



 **Mind North Kent**
Annual Report
2020—2021



Kent
Mental Health
& Wellbeing
Awards

KentMHW Awards.org.uk

A special mention...

to our **Board of Trustees in 2020-2021**

Jane Barham
Eleanor Collins
Sarah Gow
Donald MacLeod
Lyndsey Stukalov-Stone
Alex Stukalov-Stone
Andrew Upstill
Phil Vickery
Phil Matthews
Harley Clark
Dil Nota

The board meet every 2 months for a Board of Trustee meeting and manage 2 sub-committees, Finance & Personnel and Quality Assurance. Constitutionally, the Board of Trustees are the highest authority at North Kent Mind and are elected at the AGM or co-opted by other trustees in the year before an AGM.

Content list

Chair's Report	3
Chief Executive's Report	4—5
Central Services	6—7
Our Volunteers	8
Wellbeing Services	9—12
Fundraiser Story	13
Employment Services	14—15
Service User Story	16
Housing Service	17—18
Children and Young Persons Service	19—20
Fee-Paying Service	21
IAPT Services	22—23
Fundraising	24
Our Donors	25
Treasurer's Report	26—27

Picture on the front cover of Phillip Mardell, North Kent Mind Wellbeing Services Manager, and Stephanie Johnson, Partnership Officer at North West Kent Countryside Partnership, at the Kent Mental Health and Wellbeing Awards.

Chair's Report

I want to say a special thank you to all the staff at North Kent Mind for your dedication and commitment. I would predict in some way everybody's mental health has been affected by the many current affairs happening in the world. It is this dedication and commitment from our staff which makes this charity a very special place to work and somewhere people know they can turn to in their local community. A number of staff draw their passion from their own lived experiences which has an important impact in how we shape and deliver our services. Staff have remained resilient and as such despite the challenges faced by all, the organisation has continued to grow. All departments and all staff have contributed to the organisational growth and achievements. **Thank you.**

Our reputation for performing well and exceeding targets has been building and as such we are often the go to for contracts and funders leading to organisational growth and a wider directory of services- allowing us to address needs in exciting ways. North Kent Mind delivers a holistic approach to meeting needs in creative, innovative ways, ensuring all service users are supported. Recently I have heard about our new hostel project and the determination to ensure we can support those experiencing the most debilitating mental health and social issues. Every person matters at North Kent Mind, we will not stop or leave anyone behind in our mission to ensuring our services meet the needs of all, whether living with a mental health diagnosis or not, North Kent Mind is here to support your mental health.

I wanted to draw a conclusion to my chair's message and think about the values as an organisation we abide by, along with national Mind and all other Mind associations.

We promise to be **OPEN** – to reach anyone who needs us. **TOGETHER** we will work in partnerships. We commit to being **RESPONSIVE**, we will listen and then act. North Kent Mind is **INDEPENDENT**, and we promise to speak out fearlessly. We will also be **UNSTOPPABLE** – Never giving up in ensuring mental health is central to everybody's agenda and that our services represent these values now and in the future.

Whether you deliver services or receive them or commission them. We stand together proud of all the achievements and remain excited for the future. Please take a moment to recognize your contribution.

Best Wishes

Lyndsey Stukalov-Stone, Chair North Kent Mind

Chief Executive's Report

In the weeks leading up to Christmas 2021, I - like thousands of others - fell ill with Covid. This necessitated a phone call from the track-and-trace people. She (for so it was) asked me what I did for a living. I told her I worked for a charity, and was a bit stunned with the follow-up question. "And where is the Charity Shop where you work?"

A fortnight later, engaging in conversation in the local pub, a person asked me what I do. I told him I worked for a charity. He (for so it was) responded affably "No, no: I meant what do you do for money!"

Clearly, I thought, there is a need for some public education on the subject of the clear and distinctive role of the charity sector in the life and economy of the UK!

