

Annual Report 2018-2019



Our Vision

At North Kent Mind our vision is of a society where people experiencing mental health issues get the help they need when they need it, and can live fulfilling lives free from stigma. Our mission is to provide quality mental health services which empower people, which support their recovery and build their resilience.

We provide direct services including supported housing, a wide range of community wellbeing and employment services (in groups or individually), low-cost counselling and other fee-paying services, and talking therapies on the NHS. We also campaign in response to local and national concerns, provide mental health education, and develop our work in response to changing needs.

As part of the Mind network we have the following values:

Open: We reach out to anyone who needs us

Together: We're stronger in partnerships

Responsive: We listen, we act

Independent: We speak out fearlessly

Unstoppable: We never give up.

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Harley Clark, North Kent Mind Chair and fundraiser.

Board of Trustees

Politics, Brexit and a General Election. Hopefully no groans after reading that. At the time of writing this of course, the campaigns are afoot and the result unknown, creating some uncertainty as to what the outcome will be and how it will affect us all, as it inevitably will. However, at the time of reading this it'll all be done, or at least partly done, or nowhere near done or maybe even almost done! Love politics (as I do) or hate politics, it always determines the social, cultural, economic and physical environment in which we all live. It therefore also creates the working environment that we must continue to deliver vital services to those experiencing challenges and or hardship with their mental health at a time when the pace of change only seems to be speeding up.

I believe that everyone in our organisation believes in, and cares about people. As Trustees we are incredibly proud of the ongoing commitment and dedication of each and every member of our Team at North Kent Mind. Whether you are a volunteer, a sessional worker, part-time or full-time employee, I would like to say thank you on behalf of myself and the other Trustees. Because of you we have continued to provide services across Dartford, Gravesham, Swanley and Medway, in very challenging times. We have also recognised that in this fast-paced and continuously changing environment, the pressure of time and resources has taken a toll on the team and we have looked at ways to do things differently so that everyone's well-being is supported. After all, helping others is not very easy or enjoyable when we ourselves feel stressed out to the max. We remain committed to building on progress that has been made.

Our portfolio of services continues to evolve. Housing Services has undergone a radical change to deliver a more responsive and supportive service to our tenants. Wellbeing Services, Employment Services and the Low-Cost Counselling Service all continue to deliver high quality services within the community. Demand for our NHS Talking Therapies Service continues to be extremely high and we have introduced a new IT system to support the delivery of this service. We are also providing more training and awareness sessions within schools and in July 2019 the Practise Hope Initiative was launched, aiming to support primary care practices to help children and young people experiencing suicidal thoughts and self-harm. Behind the scenes we have a dedicated Management Team, who along with the Finance Team, make sure we have buildings and safe spaces to do our work. Oh, and they also make sure everyone gets paid! Moving forward, we hope to capitalise on the increase in the more positive attitude that prevails regarding mental health and diversify further with a commitment to growing our fundraising capability.

We have a vision of a society where people experiencing mental health issues get the help they need, when they need it and can live fulfilling lives free from stigma.

Continual change is highly likely to influence the way we work for the foreseeable future but as long as someone needs help or is experiencing stigma, then our work is not finished.

Harley Clark, Chair

Chief Executive's Report

As the Roman Philosopher Seneca wrote “If you do not know to which port you are sailing, no wind is favourable.” In April this year we finalised our strategy to identify which “ports” we intend to visit on our journey, and what our intended direction will be through the next 4 years.

The key elements of this strategy are:

1. To do everything we can to retain our current portfolio of services, where these can be shown to be financially viable.

A charity such as ours cannot afford to run services which do not at least break even. It's fine where we, as a charity, decide to invest our own funds to bring about an improvement in mental health in our area, but we cannot be in a position of constantly making a loss on particular services. Charities such as ours are often termed “not-for-profit”, but I recently came across the term “not-for-loss”, which also sums up where we should be! The IAPT services we have run for the last 7 years are a case in point. Originally enjoying adequate funding which allowed us to expand and improve this service, we have within the last 3 years struggled to adjust to a far less generous funding structure: as can be seen in the section on IAPT services later in this report, this should improve soon.

In a similar vein, the Board recently reviewed the position on our much-loved shop “made in kent”, and decided it was unfeasible to retain it in its current figuration. While the shop has played a highly valid role in enabling people with mental health issues achieve conventional work, our employment service which was not in existence at the time the shop was created, is now robust enough to achieve work placements in other settings. Again, while the shop has undoubtedly done much to raise the profile of North Kent Mind, all our services need to be on a firm business footing.

2. To replicate where possible in Medway those baseline well-being services which have been a substantial part of our portfolio in the Dartford, Gravesend and Swanley areas, and to achieve an effective contact point for the public to access North Kent Mind in Medway.

Although we have expanded in recent years into Medway with a raft of new services such as Low-Cost Counselling, IAPT Services, Work in Schools, The Aspirations Service, Women's Groups (The Circle) and Anger Management courses, we still have not accomplished the range of wellbeing services such as we provide in our original territory. We need to look at providing more groups, courses and other service for the people of Medway. If these are not achievable through external funding, then we should look into running more services on a fee-paying basis.

3. To expand the fundraising ability of the organisation, and to improve the income-making potential of our services which run on a social enterprise model:

A charity able to generate a significant part of its own funds puts it in an enviable position: able to provide services without the constrictions put in place by any funder, able to better control its future, and able to stand less dependant on NHS or local authority funding. In recent years, we have been pleased to see an increase in the

amount of donations received, and it is becoming time to consider what we might be able to achieve if we had the ability to fully capitalise such generosity, and had the capacity to seek out further opportunities for raising our own funds. Where we run services that are already able to generate funds – such as fee-paying services and training – we need to review how we might maximise these.

