



Annual Impact Report 2019/2020

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One of our main objectives is to be **person-centred**. What better way, then, to start our impact report than by hearing from someone who has used our services?

My name is David, I am 49 and I have suffered with my mental health for most of my adult life.

As a child I was subject to mental and physical abuse from my father, sexual exploitation by a person in a position of trust and my family has a history of mental health problems. This has played an integral part in shaping how I approach, think, feel and deal with everyday life. On numerous occasions I've lost partners, friends and jobs, suffered homelessness and been convicted of a crime. I unconsciously became dependant on alcohol in a psychological way for about 20 years to manage and subdue how I felt.

Earlier this year I returned from Poland with another trail of destruction left behind me, as 2019/2020 saw my mental health take a severe turn for the worst, and I was admitted to hospital. It is whilst I was in hospital that my lead nurse provided me with information on Leeds Mind and suggested I contacted them.

To be honest I had never shown any interest with Peer Support Groups as I valued and preferred 1-1 counselling. Due to this I was reluctant to contact Leeds Mind but, I was in a desperate place and I took a leap of faith to engage with the service.

This has proved to be one of the most effective ways to help, support and manage my mental health.

A safe environment to share experiences with fellow users and facilitators alike. With informative and formatted workshops on different subject matters, with the opportunity to learn new skills and coping strategies, build confidence, acceptance and awareness that I/we are not alone with fighting mental health and improving overall wellbeing. I have recently joined the weekly Peer Support Group, which runs for 6 months.

This is to continue managing my own mental health and hopefully to help others through shared experiences.

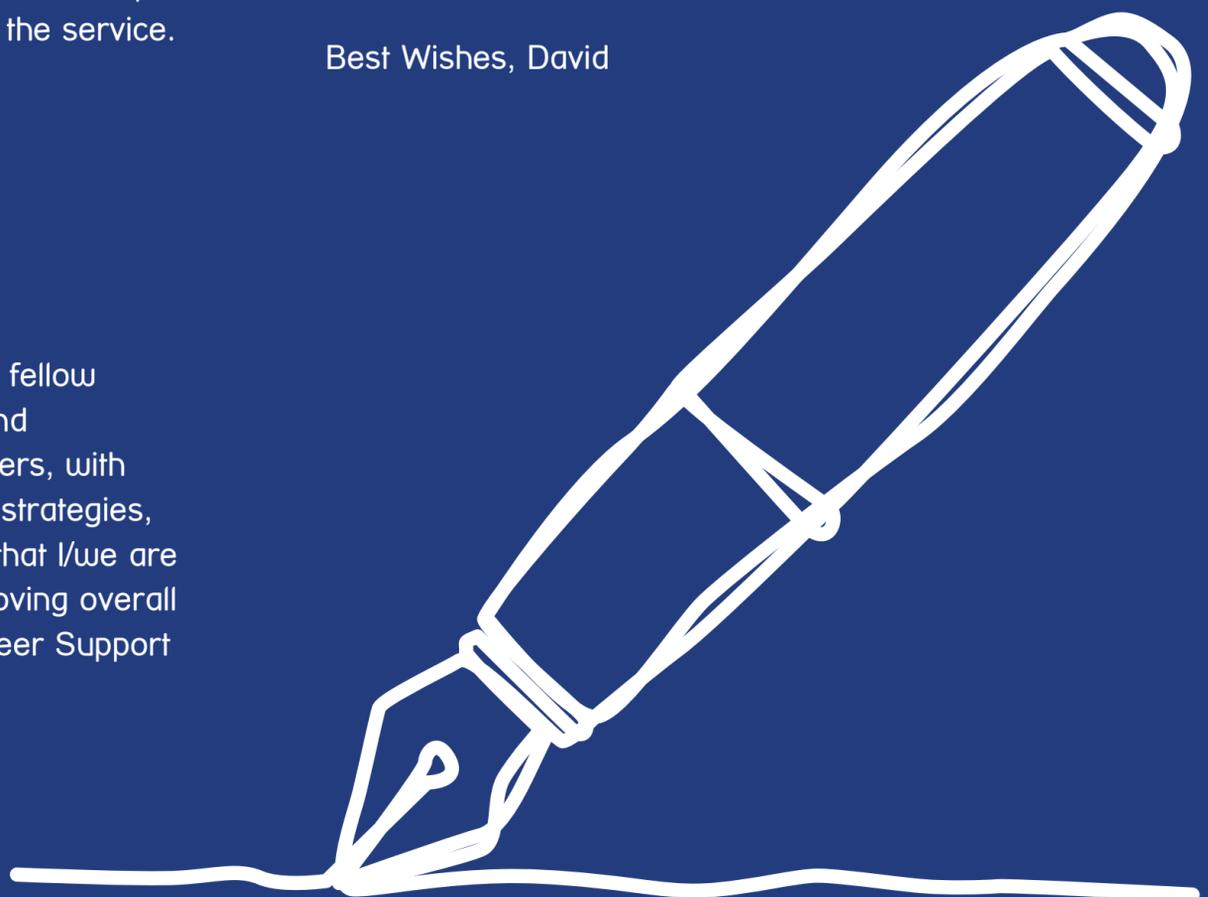
2020 has seen a massive increase in people suffering from mental health issues due to the Pandemic and the effects globally this has had on people's lives. Like many others, I have personally struggled with the constant ever-changing restrictions, measures, uncertainty and fears of what the future holds for us. Leeds Mind Support Services are more important now than ever. None of this help and support could be possible without the entire team at Leeds Mind, the trustees, fundraisers, volunteers, local businesses, fellow partnership organisations and funders.

