



Our Impact

2021/22

Vision

Better mental health for all.

Mission

To enable people with mental health difficulties to flourish.

Values

Kindness

We treat everyone with compassion and care.

Empowerment

We help people make informed choices in a safe environment.

Respect

We value everyone's contribution and background.

Inclusion

We welcome anyone with a mental health need.

Support

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

Hope

We believe that recovery is possible for all.

We're working together with our staff and wider community to update our values in 2022.



Who we are

Welcome to Leeds Mind. We help people build on their strengths, overcome obstacles, and become more in control of their lives.

We have faith and optimism in our clients and so the services we deliver are built around their needs. We support the people of Leeds to discover their own resources to 'recover' from periods of poor mental health, and to live life independently with their mental health difficulties.

Leeds Mind promotes positive mental health and wellbeing, and provides help and support to those who need it. We offer many services, including: counselling, peer support, social prescribing, employment support, suicide bereavement support, and mental health training.

1 in 4 people experience mental health difficulties at some point in their lives. Whether that be depression, anxiety, stress, self harm, personality disorder, bereavement or any other negative mental health experience, Leeds Mind is here for you.

We are affiliated with national Mind but are an independent registered charity and rely on our own resources to provide local services.

This Impact Report showcases the difference we have made to the people in our local communities whether face to face, over the phone or online.

To find out more about any of the services or activities in this report, or about how you can get involved, please visit our website at www.leedsmind.org.uk



Leeds Mind staff at our 50th Anniversary Whole Organisation Meeting.

Lauren's Story

One of our main objectives at Leeds Mind is to be person-centred, which means **we put people at the heart of what we do**. With that in mind, we wanted to start our impact report by hearing from someone who has used our services. This is **Lauren's story**:

When I was 28, working in healthcare, my stressful job and other factors contributed to a significant deterioration in my mental health.

In January 2020, I reached crisis point and was seen by the crisis team. I was struggling with severe depression, anxiety, panic attacks and was suicidal. I didn't see any hope in a future and didn't think I could carry on. It was a struggle to get through each hour, let alone every day and the thought of a week was horrendous.

I was very fortunate to get fantastic support from mental health services, including the Intensive Support Service (ISS) and the Community Mental Health Team (CMHT). Leeds Mind has also been invaluable to my recovery.

Stress at work had been a big contributing factor to the deterioration in my mental health. With the covid pandemic just beginning, 2020 was a difficult year to recover my mental health and also return to a job in health care. My care coordinator referred me to WorkPlace Leeds, Leeds Mind's employment and job retention service. My job retention worker regularly spoke with me via video calls.

My worker helped me to come up with a phased return plan and joined virtually for

meetings with my manager to help ease the transition back to work. She also helped me with coping strategies specific to work and a flexible working agreement, provided me with emotional support and a wellness action plan that I could discuss with my supervisor. Her continued support after my return not only helped my return to work, but also made it sustainable for my mental health. It also meant that I could focus on work-related concerns with her, and allowed me to work on my overall mental health with CMHT.



Leeds Mind has been invaluable to my recovery.



Since being discharged from WorkPlace Leeds in April 2021, I have not only retained my employment, but I have also had no episodes of sickness due to my mental health, and have even progressed in my career. This would not have been possible without WorkPlace Leeds' support, and I

Lauren's Story

think if I hadn't got support specifically for work at that point, then I would not have had the confidence to continue with the same career due to my mental health.

As I was coming to the end of my CMHT support, I was scared about how I would manage without it. I had found so much help in talking about my mental health and made such good progress, I wanted to continue with this as I progressed out of this service. My care coordinator encouraged me to try Leeds Mind Peer Support. Initially, I didn't think it would be for me. Until support from mental health services, I had never been able to talk openly about my mental health, especially if I was struggling, so the thought of talking in a group with people I didn't know sounded like it would be too difficult.

I was actually able to access the 1:1 CMHT peer support through Leeds Mind. This was so helpful to me as I transitioned out of CMHT and it came at exactly the right time. The peer support worker showed me I could

talk to someone new and learn from another's experience, with it being a new and different dynamic of peer learning. I really benefitted from this, and I do think it helped my transition out of CMHT more easily.

From there, it has given me the confidence to access multiple peer support workshops and courses. Again, these have come at the right time for me. As the groups had been moved to virtual over the pandemic, I initially accessed the online courses. This was vital for me, as I could see what they were like but from the comfort and safety of my own home. Since then, I have been able to attend groups in person. It has been fantastic to hear the groups being run by other peers and people who have experience of mental health difficulties themselves. This not only gives me hope for onwards recovery, but also makes it feel more relatable and personal.

The ways the groups are run by giving everyone a chance to be heard and listened to, without interruption, is great, and it means they feel more inclusive. I have now successfully transitioned out of CMHT for about 6 months, and I plan to continue to attend peer support groups to help maintain the progress I have made over the last couple of years, and I hope to one day be a volunteer!