And yet, even amongst these levels of general ignorance, the name, the role and the reputation of North Kent Mind appears to be on the increase. This is what Lyndsey, our Chair, refers to in her introduction, where we seem often to have become the natural "go to" organisation for many funders and commissioners from national Mind to the Strategic Partners of Medway and Kent County Councils, and to the smaller local authorities as well. And, coming from an era where every single piece of work had to be fought for through a competitive process, how welcome it is indeed to respond positively to these suggestions of partnership or new services. I look with some embarrassment at a key line in the strategy for the organisation written in 2019:

The overall aim of this strategy is to achieve "modest growth"

for the overall growth has not been as modest as intended. Wellbeing and Employment services have, as planned, moved to deliver significantly in the Medway Area, our Supported Housing Service, by taking on new projects in Gravesham, has experienced the first ever real growth since its inception some 40 years ago, but most significantly, our Children and Young Persons department continues to expand to fill the demand. In the last Annual Report I noted that the workforce of this department was as many as 4, covering 13 schools. Now I have to report that we have a workforce of 15, covering over 30 schools, and are engaged in pilot projects which for a limited specified

time, will see us working remotely with children outside our normal geographical area. Our Directory of Services, which in its 2019 version came to 8 pages, now is squeezed into 12, and a new staff member reported to me how proud she was to get onto the staff of “the biggest mental health charity in Kent”, which I suppose we are although no one had quite expressed it like that before.

But there are distinct dangers in being the biggest if you are not also the



best. We have deliberately and incrementally improved the infrastructure of the organisation to ensure that it runs as efficiently as possible without overloading senior managers: a fundraiser, a communications officer, a PA, a facilities coordinator, a senior CYP practitioner — all these are now much needed posts to which we have successfully recruited, and yet which a few years ago would have been only the stuff of dreams. We have brought in new systems for collecting data, new systems for payment (in fee-paying services), and new systems for running group work within our Talking Therapies Service (IAPT).

As the Treasurer’s report reveals, the lockdown year of 2019-2021 also enabled the organisation to make an unprecedented surplus as various savings were experienced, eg in renting premises: this leaves us in a financially stable position. Together, the staff, volunteers, trustees and service-users of North Kent Mind have helped to create a robust, multi-purpose mental health organisation rooted in the local community, and certainly a force for good. It is always a boost to confidence when we can clearly see how we have effected someone’s wellbeing for the better, and with that in mind, I leave you with a vote of confidence from one of our schoolchildren, who when asked for feedback from our CYP practitioner, opined:

“If I’m famous and on the Telly, I’m going to mention you.”

Justin Bateman, CEO

Central Services

The last months have been very pressured for the Central Admin Team. As we eased restrictions concerning Covid, more staff slowly started to return to working in the office, and in-person therapy sessions started up again at most venues: all this needed to be managed in a safe way. During this time, our lease at our Orchard House offices ended and the teams based there had to be relocated in the Almshouses as our attempts to lease an alternative venue fell through when it was discovered that it would be impossible to bring an efficient link to the internet into the proposed premises.

Extra pressure has been created as the organisation continues to grow, and we have sought to strengthen the team with extra permanent posts (such as a well-needed facilities coordinator), or with more temporary workers from the KickStart Scheme, bolstering both the finance and the HR functions. As an organisation employing nearly 140 people (including Sessional Workers), we now find that recruitment becomes a on-going activity, and all new starters have to be equipped (especially as hybrid office-home working will become a norm for many roles) and inducted into the organisation.

With a current figure of **1716** unique individuals using our services in a 3 month period we also experience pressure on our reception services, and are adapting our systems, introducing new databases to enable us to manage the work efficiently and paperlessly.

Photo: The Almshouses, Dartford, Headquarters of North Kent Mind and base for Central Services.



Volunteering

As a non-profit organisation, many of our services are dependent on the input of our much valued volunteers. We have a process to ensure volunteers are appropriate to work with our clients and we 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. 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. Full support systems are in place for all volunteers during their placements with us and we are in the process of introducing a volunteer satisfaction and feedback system.



“Being given the opportunity to volunteer for North Kent Mind was a pivotal moment in my life. Not only did it allow me to try and help other people who may have been affected by issues similar to those that I have had to face, but it also gave me a genuine sense of purpose. I’m grateful for many things in my life, and being a volunteer is one of them.” Dan Hart (Volunteer Wellbeing Support Worker; subsequently Fundraising Officer)

Research has revealed a mixed impact of the pandemic on volunteering in general in the UK. However, we are pleased to report our volunteering landscape is returning to pre-pandemic levels. In the financial year April 2020-2021, we received **81** voluntary enquiries of whom 23 were placed as volunteers. At the time of publication, we have received **64** enquiries this financial year (2021-22) of whom 23 have been placed. Many of our volunteers have worked flexibly with us during these difficult times and have continued to support our services either in-person, or remotely. For this, we are truly grateful.



Our Volunteers!