To conclude: In February of this year I could not see any type of future for myself, the thought of starting from a blank canvas with a total rebuild of my entire life was too painful to bear and I didn't believe I had the strength nor the energy to fight back or carry on.

Through all the help and support I have received from incredible individuals and organisations like Leeds Mind over these past 8 months, I would not have the courage, hope, strength and passion for life as I do now.

I would like to thank Leeds Mind and everyone who has played a part in my ongoing recovery.

Best Wishes, David



Our vision

Better mental health for all

Our mission

Leeds Mind enables people with mental health difficulties to flourish



Our values



Kindness

We treat everyone with compassion and care



Hope

We believe recovery is possible for all



Empowerment

We encourage people to make informed choices in a safe environment



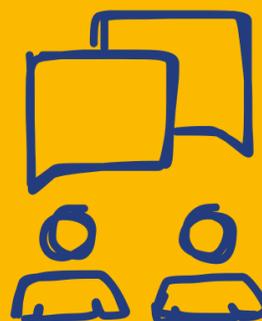
Inclusion

We welcome anyone with a mental health need



Respect

We value everyone's contribution and background



Support

We support people to live with their mental health difficulties and to achieve their goals

Who we supported

April 2019 - March 2020

Through our services we work hard to reach all communities across Leeds, making mental health everyone's business.

Total number of clients supported 4,526

- Total new clients: 3,670 (81% of total clients were new to Leeds Mind last year)
- Total existing clients continuing support from 2018/19: 856
- We had a 17% increase in the total number of people we supported compared with the previous year.

How we supported those people



"My sessions have made a real difference. It gave me a good environment to talk through my anxieties and give me new coping strategies"

WorkPlace Leeds

WorkPlace Leeds provides specialist mental health Employment Support and Job Retention services through a mixture of group and 1-to-1 support. Delivered in partnership with Community Links and Touchstone, as well as a number of voluntary and statutory sector organisations.

How many people we have supported **754**

Peer Support

Peer support means people supporting each other on an equal and mutual basis, using their shared personal experiences. We facilitate specific groups for young people; rehab and recovery; and for people accessing support through the Community Mental Health Team, as well as general groups to help with overall mental health

How many people we have supported **527**



"I get mutual support from people who can relate to what I've been through"

Leeds Suicide Bereavement Service

Compassionate support for people who have been bereaved by or affected by suicide, through a mixture of group and 1-to-1 support. The project is run by Leeds Mind and Leeds Survivor Led Crisis Service, and funded by Leeds City Council.