This is my own personal experience with Leeds Mind. I feel so lucky to have not only had excellent support from mental health services, but also the support that Leeds



Lauren benefitted from our Peer Support Groups, held in one of our wellbeing spaces (pictured).



Mind has given me, which has been invaluable to my recovery. All I can say is a massive thank you to all the volunteers, fundraisers, funders, businesses, partnership organisations and staff for making the help I received from Leeds Mind possible.

Hopefully my story of being in the depths of depression and seeing no hope for the future, to now enjoying my life and feel like I am managing my mental health and on-

Lauren's Story

going recovery well on a daily basis with the strategies I have learned can give someone else hope for the future. Here is to better mental health for all!

A big thank you to Lauren for sharing her story!

If you'd ever like to share your mental health journey to inspire others to seek support, please contact impact@leedsmind.org.uk

Make an impact at Leeds Mind

We offer everyone the opportunity to influence Leeds Mind's work, to make sure we are offering the services you want and need, and working in a way that works for you.

There are three main ways to get involved:

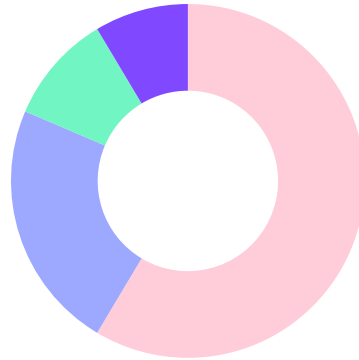
- Join the Leeds Mind Impact Group – we meet once every 6 weeks and group members set the agenda
- Respond to a survey to help inform our work – you'll find the latest questions on the Impact pages of our website
- Share your general thoughts/questions via the online suggestion box. You can also make suggestions in-person at Clarence House and DeLacey House.

To find out more, please visit www.leedsmind.org.uk/impact

Who we supported

4,645 people

4,645 people accessed Leeds Mind services during the 2021/2022 financial year. This is **27.7% higher** than the equivalent figure in 2020/21.



There was growth in the number of people supported by many of our services in comparison to 2020/21, including **counselling (+44%)**, our **suicide bereavement services (+52%)** and the **grief and loss support line (+29%)**.

We also saw a new service introduced during this period; our **Befriending** support started in Q4 2021/22.

Our **training clients increased by 17%**, and this represents our best year ever for training. This is down to both the growth and development of our service, and increased demand for mental health training from local and regional organisations.



Calls to reception* increased by 6% compared to 2020/21. This reflects the increasing need and demand we are seeing for mental health support.

*figure not included in total people supported above.



Progress against our objectives

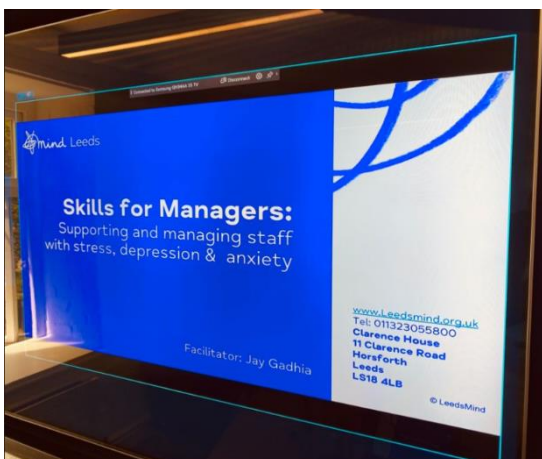
This was the final year of the delivery of our strategic plan 2019 – 2022, and our priorities were based around our three strategic objectives:

- 1) **We will make mental health everyone's business**
- 2) **We will be person-centered and responsive**
- 3) **We will thrive and innovate**

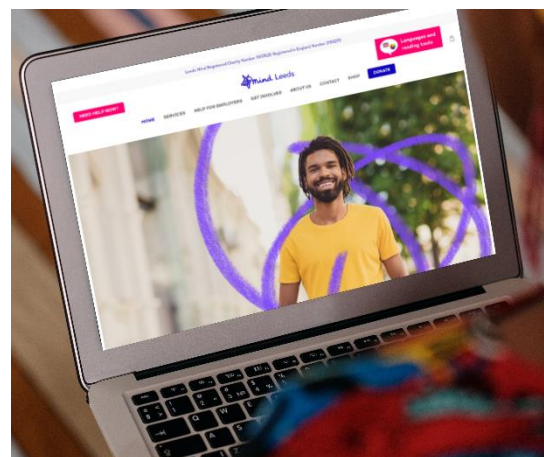
How did we...

Make mental health everyone's business?