Fee Paying Services

Kobe Akanmu
Lesley Binks
Patrycja Chmurzynska - Rainbird
Elin Clements
Patricia Dillon-Russell
Ruth Farmer
Mia Franco
Marilyn Fuah-Durugo
Brenda Green
Sianne Goddard
Sarah Gallagher
Lara Hawkings
Nicole Hay
Ella Hayes
Liam Hudson
Kelly Johnson
Martina Kirkland
Julie Moss
Steve Nealon
Gunay Osmanogullari

Francesca Piercy

Sarah Quilter
Dani Ray
Laura Rogers
Ben Rolls
Tina Rowlinson
Kirsti Sandom
Camilla Simpson
Megan Simpson
Jamie Start
Brenda Steel
Tiffani Streete
Liz Turner
Julie White
Amanda Whitnell
Tracy Wilson

Housing Service

Michaela Barker

IAPT Service

Sophie Regelous

Website Maintenance

Jonathan Long

Wellbeing Services

Callum Bennett
Abbie Carter
Jamie Collins
Martyn Dyer
Peter Flexman
Dan Hart
Biserka Ivanova
Jana Matejova
Ibukun Ojeme
Angela Taylor
Jessica Walker
Sylwia Wyrzykowska-Betcher

Children & Young Person's Service

Alabama Jenns

Computer Group

Keith Carnie
Darren Johnston

As at February 2022.

Wellbeing Services

In the financial year 2020-2021 the Wellbeing Services adapted its services to reach service-users throughout the lockdown, and more recently have worked to get services back to in-person work in as safe a way as we can. Our portfolio of services includes both those funded via Kent County Council's strategic partner Porchlight, as well as a number of initiatives financed through other funding streams, including those supported from our own reserves.

Our open activity sessions have now been restructured as **Peer Group Sessions** with the focus of encouraging peer involvement. The **Coping with Life Courses** continued to provide 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. Interestingly, in adapting these courses for online delivery we found we could be more flexible as to time-tables, and could reach out to significant numbers of people.

“I’ve benefitted a lot from them, it has given me the motivation to move into another career, which I start next Monday”

Our **Mindfulness Course** again proved popular, and even live meditations seemed to work when delivered remotely. Feedback and response from clients has been very positive as you can see below:

“I have learnt to recognise my emotions, and at the same time learnt the skills/techniques to manage my mental health and emotions”

Mindfulness Attendances
2020-2021



Coping With Life Group Attendances
2020-2021



Peer Group Attendances
2020-2021



A key development in our Wellbeing Services occurred in April 2021 when, in accordance with a long-held strategic goal, we successfully expanded these services, which in one shape or form we have run in the Dartford, Gravesham and Swanley area for many years, into the Medway area in partnership with Porchlight & Shaw Trust. The funding now allows us to run Social Skills Open sessions, recovery-based activity sessions, Coping with Life courses, Mindfulness courses and Digital Inclusion support.

Our **Time For Change** group, providing intensive, weekly therapy funded by North Kent Mind, was adapted to be a remote group during lock-down, and has now returned to an in-person format, working out of the building that was once the Dartford Magistrates Court.

The **Men's Group** was initially stopped as a result of the lockdown, then was reformulated via zoom, and we are now running it in-person in close association with Dartford FC. As one attendee expressed it:

“I think it was a lovely non-judgemental atmosphere. I can't wait to get out and meet more new people”



Ecology Island, a nature-based group which we run with North West Kent Countryside Partnership, continued to meet as an outdoors group throughout the lockdown, and was awarded the best Eco Project at the Kent Mental Health and Wellbeing awards.

Photo: Winners at the Kent Mental Health & Wellbeing Awards 2021.

Friendship Group

Since the first lockdown, Friendship Group (Saturdays) moved from Dartford Library and has continued online. Service Users say that it is great to have a group at the weekend, especially for those who work,

“This group is great for helping me to unwind after a busy week when I could easily feel overwhelmed. It was great that we focused on positive things today when there’s so much uncertainty in these challenging times”

Support Line

During lockdown we were successful in securing funding to run a dedicated Support Line. This was to give people a helpful and empathetic point of contact/listening ear during these difficult times, especially for people who would have had little or no contact with others. The positive impact was obvious from the beginning. During the period we had a total of **4378** contacts!

The Support Line/Listening Ear has been absolutely invaluable and both clients and staff have said that it would be helpful to have something permanent in place.