How many people we have supported **229**



"It was helpful to be among people who had experienced the same loss"

West Yorkshire & Harrogate Suicide Bereavement Service

Support for those bereaved or affected by suicide across West Yorkshire and Craven, through peer support groups and 1-to-1 support. NHS England provides funding, while the project is run by Leeds Mind and informed by the Leeds Suicide Bereavement Service.

How many people we have supported **93**



Counselling

1-to-1 counselling, also known as talking therapies, can be beneficial to people who are going through a time of poor mental health, or facing challenges in life.

How many people we have supported **131**

"It has allowed me to explore and address my feelings and triggers. I feel at peace now but have the tools and confidence at my disposal should I go through a rocky patch. I feel more empowered and confident in managing my mental health"

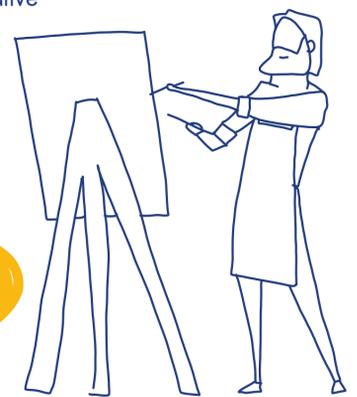


Inkwell Arts

Inkwell is Leeds Mind's safe creative art space in Leeds. We enrich lives through creativity and promote positive mental health.

How many people we have supported **73**

"A focus on art and creativity is a respite from being ill"



Connect for Health

Connect for Health Leeds was a social prescribing service commissioned by Leeds South and East Clinical Commissioning Group and delivered by Leeds Mind, in partnership with Touchstone, Hamara, Barca-Leeds, Better Leeds Communities and Leeds Irish Health and Homes. (Connect for Health was closed and integrated into Linking Leeds in September 2019)

How many people we have supported **577**



SELF befriending

South & East Leeds Friends (S.E.L.F) is a social support service working with people aged 50+ in South and East of Leeds who are experiencing low mood and high levels of social isolation.

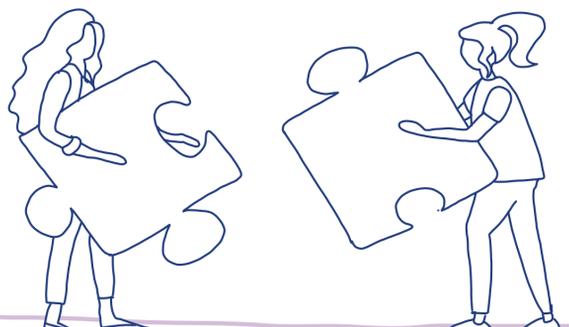
How many people we have supported **83**

"My befriender is a godsend"

Linking Leeds

How many people we have supported **580**

Linking Leeds is an integrated, free city-wide Social Prescribing service for people in Leeds. Social Prescribing is a way of linking individuals with a range of local community services to improve social, emotional and mental wellbeing. Leeds Mind is one of a consortium of delivery partners, led by Community Links.



Patient Empowerment Project (PEP)

Leeds PEP (Patient Empowerment Project) was a social prescribing service for West Leeds. (PEP was closed and integrated into Linking Leeds in September 2019)

How many people we have supported **385**



Live Well Leeds

Delivering a range of community-based mental wellbeing services including 1-to-1 support, group support and befriending. Live Well Leeds is commissioned by Leeds City Council, and delivered by Leeds Mind, Touchstone and Community Links, as well as 16 Delivery Network partners across the city.

How many people we have supported **1,094**

Work towards realising our objectives

These are just some examples of how we lived our values and worked towards our strategic objectives during April 2019 - March 2020.

How did we...

Make mental health everyone's business?