4. To consolidate standards, structures, procedures, policies and processes across the organisation

One of the legacies from our significant expansion (our turnover as recorded in the audited accounts in this report is twice what it was 4 years ago) is the danger of a lack of cohesion amongst the various teams, office bases and services we develop, and yet our value, in no small measure, lies in the comprehensive network of services we deliver. Work is being done, and will continue to need to be done, to maintain a consistent approach to the values and practicalities of the way in which we deliver these services.

5. To rebalance the work and culture of the organisation so that “therapeutic services” do not detract from the holistic and social model of mental health which are the Unique Selling Point of local Mind Associations

For all the immense value that our talking-therapy services have had (mainly through IAPT and Fee-paying Services) both to our clients and to the organisation as a whole, we must recognise that other services and ways of working have a key part to play in a person’s journey with us to a better quality of life. There are key determinants of poor mental health – inadequate income, poor housing, stigma, abusive relationships, lack of purposeful activity, isolation – which are not necessarily open to the interventions of a therapist per se. To work with clients not just on their own internal processes, but to also help them deal with these additional factors is a challenge which we face, at the same time as ensuring that the pressures of delivering an NHS commissioned service, with its inevitable focus on diagnoses, medication and “clinical” issues, does not compromise our holistic and humane view of mental distress and disorder.

6. To expand into preventative work: working with people and communities which have no currently indicated mental health issues, but are in danger of becoming so.

We have already started to do this with our work among school pupils: helping them to be equipped with the tools that might better ensure their resilience to mental ill-health in the future. We should expand this work, and also turn our attention to other groups who, in danger say of isolation, could profit from a service which would be far more cost-effective and less intensive than those required if they deteriorated.

7. At the same time, the organisation needs to prepare itself for the departure or reduced hours of key senior staff as a result of retirement within this period.

It has been said that the time to retire is when you are unable to put your socks on while standing up. Without putting senior managers to the indignity of this test, North Kent Mind is conscious that over the coming years there will inevitably be less input from staff who have for significant periods of time held key posts within the organisation. We need to adapt to this so that the organisation will continue to flourish and continue to provide high-quality services to the people of North Kent.

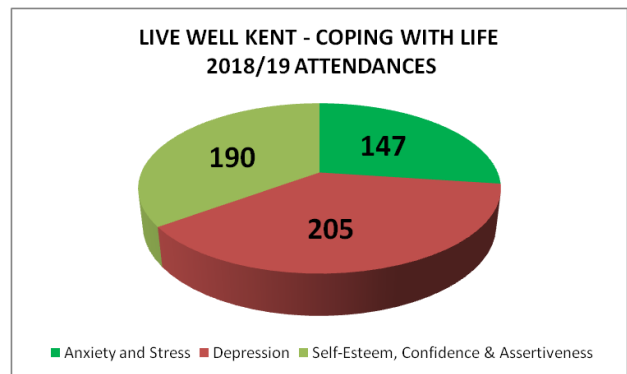
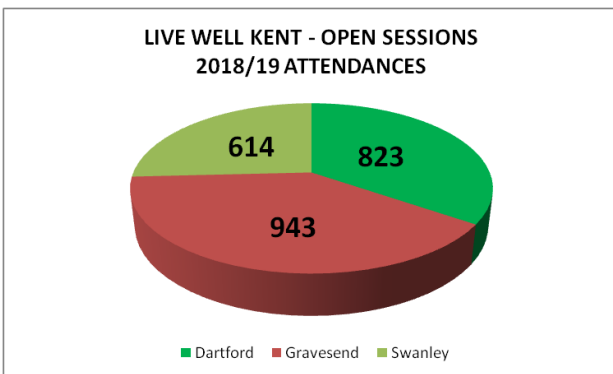
Justin Bateman, CEO

Wellbeing Support Services

Live Well Kent Wellbeing Services

In the year 2018/19 Wellbeing Services again met or exceeded all targets. We delivered 145 Open Sessions with activities including Tai Chi, Drama, Arts and Crafts, Creative Writing, Badminton and more. Many of these were delivered by service users themselves and provided an opportunity for them to share interests and build their confidence.

Our facilitated psycho-educational courses provided a different opportunity for people to educate themselves on their mental health conditions, recognise triggers and behaviours and learn coping mechanisms to manage their issues. We delivered courses on Depression, Anxiety and Stress, and Self Esteem, Confidence and Assertiveness to 99 people over the course of the year.



Eco Island

This conservation project has been a collaboration between us and North and West Kent Countryside Partnership for some years now and provides a totally different environment in which participants enjoy being outdoors and at one with Nature. It also provides an essential community service by conserving and developing this lovely and peaceful setting in Dartford Park.



Eco Island

I have come to the course feeling depressed but within half an hour or so of being on Ecology Island my mood has lifted

Reintroduced for 2019 - The Men's Group

The main focus of the Men's Group is peer support. It's been very encouraging that from the start service users have opened up to each other, safe in the knowledge they can say things to their peers who may have experienced similar situations without being judged. Looking for solutions to problems or just being able to talk about any concerns this group is giving people the social network to do so. A varied number of topics are discussed including suicide prevention, other people's experiences, general well-being. The group also discuss light hearted matters and makes sure everyone leaves each week with a smile and a positive outlook.

The Circle

This exciting peer support group has given disadvantaged and isolated women in the North Kent area a dedicated safe space in which they can decide how they want to use the time to meet their needs. The project aims to support them to feel more confident and empowered, whilst building their self-esteem. Through various workshops, social activities, reflective sessions, and peer support sessions the women have been able to increase their level of self awareness which has enabled them to take back control in areas of their lives where they been unable to do so before.