We developed our workplace wellbeing offer, providing employers with both face to face and virtual courses. This has led to our most successful year ever in training. We also increased the number and diversity of the members of the Mindful Employer steering group and increased the number of members in the network.



We launched a new, more accessible website. This incorporated the new Mind branding, as well as new reading and language tools. These tools make our content available to those with additional needs (e.g. visual impairments or learning differences) and to those for whom English is not their first language.



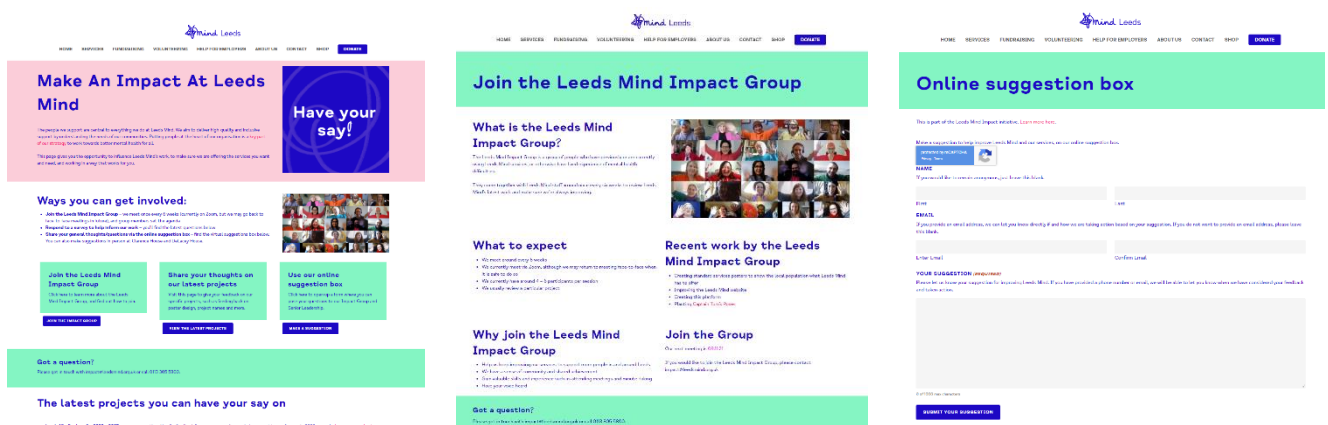
We continued to grow our relationships with local media, achieving more than 50 pieces of coverage during the financial year. Key titles include BBC Radio Leeds, ITV Calendar, BBC Look North, The Yorkshire Post and Yorkshire Evening Post.

Progress against our objectives

How were we...

Person-centred and responsive?

We embedded client involvement through our Impact Group, ensuring that people using our services are part of shaping and developing our organisation. Our client engagement group has met regularly and fed into the recruitment of our new trustees. We also worked together to successfully bid for funding from Mind for a co-production project, and used this to deliver an 'Impact Hub' on our website.



We continued building on our Equality Diversity and Inclusion work. The EDI Group has developed an action plan following our external audit from the National Centre for Diversity. The group meets regularly and we have held lunch and learn events and developed training for staff. We placed on the National Centre for Diversity's list of top 100 inclusive workplaces 2021.



We implemented hybrid working which balances the needs of our staff and clients and ensures we can offer the best support for our clients. We increased the number of people we support through creative arts by delivering in community venues across the city and on the inpatient wards.



Progress against our objectives

How did we...

Thrive and innovate?

We partnered with with Mind in Bradford as West Yorkshire Mind, submitting bids and planning to appoint two posts across both organisations to increase income and ensure closer collaboration.

Leeds Mind and Mind in Bradford working together for better mental health for all across West Yorkshire.

The logo for Mind West Yorkshire, featuring a stylized white scribble icon to the left of the text "mind" in a lowercase, handwritten-style font, with "West Yorkshire" in a smaller, sans-serif font below it, all on a blue background.

We maximised our voluntary income through hosting new and innovative campaigns and events, such as the Firewalk. We hosted this event for the first time in November 2021, and plan to do so again in future years.

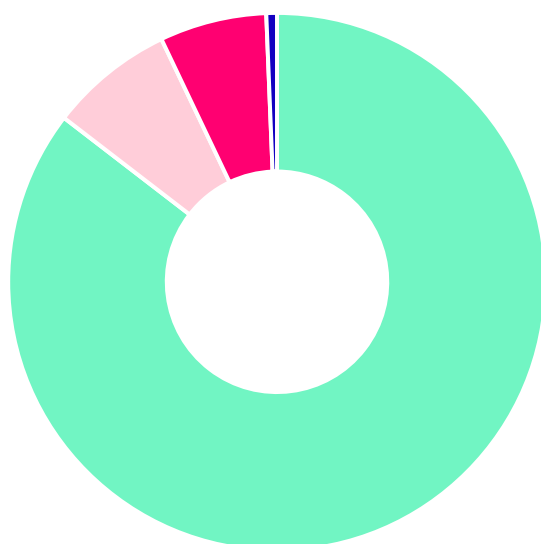


We bridged the shortfall in voluntary income, which was caused by a difficult fundraising landscape. We did this by successfully applying for trust and foundation funding. This enabled us to continue delivering our self-commissioned services, such as counselling.



