669	409,146
Designated fund	19	576,145	351,780
Restricted fund	19	160,493	131,213
		<b>1,645,007</b>	<b>1,333,794</b>

A full copy of the audited accounts for the year ended 31st March 2021 can be obtained by emailing [admin@mindwisenv.org](mailto:admin@mindwisenv.org) or can be downloaded from our website [www.mindwisenv.org](http://www.mindwisenv.org).

# Thank You

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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:

**Ballylumford  
and Kilroot  
Power Stations**

**Belfast Health  
and Social  
Care Trust**

**Big Lottery Fund**

**Comic Relief**

**Creighton's Garage**

**Department  
for Communities**

**Department  
of Health**

**Department  
of Justice**

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**Equality  
Commission for  
Northern Ireland**

**Health and  
Social Care Board**

**Lloyds Banking  
Group, incorporating  
Halifax**

**Northern Health and  
Social Care Trust**

**Northern Ireland  
Forensic Care  
Managed Network**

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**Northern Ireland  
Housing Executive**

**Public  
Health Agency**

**SHS Group**

**South Eastern  
Health and Social  
Care Trust**

**Southern Health  
and Social Care Trust**

**Issac Agnew  
(Holdings)**

**Trusthouse  
Charitable  
Foundation**

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](http://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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