Bally Jassal, The Circle
Project Coordinator

I have made friends for life within my peers. Participant of the Circle

Mindfulness

During 2019 we saw an increase in the number of Mindfulness courses provided by North Kent Mind to external organisations. Wellness sessions were provided to the local council employees, and several Mental Health Awareness and Mindfulness Sessions were ran for staff at John Lewis in Bluewater, and following positive feedback from the latter they have requested a further Mindfulness Course for staff.

We provided three courses specifically to Men as part of an initiative to help reduce the suicide rate, and two courses for teachers and staff at Ifield School in Gravesend. Both were extremely well received and requests were made for more.

A 'Mindful Walk' in Dartford Park funded by National Mind was well attended and received excellent feedback. This is becoming an annual event with another one scheduled in 2019.



Sue Carter
Mindfulness Facilitator

Thank you so much for these strategies. I have thoroughly enjoyed learning about them and myself. Attendee of Mindfulness

Crisis Service

This Swanley pilot began towards the end of the year having only been in place for one month. In partnership with Citizen's Advice, the intention is to provide a listening ear and support to adults, and young people between 14 and 17, who may be suffering a mental health crisis. It remains to be seen how the service develops further and indeed how this service supports the local community in Swanley.

Time For Change

This intensive, twice-weekly therapy group has again provided support for people with more intensive needs and who are 'stuck' in their mental health state. Many have suffered trauma in adult or childhood and they are challenged and supported to break the cycle and take ownership of their recovery.

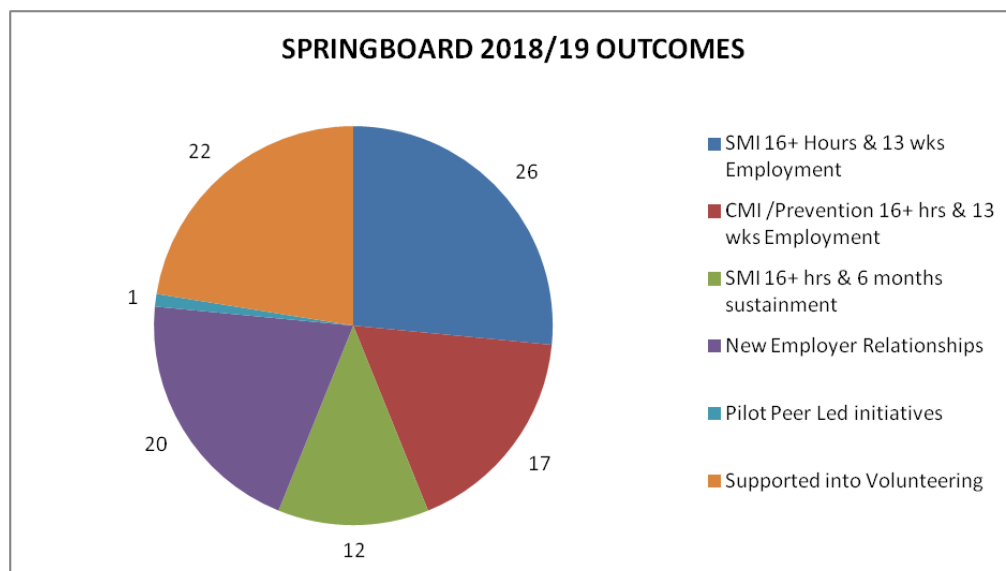
Employment Support Services



Springboard Team promoting Mental Health at Asda in Greenhithe

Springboard

Springboard is part of Live Well Kent and works closely with our strategic partner; Porchlight. A year of fabulous performance from the team, exceeding all the key performance indicators. We commenced an IPS partnership with John Lewis, with clients gaining work through placements, and additional support from Bluewater Learning Shop. We also continued to develop close working partnerships with the Princes Trust, National Careers Service, and the disability employment advisors at Dartford Job Centre, including De-frazzled Cafés. A new outreach service at Gravesend has been provided and is proving very popular. We have facilitated a Preparing for Work course throughout the year which has received very positive feedback from service users. In total, 153 people accessed these Preparing for Work courses.



SMI: People with severe mental health issues who have achieved employment of more than 16 Hours a week.

CMI: People with more common mental health issues who have achieved employment of more than 16 Hours a week.

Aspirations

Aspirations was originally profiled to work with 156 people to support them with their wellbeing, social inclusion and employment aspirations through one to one support delivered in the community. In 2018/19 it achieved this target, and took on a stretch goal of working with 200 people by the end of the original run of the contract – achieving 121% of its original target.

In phase 1, Aspirations helped;

- 25 people return to or enter employment for the first time
- 72 people to feel more useful
- 65 people to feel more optimistic

IAPT Employment Advisor

The pilot was introduced in August 2017 in Medway to support Improving Access to Psychological Therapies clients with employment issues. Since the project started there have been 112 clients referred.

The IAPT EA has worked closely with our partners at Insight. Funding has been secured to continue the EA in IAPT Initiative until 30 September 2020. This funding has been provided by the Department of Welfare and Pensions in advance of the wider Government spending review decisions. Decisions regarding the future funding of EA in IAPT for the rest of the 2020/21 and beyond will be made later in the year.

Some Outcomes:

- 19 Gained employment
- 6 Employment retention cases resolved
- 14 Referrals to other support services
- 3 Began Volunteering (as only outcome)

The Computer Group

Through regular weekly meetings at Dartford Adult Education Centre the Computer Group, which is part of our Live Well Kent services, supports individuals to develop and improve their skills and confidence in using digital technology.

For instance, Patrick was supported by staff and volunteers at the Computer Group in Dartford: he wanted to learn how to improve his maths skills via online interactive tutorials and gain certification of his achievements. Patrick successfully gained a level 1 maths qualification and recommends the service to his peers.



Patrick receiving his certificate from Brendan.