How we sourced and used funds

Leeds Mind is an independent registered charity and relies on its own resources to provide local services. We wouldn't be able to do what we do without the support of our wonderful community and many supporters. Thank you.



Income

Total income for the year was **£3,195,224**, an increase of 12% against 2020/2021.

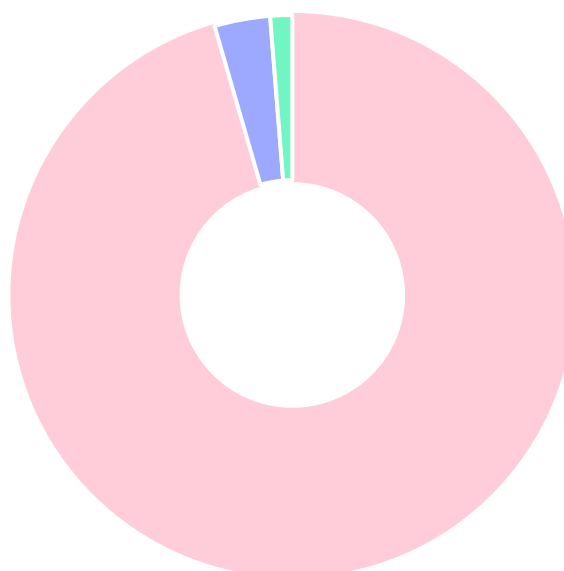
- Charitable activities
- Donations
- Grants
- Other trading

Expenditure

Expenditure also increased to **£2,924,266**, which represented an increase of 2.85% on 2020/2021 (£2,843,269)

Expenditure is tightly controlled and within budget for the year.

The full accounts can be found at Companies House.



- Charitable activities
- Fundraising
- Governance

A letter from the Chair

Who could have predicted in January 2020 that we would still be talking about the ongoing effect of the pandemic in our annual Impact Report for 2021/22?

We also know that for the people of Leeds, much else has happened to add to a sense of uncertainty and pessimism – political turmoil at home and abroad, growing economic hardship and the escalating climate challenges.



During this time, this climate of crisis has impacted our mental health campaigning work in ways both positive and negative. This is similar to what we have witnessed over the previous few years. Good, in that more people are talking about mental wellbeing, and it is becoming widely normalised to talk about mental health struggles. Bad, of course, as people's mental wellbeing is strained under the weight of these pressures.

We have seen this reflected in the numbers of people getting in touch with us and accessing our support, with calls to reception increasing by 6%.

The team at Leeds Mind has again taken to this challenge with energy, expertise and above all, empathy. I am forever in awe of the commitment and passion shown by the whole community that makes our work possible – staff, volunteers, supporters, partners, fundraisers, commissioners and funders. I thank each and every one of you for your support.

It was great to have welcomed more new faces onto our Board of Trustees this year; a dedicated, knowledgeable and passionate group of people who volunteer their time and skills to shape the work that goes on at Leeds Mind.

I am also reflecting on the exciting things still to come for our charity. During this report period, we started the celebrations for our 50th Anniversary in July 2022. Hopefully the successes outlined in this report speak to another positive half-century to come, delivering sustainable support to our communities.

This period also saw us beginning to work towards our new strategy, and adopt a new visual identity developed by Mind. Just as the world feels like it has been changing rapidly, we have adapted our approach to meet local need, and will continue to work with this agility and responsiveness.

With that in mind, we will be continuing our strategic focus on young people's mental health, as well as communities that suffer at the hands of health inequalities, for example, racialised communities or those living in poverty. This is informed by both Mind's strategic direction, and the national picture being reflected in our local and regional population.

There has never been a more exciting or more important time to be involved in the fight for better mental health. We want to invite as many voices as possible to get involved, so that we are not designing support for our communities, but are doing so with them. This way, we know our support is going to have the most effective and most sustainable impact on our community in and around Leeds.

What will you do to help us work towards better mental health for all?



1) Access or help promote our services

<https://www.leedsmind.org.uk/services/>

2) Have your say

<https://www.leedsmind.org.uk/impact/>

3) Raise money and/or awareness

<https://www.leedsmind.org.uk/fundraising/>

4) Learn more about mental health

<https://www.leedsmind.org.uk/training>

5) Volunteer

<https://www.leedsmind.org.uk/volunteering/>

6) Join the team

<https://www.leedsmind.org.uk/work-for-leeds-mind/>



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