We flew the flag for mental health at Leeds Pride

Along with our Partners in Pride (Touchstone and Community Links), we flew the flag for better mental health at Leeds Pride 2019, in front of 50,000 spectators. Offering information and support to the public about our services, we also collected more than 100 pledges about how people "take pride in their mental health". An important part of making mental health everyone's business, is also making sure that everyone is welcome and included.

By having a presence at Pride, we sent a message that Leeds Mind is a safe and welcoming place where everybody is accepted, respected and supported no matter what their sexuality or gender identity.



We kept a presence at high-profile fundraising events

There's nothing like seeing a sea of Leeds Mind blue t-shirts at the start line. By keeping our presence at high-profile fundraising events (thanks to our wonderful supporters!), we kept people talking about mental health, and donating towards #BetterMentalHealthForAll



We delivered over 1,000 hours of training to businesses

In 2019/20, we delivered 182 training courses to organisations across Leeds, sharing practical strategies for better wellbeing at work. This is equal to approximately 1,092 hours of training delivery. Of the 1,935 delegates we trained, 99.6% rated the training as good or excellent.

How were we...

Person-centred and responsive?

We invested in the volunteer experience

We achieved the Investors in Volunteers accreditation, the UK's quality standard for good practice in volunteer management, and created the role of Volunteer Coordinator. By investing in the volunteer experience, we can expand the roles we can offer and create new opportunities. It also recognises volunteering as an important part of mental health support and recovery.

"I find that volunteering... provides me with 'something for me' away from the day to day of both work and family life"



We founded our service user group

In late 2019, we founded our service user group at Leeds Mind, working alongside our already-established Client Involvement Group at WorkPlace Leeds. Putting service users and people with lived experience of mental health difficulties at the centre of our decision making will ensure that we are designing the services and campaigns that our community wants and needs.

"Being part of the service user group helps to make a difference, and also builds your confidence, giving you new skills and helping to build your CV"

We funded grassroots peer support

With funding from national Mind, we were able to issue twenty grants to help maintain or develop grassroots peer support groups and organisations across the district. Investment included the training of peer support facilitators, which also satisfies our aim of achieving sustainable mental health support.

How did we...

Thrive and innovate?



We did award-winning work

We were awarded the Mind Quality Mark, meaning that we met or exceeded all 24 key standards in Mind's quality assurance framework, providing assurance that we are "healthy, ambitious and strong in providing the highest quality support" for mental health. Our young people's peer support programme, THRU, was also commended in the Marsh Awards, which recognise excellence in mental health peer support in England and Wales.



We found new ways to generate income

By diversifying our income, we can ensure we're here to provide support for the long run. Free Wills Month was an opportunity to encourage legacy giving, an income source we have not previously actively promoted. By offering our supporters a free will writing service with a local solicitor, we were able to highlight the often-overlooked opportunity to leave a gift to a charity.