IAPT

IAPT (Improving Access to Psychological Therapies), sometimes referred to as Primary Care Psychological Services, are an NHS-funded service allowing people with issues of anxiety, phobias, depression, OCD and PTSD to access Talking Therapies without having to be referred to secondary care (i.e. the Community Mental Health Team). In the Dartford Gravesend and Swanley area we have been delivering IAPT Services for 7 years, and in the Medway Area for 3 years, in conjunction with Insight HealthCare.

It is not always fully understood that these services, available throughout England (not as yet in Scotland, Northern Ireland or Wales), are funded differently by the different Clinical Commissioning Groups who commission them. For the area we serve, the funding levels have been below those in many parts of the country, and so we struggle to provide the best service we can on the funding available. As a quick contrast, whereas in 2015 the cost of IAPT treatment nationally was said to be an average of £650 per person, our average payment was in the region of £374 – less than two thirds of this amount. We have recently received indication that our funding is indeed going to be increased – and look forward to being able to improve the service we deliver. North Kent Mind can justly take pride in the fact that we have soldiered on with delivering a service crucial to the well-being of people in North Kent, while a number of other IAPT providers have disbanded their service faced with the financial difficulties it has brought. Our Psychological Wellbeing Practitioners, High Intensity Therapists and Sessional Counsellors all take salaries for this work which are below the national average and deserve recognition for this and the results they produce in spite of it:

From a client working with an IAPT Counsellor:

“Overall, the change in my feelings and the change in my outlook has been amazing. I feel so much better about me and who I am. These sessions have been more help than I could ever imagine. Thank you”

From a client working with a CBT therapist:

“Thank you for being kind and understanding, especially when I wasn’t sure of myself and what I really understood. After these sessions, I feel much more comfortable with my sense of self and techniques to aid in that regard. I believe that I can finally take the steps to begin being the person I want to be rather than what I thought I was.”

From a client working with a Psychological Wellbeing Practitioner:

“I feel these sessions have really helped me to understand myself and the way I have been and helped me to cope in different situations by using different techniques and understanding my emotions”

In the year April 2018 – March 2019 In the DGS Area, 2386 people started therapy with us – an average of about 48 new clients a week. Of these, 47.2% left the service having made so much improvement that they could be deemed to have reached recovery. In the Medway Area, recovery rates were higher at 60.4%. Given that the national target for these recovery rates is 50%, the figures in DGS are lower than average, and the key issue appears to be that we are still taking on clients far more complex than other IAPT services do. Tightening up on the assessment process is part of this: we should be better at signposting people to other sources of help where the IAPT service is not suitable for them.

In recent months, a further complication has surfaced: that of a build-up in waiting lists. Some of this has been caused by a number of factors: a lesser number of staff available to provide the service, a new stricter ruling from the NHS that qualified Therapists must be accredited with the BACP, the nationally recognised problem that it is extremely difficult to recruit qualified IAPT staff, and the increasing demand for the service. We know other local IAPT providers are suffering the same issues, as they have approached us for help which unfortunately we are not in a position to give: In North Kent Mind staff are doing a herculean task of putting in extra effort and time to get assessments done, and to improve the waiting times for therapy after assessment, we are committed to making far greater use of groups and courses, and our Digital Resource, SilverCloud, rather than just one-to-one face-to-face sessions.

Time to Change Employee Champions

Time to Change Employee Champions

As part of becoming signatories of the Time to Change Pledge, we committed to having champions in the workforce who would further the cause of good mental health and wellbeing amongst all who work in North Kent Mind.

The Time To Change Employee Champion role has been having a very successful time this past year; we have completed two surveys, one with 54 responses and one with 51 responses; we have had a meeting with the Board in August; and most importantly, we have had conversations with employees, sessional workers, and volunteers in North Kent Mind to hear about their wellbeing in the workplace. We felt communication was an important part of developing this role so soon in its infancy here in North Kent Mind, and we feel that being able to develop forms for more formalised issues has been a major factor to help with that communication as well. We have had between 10-15 formalised forms passed to the Finance and Personnel Sub Committee and the North Kent Mind Board that cover a variety of different topics for discussion. Hopefully as this role develops we can do more to help the people who work and volunteer for and with North Kent Mind.



Chris Wilson, Time to Change Champion



Ben Green, Time to Change Champion

Fee Paying Services

Fee Paying Counselling

Our Fee Paying service continues to thrive. We have a strong team of 40 counsellors, with a mixture of male and female from all different ages and ethnicities. They are a mixture of both qualified counsellors and trainees who are very committed to North Kent Mind, giving up their time to help those with varying degrees of mental health problems.

Our service is in huge demand and has an excellent reputation. In contrast to the IAPT service, our fee-paying counselling is open ended, meaning a person needing long-term counselling may stay with the service for several months or more, as long as it remains beneficial to them.

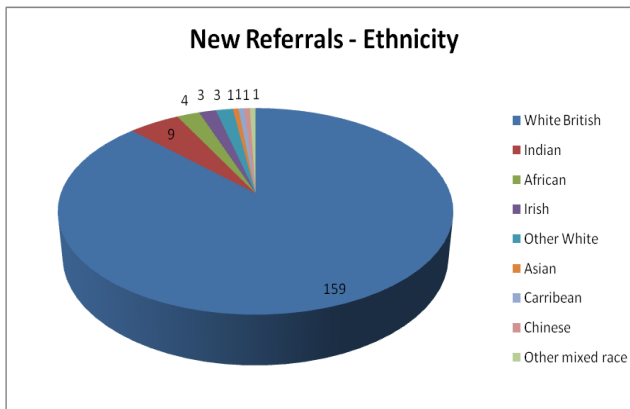
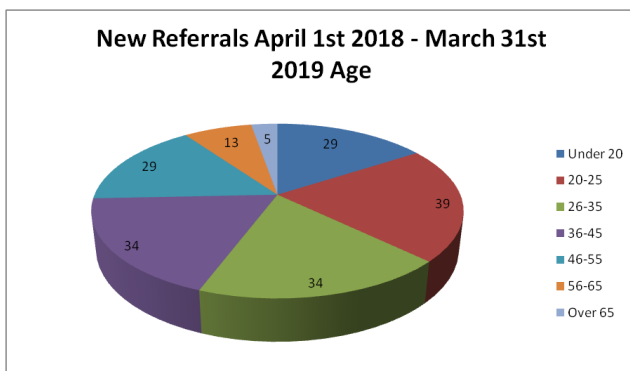