“You have helped me so much that I now feel that I have won a holiday to Australia”

Co-production Panel

North Kent Mind successfully runs a monthly Co-production panel whereby we consult with people with lived experience to inform the development and decisions regarding all of our services. We value the feedback from people who attend or have attended our services.

This year has seen the formulation of our Co-Production Team, where relevant staff, managers, Service User Reps and a couple of newer Service Users have met and liaised to further inform our services and work to implement change and reduce stigma.

At our last meeting of the year, we shared ideas regarding, more effective ways of getting ‘quality of service and new ideas’ feedback from everyone and in the new year we will work on devising a straightforward suggestion form and ways that Co-Production members can support peers to ‘have a voice’ and be heard. We have been keen to identify the strengths of each individual member and have begun to consider how to best utilise them in deciding for example, who will take the minutes for meetings, who is passionate about fundraising etc.

One Team member has completed a Peer Support Course this year and others will be attending this next year. The Co-Production Team came up with the idea of making up Wellbeing Boxes for service users attending the mince pie and cuppa drop-in session at The Almshouses and The Dragon Hub and worked with Dartford Group attendees to assemble them and filled them with donations from the local community.



Crisis Peer Alternative Service

The Crisis Peer Alternative service will provide people who have experienced a mental health crisis with appropriate post-crisis that will enable them to access longer term community help so that a further crisis is less likely. It will also work with those who have been unable to access more specialist mental health support or are waiting for services but may be at risk of crisis during that time without some level of emotional support.

The service will primarily run between 10.00 am and 6.00 pm, Monday to Friday in Dartford, Gravesham & Swanley (DGS), and Medway. There will also be a phone service on Saturday.

This project will see the need for 4 support workers and 1 project co-ordinator, and will run for 18 months. Obviously we are hoping that the success of this new initiative will ensure its funding into the future.

Adam and Ash's Fundraising story...

Adam and Ashley from Strood, decided to raise funds for North Kent Mind after Ashley experienced his own mental health problems. The pair were really keen to break stigma, particularly in relation to males discussing their mental health.

Ashley was sent to counselling, and after the help he received he wanted to spread the message that there is nothing wrong with being down, crying, and talking about these feelings. This was especially important during coronavirus where many felt isolated and alone.



Throughout 2021, the two participated in a series of different activities throughout the year including a charity football match, sponsored walk, speed quizzes and an auction. Their fantastic efforts were also recognized with a double win at the Kent Mental Health and Wellbeing Awards in October. Ashley and Adam have agreed to get matching Mind tattoos to commemorate their achievement!

Thank you so much Adam and Ashley!

Employment Support Services

Employment Services comprise a number of different elements. Working through the pandemic, employment services adapted working practices, creating webinars and Zoom interactive sessions allowing clients to still participate.



Photo: Sue creating handouts for her **Preparing for Work** webinar behind Perspex anti-covid screen — June 2020

Computer Group

The Computer Group was initially delivered at the Dartford Adult Education Centre, however, it was successfully adapted to online platforms due to the lockdown. The group supports individuals improve their skills, and confidence in using digital technology. Many clients have moved into work by updating their IT knowledge.

IAPT Employment Advisor

The IAPT (Improving Access to Psychological Therapies) service in Medway is also supported by an Employment Advisor who works with clients receiving therapy. This DWP funded pilot project is proving to be very helpful for clients.

“I found it a very valuable service and would recommend to anyone going through what i was going through. Thank you seems such a small word to say for such a difference to my life.”

Springboard-Employment Services DGS

People 17 years plus who have experienced or recovering from Mental Health living in Dartford, Swanley or Gravesend only.

Support with finding employment, volunteering, vocational courses, self-esteem and confidence, work placements, CV writing, Mock Interviews, Supported Job search and Preparing For Work courses.

“I honestly wouldn’t have been in the position I am now if it wasn’t for you. I cannot thank you enough for all the hard work you have put in to give me the confidence I needed to be at my achieved goal of a new job, working full time in an office”

Aspirations

For our Aspirations Service we work in partnership with Porchlight, Sussex Community Development Association, and Runway Training.

The Aspirations Coaches provided support calls to over 70 participants during the first year of lockdown, providing support with a range of challenges from agoraphobia to relationship difficulties, to employment challenges.

17 people moved into employment education or training during the pandemic, and **34** people reported themselves as feeling more optimistic about the future and **28** people reported themselves as feeling more useful and **29** people reported themselves as feeling closer to others as a consequence of this work.