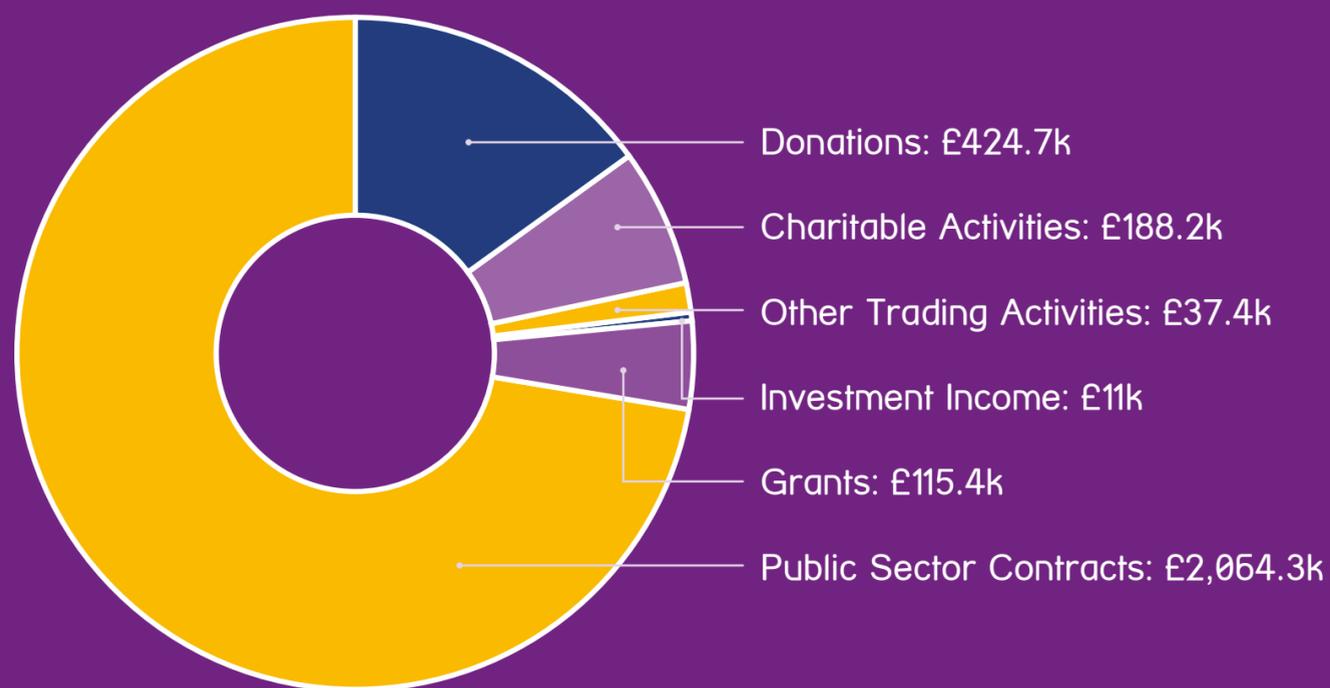
We adopted new models of support

We are always looking for ways to develop our practice and deliver services in line with the latest thinking in the field. There is increasing evidence that the Individual Placement and Support (IPS) model is more effective than traditional approaches for getting people into work, so we established a dedicated IPS team at WorkPlace Leeds.

"[The IPS sessions] have helped restore my self confidence, deal with anxiety and prepare me for the job market once again. As a result I have had several interviews where the feedback has been extremely positive and I feel that it will not be long before I am back at work"

Funding & Finance

2019/2020 Income



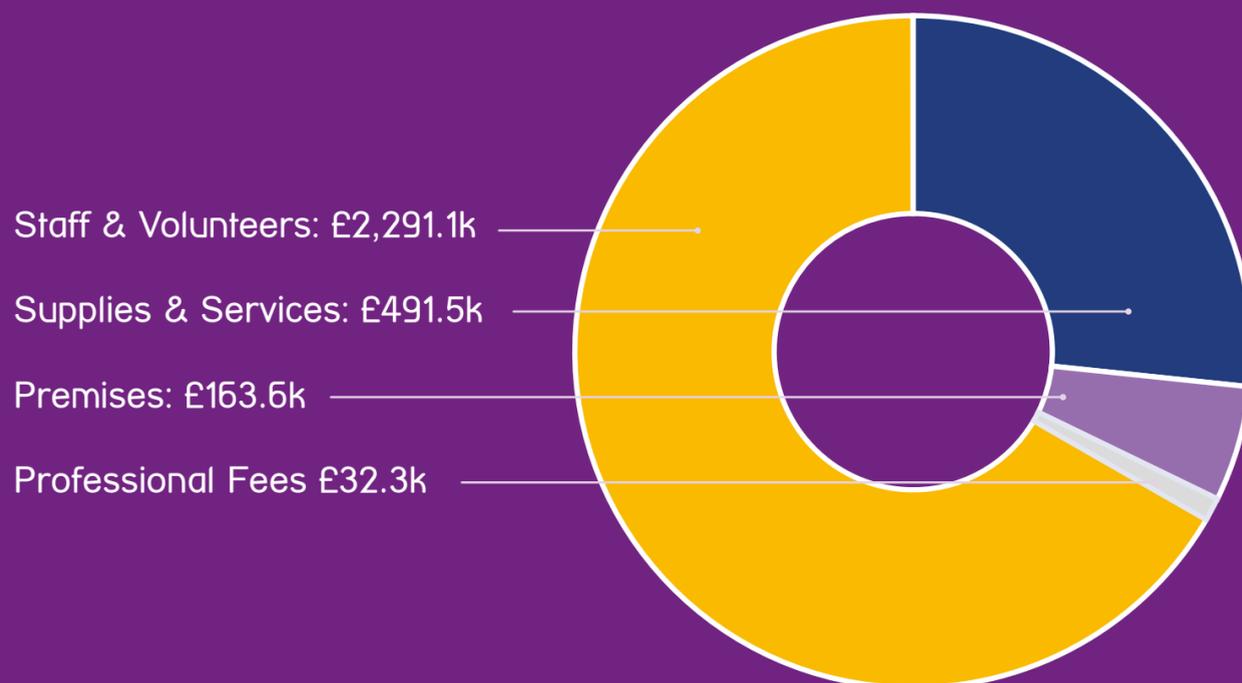
Total income for the year was £2,841,324 (2019: £3,110,513), a decrease of 8.6% year on year. This is primarily due to the decrease in the Adult Social Care contract, however this is offset by a 55% increase in income generation in fundraising.