Faye Austen-Young, Fee Paying Services Manager

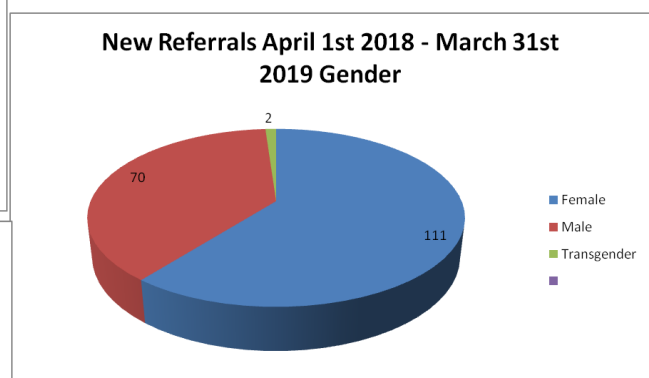
I find the Mind Low Cost Counselling Service excellent. I have recommended the service to several people. Counselling Client Feedback

The sessions with my counsellor have been encouraging, useful and affirming. The low cost therapy fee was fair and of course much more affordable than private therapy. Thank you! Counselling Client Feedback

2,923 hours engaging with clients



182 new referrals



I gained so much from my counselling. I feel really positive about the future.

Counselling Client Feedback

Anger Management

Our anger management groups are a huge success. They are run for a period of 8 weeks for 2 hours per session. The cost of which currently is £120. A prior assessment is required before joining. We have offer them in Gravesend, Dartford and Medway.

I would like to say thank you very much to Ann-Marie and Vicky for holding this group and teaching us how to manage our anger. You both have helped me immensely and really appreciate everything you both have done in order for me to be a better individual. Many thanks!.

Client Feedback, Anger Management Group



Catherine Stafford,
Fee Paying Services
Administrator

Complementary Therapy

Another popular component of our fee-paying service is the complementary therapy service in Gravesend, offering massage and reflexology from Wendy Redmond, a qualified complimentary therapist.

Group therapy

The long-term therapy group that North Kent Mind is now running is a traditional long term psychotherapy group. This is a chance for clients to look at themselves from a deeper perspective in relation to others and how they respond and their behaviour style in relationships. It is supportive, but also challenging.

There will never be more than 8 people in a group at a time, each client having differing severities of mental health issues. It is a closed group, and vacancies only arise as someone leaves. The group is held in Gravesend every Tuesday. As with our one-to-one fee-paying counselling, all clients are required to have an assessment prior to starting the service.

I gained so much from my counselling. I feel really positive about the future.

Counselling Client Feedback



Four of our Fee Paying Service Counsellors

Housing Support Services



Some of the team: Fergus McKewan, Tracey Hinton, Mandy Charles, Jacques Domingue, Ryan Aldous, Patrick Roach, with Sue Buhagiar from John Lewis.

North Kent Mind Supported Housing Services consist of five properties. Each property has self contained flats to help the tenants to live independently in the heart of the community. We provide housing management and mental health support for long term tenants and short term (two years) tenants. Our mental health support aids individuals on their pathways towards recovery from mental health problems and moving on to general housing. The support service element is part of Live Well Kent.

Before I came to supported housing I lost all confidence due a personal issue in my life. I live with anxiety and depression. North Kent Mind have encouraged me to attend wellbeing groups and preparing me for work. I feel I am getting my life back on track. A North Kent Mind tenant

Swanley Garden Project

The project aims to involve tenants in taking pride in their environment, helping tenants gain confidence, relieve anxieties, encouraging interaction with others, relieving boredom and isolation. The tenants have a garden to enjoy all year round and learn about horticulture and its benefits for wellbeing. With the help of the tenants, staff, and volunteers from John Lewis we have a fully completed and functional garden. The Garden was officially open with a garden Party on the 27th June 2019.

I moved in July this year and I have nothing but praises for the service. I have been provided with support to recover from my mental Health problems. I am accessing Mind courses and taking part of the Life skills courses. They have taught me so many things to allow me to gain confidence to move on in my life. Very positive. A North Kent Mind tenant.

Life Skills

Housing services are fortunate to have a life skills coach in the team. Offering life skills coaching as part of the support we provide is an innovative way of providing our tenants with services and coaching to increase their confidence in living independently. This applies to long-term as well to short-term tenants. It improves the quality of life and helps recovery. The issues included are; Understanding your tenancy, Budgeting, Personal Care, Social skills and Homecare. Feedback from tenants in the first three months are very positive.

The Shed Project - Our Allotment



The Allotment

After a slow start, due to 3-4 months lost due to the finding of asbestos in the ground, we finally were given an allotment we could get ready for planting. We have now got 4 raised beds at different heights, a store shed, a meeting/work shed, a small greenhouse, fruit and vegetable cages. The allotment has been double dug and fertilizer dug in. However, since the end of summer we have seen a decline in the number of people interested in continuing with the Allotment Project, and will need to review this.