“Danielle from Aspirations helped me a lot during a difficult time in my life. She gave me support and helped with solutions to any problems that I had...I have nothing but gratitude and thanks to Danielle and Aspirations.”

Steve's story...

Steve has been attending North Kent Mind's Wellbeing groups and has seen a huge positive impact on his mental health wellbeing. We asked him some questions, to get his feedback on the sessions...

What was your response to starting Wellbeing Groups at North Kent Mind?

A gradual improvement as I got to know everyone and the growing confidence in meeting new people with similar mental problems and backgrounds, until I actually look forward to each meeting and even host the semi regular quiz. It has and continues to be a great help with my mental wellbeing.

Do you think attending the groups has had a positive impact on your life and mental health wellbeing?

It has had a huge and beneficial impact on me, to the point that I look forward to it each week. I have applied mindfulness to my every day life, such as relaxation techniques involving self care, slowing life down, taking things at a time, having Me Time, watching mindfulness videos on you tube, such as the sea rolling in on an island, or to help me go to sleep by listening to rainfall on my mobile. I have learnt so much from these sessions from my hosts such as deep breathing exercises to helpful ideas from my friends on zoom. It has also helped me meet new friends and their experiences.

The whole ongoing experience with Mind on zoom sessions going forward has been extremely beneficial to my everyday life and mental wellbeing.

Have you got a message for anyone thinking of using any of the services here at North Kent Mind?

Yes, I would definitely recommend someone to join a Mind zoom group, it would be a huge benefit to you mentally and would help you understand your mental problems and how to address them, as well as meeting other friendly people who would welcome you.

Thank you Steve for sharing your story!



Supported Housing Service

Supported Housing Services continued to meet the annual targets set for it by commissioners and housing associations. We successfully resumed in person face to face engagement with tenants, group activities and office work back in Spring 2021, following all necessary precautions. Our service portfolio has expanded and diversified.



Let's Stay in Touch & Get Digital Projects:

Actually conceived of before the pandemic, these projects secured funding to cover the cost of devices and internet connection for our tenants. Enabling our tenants, such as Graham pictured left, to link with the outside world during the periods of lockdown has had an inestimable effect on people who would otherwise be severely isolated.

Live Skills Sessions

These were run weekly within each property, helping tenants become more independent and improve independent living skills. Life skills covered topics such as coping mechanisms, debt management, budgeting, training and employment, and using technology in a safe way; sessions are also a good time for tenants to socialise. Nearly 80% of tenants attended a Life skills session.

“North Kent Mind provides a very good service regarding housing. I have benefited from living in a housing project. My morale confidence and self-esteem has improved a great deal. Well done North Mind”

Feedback Forms & Service User's Participation:

We obtained feedback last year via 2 different forms, from Life Skills Activities and our Supported Housing Services. The results were analyzed and presented to the Board of Trustees.

The Supported Housing Services Feedback Form was divided into 3 Categories; General Service, Person Centered Support and Managing Agent. Our service users rated the "General Service Category" as 'very good', and rated the other two variables as 'good'. 63% of tenants took part.

The Life Skills feedback form had was also divided into 3 Categories; Participation & Involvement, Course Management and Support. The "Involvement" variable was rated as fair, the other 3 as good. 59% of tenants took part in this feedback.

Rough Sleepers Initiative

We were invited to be part of the above in July 2021. This consists of a partnership between Gravesham Borough Council, Serveco, Change Grow Live, North Kent Mind and Sanctuary. Together, we aim to reduce the volume of rough sleepers in the borough by providing assistance with their support needs to break the cycle of homelessness. Our Mental Health Practitioner provides mental health outreach support.

Hostel Support (Rough Sleepers)

From March 2022, North Kent Mind will provide the day support service of residents in this supported accommodation for rough sleepers in the area of Gravesend. The accommodation provides safe beds for up to 10 people on short hold tenancies and 4 emergency accommodation beds. NKM staff provide the day support service on site for clients with complex needs Monday to Sunday, 365 days a year. This project is a multiagency initiative; we work in partnership with Serveco and Gravesham Council.



Children and Young Persons Service

The Children and Young Persons (CYP) Services has gone through a fast-paced period of growth over the previous year, being successful in securing a variety of projects designed to improve mental health and wellbeing of those aged 4-18.