It is encouraging that the proportion of non-statutory income as a proportion of total income has increased from 29% to 34% which is in line with our strategy to diversify income streams.

2019/2020 Expenditure

Expenditure in the year 2019/20 was £2,978,708 (2018/19: £3,019,531), a decrease of 1.4%. This is mainly due to a reduction in spending on sub-contractors during the year.

Overall Leeds Mind shows a deficit for the year of £137,593 (2019: surplus £90,964). This was a planned deficit, as we delivered services where the income had been generated in prior years.



THANK YOU!

We need to say a massive thank you.



To the people who have accessed our services and worked to improve their mental health. You are part of a growing collective recognising that it's OK to not be OK, and there's no shame in asking for help. Your bravery and resilience will be an inspiration for others seeking support in the future.

To the volunteers, who have talked and listened and marshalled and typed and administrated and planned and facilitated and supported and weeded and tidied and promoted and done any other possible support task you can think of. With more than 100 volunteers having supported us during 2019/20 we truly couldn't do what we do without you.

To our service user group, who have volunteered their time to lend their insight and experience towards helping us to improve our services. Your input brings a new perspective to what we do, helping us to more accurately deliver what our community in Leeds needs from us. You challenge what we're doing, but in the best way possible.

To the fundraisers, who have run, walked, wheeled, cycled, jumped, lifted, played, hosted, crafted and done a whole host of intrepid adventuring. Your exploits keep people talking about mental health, inspire others, and provide much-needed funds so we can deliver our work of making mental health everyone's business.

To our corporate partners, for bringing the discussion to the workplace. Your sense of social responsibility means that, together, we can develop a better culture of wellbeing in workplaces across Leeds, while your generosity (whether in fundraising, donations, campaigning or lending your talents and expertise in pro bono support) is invaluable to us.

To our funders, including commissioners, trusts and foundations and large donors. Thank you for believing in our vision, and for providing us with the backing to deliver.

Our wonderful team of staff, who use their talents and kindness to live our values; thank you.

Even if this were a billboard, there would not be sufficient room to thank everyone.

So to everyone else; anyone who has donated, talked, walked, shared, participated; anyone who has shown up, comforted, spoken out, played, consulted, motivated, bought tickets; to those who have recommended us to a friend, mentioned us on social media or given up their time in the name of 'better mental health for all' – anyone that has done anything for us, big or small...

We couldn't do what we do without you!



Chair's Report

Linda Grant, Chair of Trustees

As you can see from this report, 2019/2020 saw enormous progress for Leeds Mind, with a 17% increase in the number of people we supported. With our 2019 – 2022 strategy published during this period, we also noted a 38% increase in income, and a 59% increase in number of staff since the last strategy.