Central Services

Often the unsung heroes of the whole operation, the Admin teams bear the brunt of the increased workload of North Kent Mind, and have to work effectively and often speedily to adapt to changes and inevitable disruption when things do not quite work out as planned. New systems and technological solutions have been brought in and the increased numbers of referrals especially to the IAPT service have affected all administrators. Finance, HR, First Contact Workers, Central Admin workers, Volunteer Coordination, IAPT admin for both DGS and Medway - all deserve recognition for what has been an extremely busy year.

Adult and Youth Training

North Kent Mind offers a variety of training courses regarding mental health, including training services for working with young people. We work across all sectors; voluntary, commercial and statutory. Demand continues to grow as more companies become aware of the need for mental health awareness to support and encourage staff wellbeing, and this is planned as a growth area for North Kent Mind.

We work throughout the year within 4 schools in Medway, with generous funding from the Richard Watts Charities, and are creating and maintaining good links with other schools in our area.



Rebecca Smith,
Adult and Youth
Training Officer

Treasurer's Report

Year ended 31st March 2019

The results for 2019 show a marked improvement on the previous year, particularly with the significant reduction in the amount owing to the charity. As a result of this the interest free loans taken out during 2018 have now been repaid in full, as indicated in the amount owing to creditors, which stood at £70,004 at the year end, compared with £309,372 in the previous year. In addition, bank balances held have increased from just £93,075 at 31.3.2018 to £494,875 at 31st March 2019. This has been as a result of the improved settlement terms by our significant debtors. Further controls have been introduced by management to ensure this continues.

The net income of the charity amounted to £49,149, compared with a deficit of £114,933 in the previous year. A large part of the surplus was in respect of funds received for specific purposes (Restricted funds) – but there is still a surplus of £4,621 available to be added to the general Unrestricted Reserve.

The NHS Psychological Therapies contract continues to be onerous, with a further deficit during the year. The overall improvement reflects the amount of donations received during the year, amounting to £76,134, compared with £32,664 in the previous year.

General Reserves at 31st March 2019 now stand at £720,952. The high level of Reserves is essential to the Charity as we must maintain sufficient funds to meet monthly expenses, such as salaries, as some contracts – indeed our largest contract, with NHS – restrict us from invoicing until a therapy is completed, which could be three months after work started.

Consolidated Statement of Financial Activities
For the year ended 31st March 2019

BALANCE SHEET
AS AT 31st March 2019

	2019		2019		2018		2019		2018	
	Unrestricted	Restricted	Total	Total	Total	Total	£	£	£	£
	Fund	Fund	Funds	Funds	Funds	Funds				
	£	£	£	£	£	£				
INCOME FROM										
Donations	50,385	25,749	76,134	32,664						
Investments	324	-	324	516			6,396		5,113	
Other trading activities	67,329	-	67,329	60,867			405,219		1,005,861	
Charitable activities	1,964,613	210,743	2,175,356	1,872,296			494,875		93,075	
TOTAL INCOME	2,082,651	236,492	2,319,143	1,966,343			906,490		1,104,049	
EXPENDITURE ON:										
Raising Funds	66,543	-	66,543	64,620			(70,004)		(309,372)	
Charitable activities	2,010,883	191,964	2,202,847	2,016,656						794,962
Interest payable	604	-	604	-						
TOTAL EXPENSES	2,078,030	191,964	2,269,994	2,081,276						
NET INCOME	4,621	44,528	49,149	(114,933)						(47,661)
Net Movement in Funds	4,621	44,528	49,149	(114,933)				(40,255)		747,301
Total Funds brought forward	716,331	30,970	747,301	862,234						
TOTAL FUNDS carried forward	720,952	75,498	796,450	747,301						716,331
										30,970
										747,301

Volunteering with North Kent Mind

“Working as a volunteer for North Kent Mind gave me the courage I needed to take the next step to paid work.”

Our hope is that by providing a wide range of volunteering opportunities, we are giving volunteers a chance to build their confidence; gain skills and prevent social isolation. In fact, a number of our volunteers have gone onto paid employment either outside, or within the organisation. Additionally, having both volunteers and staff with first-hand experience of mental health issues benefits our clients and service-users, as they can be supported from a place of understanding; empathy and compassion.

We recognize that having volunteers is a two way process, which benefits both the volunteers themselves and the organization. As a non-profit organisation, we recognise that most of the services we deliver are dependent on the input of volunteers. Full support structures are in place for our volunteers and we have a process to ensure that they are appropriate to work with our service users and consider the best placement for them in regard to their own abilities and needs. We strive to recruit volunteers who reflect the diversity of the local community.

I joined North Kent Mind in 2018 as a volunteer to help keep the website updated regularly with information about services, latest news and vacancies. Since then as well as keeping the site up to date I have also been helping with the design and building of a new website for North Kent Mind which will launch in the very near future.



Jonathan Long,
Volunteer.

83 enquiries about becoming a volunteer (November 2019)

79 volunteers (November 2019)

£116,158.00 financial value of the hours worked by volunteers



Angie Taylor,
Volunteer

I’ve been volunteering at NKM for 7 years. I’m mainly based at the Dartford office but once a month I travel to Gravesend to take minutes for the service user panel meeting. At Dartford I provide admin support to the Wellbeing Team and this includes taking minutes for a monthly team meeting, taking referrals for courses, keeping databases up to date, data entry, creating posters and so on. Everyone at NKM are friendly and I enjoy working here and the responsibilities and training that I’ve been given .