Despite facing many uncertainties and often quick changes, as the schools we were working in changed guidelines during lockdown, the team worked incredibly hard, successfully achieving targets.

Schools Services

With continued support from Richard Watts Charity and Medway Virtual Schools we have been able to increase our school capacity. We work in both primary and secondary schools offering both individual and group services. Positive wellbeing, psychoeducation around stress, diet and exercise, understanding anxiety and positive coping are common themes.

Reconnect

Following successful funding via KCC, we have been able to expand into delivering sessions during school holidays for those children and young people who do not attend a school we are in during term-times. We have enjoyed fun, vibrant and busy creative sessions focussed on increasing understanding of common mental health issues (stress, anxiety, low mood/depression) and forming positive coping mechanisms. For children aged 4-10 we used activities such as worry monsters, an example of which is on the right.





“I really like the sessions, they help me tackle my anxiety and I have been feeling less worried and have used the things we have talked about, it’s been a really good time” - A primary school student

Example of a ‘Emotional Octopus’

Social Media Resilience

A joint funding venture with the Co-Op and National Mind saw us working with a group of young people (16-18) on a project around building social media resilience. We worked collaboratively with students to produce a workshop that could be delivered to younger years to mitigate against this.

The students looked at key issues such as anxiety, fake news, the concept of a ‘snowflake generation’ and racism and turned this into an interactive but educational workshop for both in-person and virtual on-demand delivery via the North Kent Mind website.

Pilot Scheme, Kent County Council

North Kent Mind was chosen by Kent County Council to be the champion for a pilot project across Kent for looked after children and young people. Starting early in 2022, we are developing a tailored programme of individual support for children and young people in care, modelled on our already successful service in schools.

New Children and Young Persons Service projects

We have recently been awarded a two year project, in partnership with the Anna Freud Centre and National Mind, called The Schools and Colleges Emotional Support Service (SCESS). As one of only two local Minds in the country selected to run the project at short notice, the SCESS project will see us working virtually, on a national scale, with young people who experience anxiety or low mood.

Fee-Paying Services

The fee paying service was hugely affected by the lockdown, with both clients and some counsellors initially finding it difficult to work remotely, but as time has gone on, services have picked up, even when delivered remotely.

“Thank you so much for the services of North Kent Mind it has helped me deal with years of suppressed feelings. My counsellor has played a key role in helping me confront & deal with all these issues”

Our fee paying service continues to be made up of a team of 40 counsellors, male and female, from all different ages and ethnicities. They are a mixture of both qualified counsellors as volunteers or trainees on a placement who are very committed to North Kent Mind, providing one to one support to a wide range of clients with various different needs and varying degrees of mental health problems across Dartford, Gravesend and the Medway area.

Our group therapy based in Gravesend on Tuesday has been progressing well during these difficult and unprecedented times. There will never be more than 8 people in the group at a time, each client having different severities of mental health issues, and vacancies only arise as someone leaves.

In 2019-2020 the fee paying service was running at a loss but a new pricing structure has been rolled out to all clients from July 2021 and with the introduction of a new direct debit payment system introduced from January 2022 the service now runs much more efficiently.

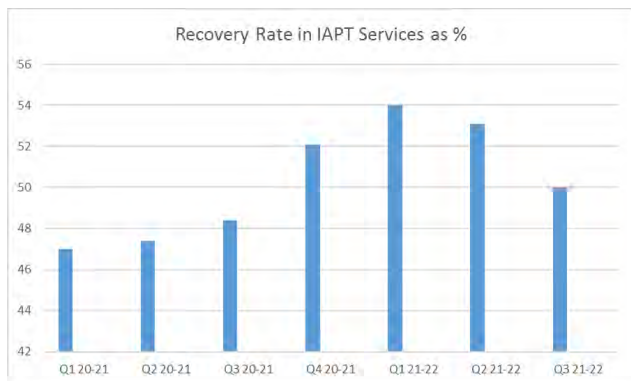
We have now finished the restructuring of the management of this service, which is now headed by a non-clinical manager, Hannah Maskell, and in which the clinical group supervision is outsourced to qualified local supervisors.

We are also pleased to have re-introduced the in-person Anger Management Course as from January 2022, as it was not possible to run this group remotely.