This is entirely thanks to the staff and volunteers that carry out the work of making mental health everyone's business in Leeds, and the funders, fundraisers and supporters that get behind them. Thank you all for your incredible work and support; we truly couldn't do what we do without you.

Of course, no report published in 2020 could go without mentioning the devastating impact that COVID-19 has had, not only in Leeds, but across the UK and the world. As this report covers the period April 2019 – March 2020, it will not demonstrate the effect on our work to the full extent, as a lot has happened since Spring.

I'm proud to say our staff, volunteers and community had already demonstrated fortitude and resilience through those early months of January, February and March.

While next year's impact report will detail the consequences of coronavirus for us in full, the end of March saw us in national 'lockdown' from 23rd March, and Leeds Mind, like many other organisations, began the financial year having to entirely reforecast. It's clear that some of the progress we made over the 2019/20 period was at risk of being undone, under circumstances completely outside of our control.

Reassuringly, sustainability is built into our current strategy.

Under the objective "we will thrive and innovate", we commit to "ensuring we are here for the long term through our forward-thinking approach to services". When the Senior Leadership Team and Board of Trustees wrote and ratified this objective, we definitely were not thinking specifically of sustaining through a pandemic, but it has certainly stood us in good stead to withstand the chaos that the remainder of 2020 was yet to bring.

Coronavirus and the impact it has had on the global community has rendered our work more important than ever. People are now talking about mental health more, and recognising that everyone has mental health, just as everyone has physical health. With more to do and less resource to do it with, we are braced for a difficult year ahead, but also hopeful, thanks to the capability, generosity and kindness of our staff, volunteers and the wider community.

You'll find details overleaf of ways in which you can access services or support Leeds Mind. I hope you'll join us in working to make mental health everyone's business, now more than ever.

Beyond 2019/2020

Get involved

There are lots of ways to get involved in the Leeds Mind community, and add your voice, skills and time towards achieving 'Better Mental Health For All'.

1) Access our services or signpost to others

Go to the website to see what's on offer, or call 0113 305 5800 if you want to talk about which support might be best for you.



2) Tell us your story

One of the biggest ways we can break down the stigma surrounding mental health is by amplifying stories from a diverse group of people. By showing that "it's OK not to be OK", and that recovery is possible, your bravery will inspire others to take the first step in seeking support.

3) Raise money and/or awareness

Fundraising can be fun, fulfilling, and good for your mental health! Challenge yourself solo or get a group together to raise money or awareness. Get in touch with fundraising@leedsmind.org.uk if you'd like to be involved.

4) Get involved via your workplace

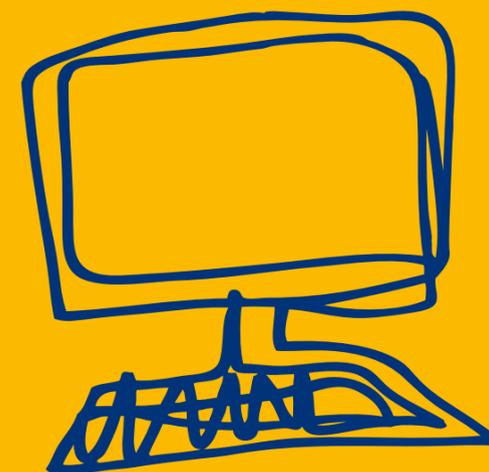
Come on board as a corporate supporter, get training on mental health awareness or mental health first aid, and promote better workplace wellbeing. We have a package of Help For Employers, so please get in touch: helpforemployers@leedsmind.org.uk

5) Volunteer

There are lots of opportunities to volunteer as a part of Team Leeds Mind, from supporting in services to participating in our service user group, which has input on service and campaign design. If you'd like to volunteer, please contact volunteering@leedsmind.org.uk

6) Other ways to get involved

Even small actions add up to make a big impact. Follow us on social media and share our latest campaign; mention our services to a friend who might benefit from them; suggest us if a local event wants to donate proceeds to a good cause... the list goes on!





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