Thank you for volunteering

Wellbeing Services	Jessica Murray	Camilla Simpson
Ryan Aldous	Lisa Baker	Jamie Stuart
Shaughen Casterton	Frances Barnes	Diane Sullivan
Olivia Cheale	Lesley Binks	Ella Hayes
Balinder Kaur Powar	Keith Bunce	Raymond O'Brien
Astrid Haddaway	Alexander Cutler	Patricia Till
Joanna Harris	Amanda Darbon	Young People/Wellbeing
Kelly James	Sianne Goddard	Ian Young
Brian Kennedy	Joanna Harris	Board of Trustees
Maya Kochhar	Vivien Hawes	Harley Clark
Bonnie Leman	Jonathon Holmes	Andrew Upstill
Julie Meek	Bally (Balvinder) Jassal	Donald MacLeod
Angela Taylor	Jacqueline Kufuor	Diljeet Nota
Chandrantha Perera	David Lavender	Phil Matthews
Harriette Piesley	Debbie Peat	Lyndsey Stukalov-Stone
Beth Stewart	Lauren Turner	Alex Stukalov-Stone
Nicola Stone	Ben Rolls	Peer Support
Pembe Tekirdagli	Tina Rowlinson	Martyn Dyer
Sarah Tipler	Lorraine Silvester	Eduardo Martinez
Emma Yale	Philam Nguyen	Aileen Stalker
Central Services	David Stockwell	Ashley Shuttlewood
Barbara Bird	Tiffani Streete	Made in Kent
Employment Services	Rebecca Chatfield	Laura Haines
Evan Johnstone	Rebecca Buckley	Jeremy Hatt
Valentina Matharu	Lewis Kirnon	Darren Johnston
Glenn Passley	Rosie Morgan	Kay Reilly
Shed Project	Ann-Marie Wilson	Sandie Wingvist
Patrick Roach	Stephen Brett	Social Media
Fee Paying Services	Alison Oates	Jonathan Long
Gunay Osmanogullari	Angela Pixner	Deborah Williams

Fundraising



Katie and Chris

I wanted to fundraise for North Kent Mind because I have such admiration for the work they do for the community. I chose to do Tough Mudder 5k because it not only physically challenged me, but also posed as a mental challenge. The atmosphere on the day was so positive. When I got stuck on an obstacle I found that complete strangers not only physically gave me a hand, but were encouraging and cheering me on. I'm thankful to have worked with North Kent Mind to raise money because I know somebody out there can now get that helping hand they are in need of.

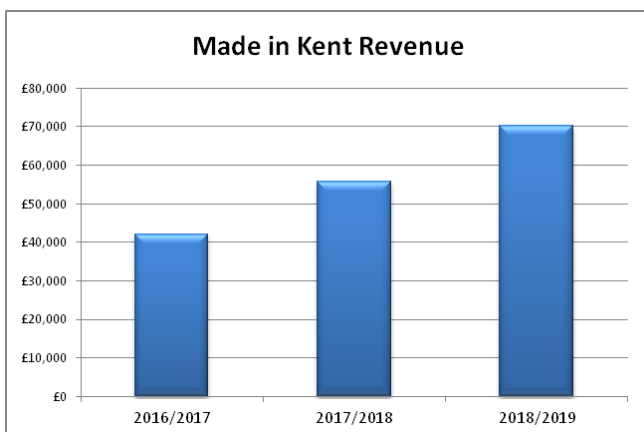
**Thank you to all our fundraisers, we have received:
£44,548.00 in 2018-2019**

Made in Kent

Made in Kent had a great 2018/2019 not only at our store on High Street Gravesend but we also attended a number of great events, promoting both Made in Kent and North Kent Mind.

We helped another 20 of our Trainees gain employment, taking our total since opening to a fantastic 43*. (*2018/19)

We continued to grow in sales and developed our range further welcome a great selection of new artists to the shop and we also launched our Made in Kent Magazine.



Darren with our Made in Kent stall at a charity Santa Dash

Peer Support Services

NKM has again championed the empowerment ethos by giving a voice, and a role, to our service users. The Service User Representative panel consults service users on how our services are to be developed and delivered. They arrange outings and events which are well attended and receive enthusiastic feedback. Reps also attend various focus groups where they speak up on behalf of their peers. Peer led services include Open Sessions at Gravesend, the Friendship Group in Dartford library which provides a space for people to socialise with others in a welcoming environment, and both Women's and Men's peer support groups. Service Users were also supported to deliver activities at Open Sessions which helped to develop their confidence and increase their self-esteem.

Highlights

Live Well Kent awarded an Innovation Fund to North Kent Mind in 18/19. This enabled one of our peer volunteer's Eduardo Martinez to make a series of films show casing services under Employment Services and Well-Being. These are available on the North Kent Mind website.



Aileen Stalker,
Service User Representative

Service User Representatives

I first became a Service User Rep in July 2014, for the Dartford Well being Session at the Methodist Church which still takes place today on a Tuesday. Unbeknown to me at the time, did I ever realise what an impact the Role would have on me. Over the past 5 years, I have been very fortunate enough to be involved with Interviews, attending Service User Rep Meetings, various meetings with Porchlight such as Building Better Opportunities, and more lately the Live Well Kent Meetings. Attending various Smile's Projects which were so much fun, and were held at various Nature Reserves and also at Jeskyns Park. The last year and a half, I have been helping out at the Monday Well being Session which is held at the Riverside Centre.

My role has developed over the years, so much so, I am now lucky enough to be the Live Well Kent Peer Service Rep. I help with organising days out for the Service Users, being a listening ear and not judge anyone by what they say, the yearly arrangements for the Christmas Meal, BBQ's, Cream Teas to name but a few. North Kent Mind celebrated 50 years, two years ago, and a group of us were able to put together a short drama production about Mental Health, using our own lived experiences, this took place at The Orchard Theatre in Dartford.

Thanks to the Team at North Kent Mind, I am in a better place now than I have ever been in my life. Looking forward to what the year ahead will bring.