Talking Therapies (IAPT)

North Kent Mind has been running Improving Access to Psychological Therapies, as part of a national NHS programme, for the last 10 years. This involves us in delivering individual and group therapy to NHS specifications. Originally, within Kent and Medway, there were a something in the order of 16 different organisations that were approved to deliver these services, but over the years these have diminished to just 8, as the complexities of running the service or the financial rewards for doing so have not mapped out for some organisations. What is good to report is that now the current providers of the service have entered into a much more collaborative relationship with each other, and meet regularly to exchange views and learning. The NHS Commissioners too have looked warmly on this collaborative, and have for instance financed North Kent Mind to manage an Outreach Worker for ourselves and other providers in the Dartford, Gravesham and Swanley area. We are hoping that this collaborative will be a force to guide the NHS when they put the Kent and Medway Service up for reprourement in the next year.

Our service has been through an unusual period since the beginning of the lockdown in March 2020. At first, referrals dropped dramatically: statistics that were mirrored throughout the country. Then gradually, as the client group started to have faith in the value of therapy delivered by phone or by Zoom, numbers started climbing again. Our recovery rates, which in previous years have tended to be a bit below the national standard of **50%**, did not seem affected by this remote way of delivering therapy, but continued to grow, and for us, reach levels that we haven't seen before.



While this is all good news, and speaks to the skills and dedication of those who work within this service, there is also another statistic worth reporting. IAPT services measure the percentage of clients, who, having had one session with a therapist, attend a second session, rather than dropping out. Nationally the target is set at **70%**, and some local providers achieve as low as **60%**. Our figures show that much higher percentages of people - between **85** and **95%** - come back for further sessions: clear proof that our therapists and admin workers successfully engage with the clients.



There are dangers however in running a popular and successful service: there will be times when Demand outstrips our Capacity. From January to March 2021 we were obliged to run a Waiting List

Management system, in that we only took a quota of referrals to our service, and signposted the others to other providers. Whilst this did effectively allow us to vastly improve waiting times, the same thing has occurred a year later, and this time we are looking to increase group work within the service, and promoting our guided SilverCloud digital self-help modules, as a way of increasing our ability to deal with the volume of clients in need.

Running an IAPT service can be a complex task, as changes in the NHS have to be responded to at short notice, and we note too that the complexity of clients coming forward for this service has increased significantly.

Key developments that have helped us in this task are:

- ◆ The appointment of an IAPT manager after 18 months of the position being vacant.
- ◆ A group of therapists that are eager to take on new experiences such as further training or running groups
- ◆ The amalgamation of admin and therapists into one team with one database, rather than focussing on either the Medway or Dartford, Gravesham, Swanley areas.

Fundraising

We've had an exciting year in fundraising and are very grateful for everyone that has got in touch to raise funds for us. These efforts and contributions will help to ensure that even more people are being given the support they need with our various services.

Adam Palmer and Ashley Stone, embarked on a 12 month fundraiser for North Kent Mind. With an initial target of **£3,000**, the pair greatly surpassed expectations and have raised almost **£9,000!** See page 13 for their story. We would also like to give thanks to Ian Leicester whose Scout group raised **£1,000** which is being put towards our Children and Young People's service.

We had the pleasure of attending several community events including Asda in Chatham to run a stall on World Mental Health Day and Asda in Gillingham for Time to Talk day.



Photo: Maria, Communications Officer, and Kimberley, previous Fundraising Officer at stall at Asda.

Two local individuals got in contact with us after one of their family members had taken their own life. The family and friends went to great efforts to raise over **£11,000** for North Kent Mind. They are both determined to open up the discussion around mental health and want to help as many families as possible. We have spent time with the family, to thank them for the incredible donation support where we can during this time.

Lastly, we were invited to the opening of Dartford's new B&M store and were awarded a **£250** gift voucher as their chosen charity. Primark have opted to pick North Kent Mind as their chosen charity of the year again for 2022. Picture can be seen on the right.



Our Donors

In the year 2020—2021, we received donations from some amazing businesses and groups. You can see some of these listed below:

Co Op
Oddfellows Dartford
Amazon Smile
Wig and Gown Dartford
TKMaxx and Homesense
Chatham Grammar
Martin Tolhurst Solicitors
Farningham Guitar Club
Dartford Grammar for Girls School
Give a Car

This is only to name a few of our donors, as we received many from individuals, who we are unable to name due to data privacy regulations.

We are extremely grateful for the support we receive from all donors and thank you all for your contributions to North Kent Mind.

We'd like to give special mention to Phil Matthews



Phil first applied to be a volunteer on 1 November 1989. He ran men's groups in his early days. He ran the Marathon in 1996 in aid of North Kent Mind and was a volunteer at Gravesend Drop-In.