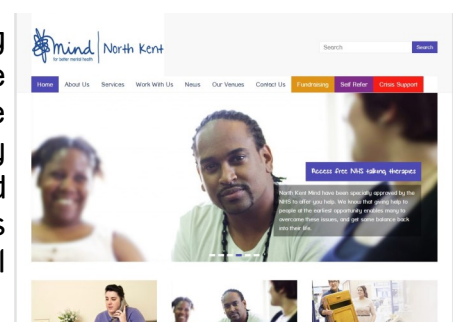
Our Team

Justin Bateman	CEO	Rebecca Smith	Youth & Adult Training Officer
Richard Giles	Deputy CEO	Practise Hope	
Central Services		Andrea Holland	Project Coordinator
Angie Lawrence	Manager	Employment Services	
Janet Taylor	Senior Admin Officer	Emma Jarnell	Manager
Ruth Coveney	Admin Officer	Lisa James	Mind Support Worker
Angie Purchase	HR Admin Officer	Ben Green	Aspirations Coordinator
Sue Minall	Finance Officer	Ronald James	Aspirations Finance Admin
Laura Maloney	Assistant Finance Officer	Sianne Goddard	Aspirations Coach
Cat Baggett	First Contact Worker	Brendan Fee	IAPT Employment Advisor
Wendy Heathcote	Volunteering Admin/PWP	Chris Keavney	Aspirations Coach
Joy Scudder	Reception/Admin	Rebecca Buckley	Aspirations Counsellor
Meg Forsdick	Reception/Admin	Deborah Williams	Mind Support Worker
Heather Law	Office Cleaner	Made in Kent	
Karl Souten	Office Cleaner	Charlotte Price	Project Coordinator
Mary Breen	Office Cleaner	Housing Support Services	
IAPT Administration		Jacques Domingue	Manager
Alex Vale	Senior Administrator	Fergus McKewan	Senior Housing Officer
Dale Cruft	Administrator	Mandy Charles	Mind Support Worker
Lisa Gardiner	Administrator	Tracey Hinton	Administrator—Finance
Troy Thornton	Administrator	Denise Heath	Administrator—Maintenance
Alda da Silva	Administrator	Christina Carter	Life Skills Coach
Sandra Walter	First Contact Worker	Ryan Aldous	Gardener
Karen Trueman	Administrator	Pat Roach	Support Worker/Handyman
Kay Flynn	Administrator	Fee Paying Services	
Wellbeing Support Services		Faye Austen-Young	Manager
Kathy Noble	Manager	Catherine Stafford	Administrator
Sue Carter	Mind Support Worker	IAPT Talking Therapies	
Julie Moss	Mind Support Worker	Jamie Gibbs	High Intensity Therapist
Paul Buggs	Data Specialist/Support Worker	Antonio Alemao	High Intensity Therapist
Luke Warren	Mind Support Worker	Jamie Scannell	High Intensity Therapist
Karen Dodd	Crisis Service Support Worker	Shirley Walker	High Intensity Therapist
Bally Jassal	Project Coordinator, The Circle	MarieClare Keenan	High Intensity Therapist

Nisha Kamdar	High Intensity Therapist	Vinita Sinha	Sessional Therapist
Cindy Lowe	High Intensity Therapist	Maria Yetman	Sessional Therapist
Bina Badiani	High Intensity Therapist	Frances Barnes	Sessional Therapist
Dalia Almoniene	High Intensity Therapist	Dave Dunn	Sessional Therapist
Germana Lampo	High Intensity Therapist	Paola Filotico	Sessional Therapist
Mark Bradley	Trainee High Intensity Therapist	Claire Hall	Sessional Therapist
Alex Kersse	Psychological Wellbeing Practitioner	Lydia Hardy	Sessional Therapist
Zaynab Acchala	Psychological Wellbeing Practitioner	Helen Kirby	Sessional Therapist
Christopher Wilson	Psychological Wellbeing Practitioner	Tina Rowlinson	Sessional Therapist
Petra Gorham	Psychological Wellbeing Practitioner	Martin Turner	Sessional Therapist
Louise Bright	Trainee PWP	Zehra Agius	Sessional Therapist
Karolina Mykietyn	Trainee PWP	Joanne Broome	Sessional Therapist
Sandra Hemans-Davis	Trainee High Intensity Therapist	Sharon Findlay	Sessional Therapist
Gina Bryant	Trainee High Intensity Therapist	Lorraine Hemphrey	Sessional Therapist
Yvonne Hodge Grant	Trainee High Intensity Therapist	Tracey Leon	Sessional Therapist
Sessional and Bank Workers		Nikolette Megyeri	Sessional Therapist
Nicole Antras	Bank Worker	Debbie Peat	Sessional Therapist
Sally Melhuish	Bank Worker	Susanna Wilson	Sessional Therapist
Amelia Oloya	Bank Worker	Susan Badham	Sessional Therapist
Brian Kennedy	Bank Worker	Marinette Keenan	Sessional Therapist
Celeste de Miranda	Bank Worker	John Spencer	Mindfulness Facilitator
Kay Cordingley	Time for Change Facilitator	Tracey Wallace	Sessional Therapist
Barbara Bird	Bank Worker	Debbie Navin	Sessional Therapist
Evan Johnstone	Bank Worker	Ronnie Pereira	Sessional Therapist
Valentina Matharu	Bank Worker	Wendy Redmond	Bank Worker
Victoria Lambert	Anger Management Facilitator	Ruth Dalton	Bank Worker

www.northkentmind.co.uk

Paul Buggs (Data Administrator) and Jonathan Long (Website Volunteer) were tasked with redesigning the North Kent Mind website early 2019. The current website needed in-depth changes structurally, images, usability and layout. The new site will be a more interactive and streamlined for easier access to information as well as mobile friendly. The redesign is well underway and will provide a better looking and more accessible website.



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