He served as Chair of the Trustees at least twice and has been invaluable in helping the organisation with building works and looking at building we may have wanted to rent.

After years of service to North Kent Mind, Phil decided to retire from the Board.

Many thanks for his input: He will be much missed.

Treasurer's Report

The financial year 2020—2021 was dominated by the Coronavirus pandemic which provided different challenges for the charity. Following the previous difficult years, with a deficit for the year to March 2020, and cash flow problems for the last few years, it was a welcome change to find the Charity moving back into surplus and funds providing a comfortable cushion to meet our obligations.

Income

2021	2020	2019
2,451,501	2,003,578	2,257,600

The 2021 income shown above was enhanced by grants to meet the issues arising from Covid - £80,000 for Supporting Emotional Wellbeing During Covid and £24,744 for the Government Job Retention Scheme Grant. A further £15,652 was received from private donations. Overall grants and donations increased from £41,567 in 2019-20 to £143,839 in 2020-21.

Income from our charitable activities also increased significantly, from £1,961,521 in 2019-20 to £2,307,534 in 2020-21. All departments reflected this except fee paying services, which initially struggled with remote working. NHS Talking Therapies showed a £144,508 surplus, against a £163,815 deficit in the previous year.

Expenditure

2021	2020	2019
2,065,464	2,172,310	2,208,451

Overall there was a saving of expenses, particularly in connexion with staff costs, including staff travel, and premises costs. These savings can be identified with restrictions imposed by Covid -19 and remote working, and we would anticipate the savings to be temporary, once working practices return to normal.

Surplus/(Deficit)

2021	2020	2019
386,037	(168,732)	49,149

Overall the surplus of £386,037 more than covers the deficit suffered in the previous year, setting the Charity up in a healthy position to meet the demands of the future.

Balance Sheet

	2021	2020	2019
Debtors	469,232	544,062	523,894
Bank	695,246	216,553	481,717
Creditors	(150,724)	(112,730)	(105,115)
Funds	1,103,755	627,718	796,450

Funds held by the Charity have increased to £1,103,755, of which £85,021 are held in Restricted Funds to be used for a specific purpose. The fund improvement is reflected in the increased bank and cash balances, which have increased from £216,553 at the beginning of the year to £695,246 at 31st March 2021. The increased funds are partly attributable to the surplus of the year, but it should also be noted that amounts owing to the Charity have decreased, despite the increased activity, from £523,894 to £469,232 at 31st March 2021, which is an inflow of £54,662. Conversely, it should be noted that creditors – amounts owing by the charity- at 31st March 2021 had increased by £44,394. Although amounts due to suppliers had actually decreased, there was an increase in staff Holiday pay outstanding, and also some grants were received in advance.

Statement of Financial Activities
For the year ended 31st March 2021

BALANCE SHEET
AS AT 31st March 2021

	2021	2021	2021	2020	2021	2020	2020
	Unrestricted	Restricted	Total	Total	£	£	£
	Fund	Fund	Funds	Funds			
	£	£	£	£			
INCOME FROM:							
Donations	63,839	80,000	143,839	41,567			
Investments	128	-	128	490			
Charitable activities	2,056,811	250,723	2,307,534	1,961,521	469,232	523,894	
TOTAL INCOME	2,120,778	330,723	2,451,501	2,003,578	695,246	216,553	
					1,164,478	740,447	
EXPENDITURE ON:							
Charitable activities	1,766,131	298,439	2,064,570	2,171,842			
Interest payable	894	-	894	468			
TOTAL EXPENSES	1,767,025	298,439	2,065,464	2,172,310	-125,587	-81,193	
					1,038,891	659,254	
NET (DEFICIT)/INCOME	353,753	32,284	386,037	- 168,732			
Transfer between funds	1,274	-1,274	-	-			
Net movement in funds	355,027	31,010	386,037	- 168,732			
Total Funds brought forward	573,707	54,011	627,718	796,450			
TOTAL FUNDS carried forward	928,734	85,021	1,013,755	627,718	-25,137	-31,537	
					1,013,755	627,718	
CHARITY FUNDS							
Unrestricted Funds					928,734	573,707	
Restricted Funds					85,021	54,011	
TOTAL CHARITY FUNDS					1,013,755	627,718	



North Kent Mind

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<https://northkentmind.co.uk>

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