



Southend and
Chelmsford

Annual Report 2014/15

Review of Service User Involvement

South East and Central Essex Mind believe that services should use the views and experiences of its' service users when designing and developing services. Our aim through this is to encourage our service users to play an active part in all service development .

Each service being delivered by us has a Focus Group. The Group decides how regularly they meet to discuss:

- Making suggestions for the strategic direction for South East and Central Essex Mind
- Identifying Gaps in service provision
- How to improve access to our services
- Evaluating the services they have experienced
- How services could be promoted to other potential beneficiaries

All service users are encouraged and incentivised to attend South East and Central Essex Mind consultation events and conferences .

Focus group contributors are encouraged to become members of the organisation, attend the Annual General Meeting and if they are comfortable, be supported to stand for election as board members .

Each focus Group or user Forum is supported by a member of staff who will arrange speakers, take minutes and ensure issues the group sees as important are raised with the Chief Officer. Members are mentored and supported to contribute to the group outcomes .

The minutes of every service user group or forum are sent via the Chief Officer to the Board. The Board discusses any service issues raised and any decisions taken are fed back to the group or forum ensuring participants are kept informed of

outcomes .

If not part of a Focus Group or Forum, every service user is asked for feedback using an evaluation form to rate the service they have received. Every evaluation form is reviewed by the operations manager and discussed with service teams and fed into the appropriate strategic committee and Board. Feedback is always given to those completing evaluation forms .

As part of our recruitment procedures we invite service users to play an appropriate part in our recruitment process. We always provide support and guidance to ensure service users benefit from this experience .

This service user involvement is key to South East and Central Essex Mind continuing to deliver services that meet the needs of our clients in a cost effective, efficient way .

This practice and policy is reviewed at least annually as part of our commitment to service user involvement and is published in our Annual Report.

Reviewed and updated October 2015



Chairman

Peter Payne

I would like to commence this report by placing on record my thanks and those of the rest of the Board to Kay Ward who retired as Chairman this year after many years of service. Her valuable contribution will not be forgotten and she will be greatly missed.

This has been a challenging year for South East and Central Essex Mind and I would like to thank the staff who have responded most ably to the issues that have faced us with dedication and initiative. Our services are only as good as those that provide them and I think we can be justifiably proud of our achievements to date.

Our Jubilee Centre is now completed and we can look forward to bringing to fruition the goals we set ourselves at the start of that project.

We, of course, do not operate in a vacuum and it is true to say that Third Sector Organisations as a whole have been under great pressure and we have

seen a number merge or indeed fail altogether.

Public service finance is increasingly no longer readily available to develop and enhance mental health services and many of the grant giving bodies are limited in the help they are able to provide. This provides the challenge for the year ahead and I believe that we have the confidence to meet the inevitable problems that the provision of appropriate funding will provide.

We will and must continue to work in partnership with colleagues in both the statutory and voluntary sectors to ensure the best possible outcomes for the people we serve

Finally I would like to thank Board members for their unfailing contribution and support and at the same time welcome Barry Cosker as our newest member of the Board.

Chief Officer

In this Annual Report, you will find reports and information from all of our services, a celebration of the achievements and hard work of our staff and volunteers during the year. You will read about the work of our Supported Accommodation Service and how this service has developed during the year. We continue to work with individuals living with mental illness including those with long and enduring mental illness.

Our Counselling Services continue to expand and grow. Our Youth Counselling service is providing support in more schools.

This year we saw the opening of the final phase of the Jubilee Centre and an increase in the numbers of people using the facility, particularly the Initial Enquiry Service.

In June 2014 we held our fifth Mental Health Conference, **Criminal Justice and Mental Health**, highlighting the need to raise awareness around Criminal Justice and Mental Health which had been identified through the numbers of clients accessing both our Post-Traumatic Stress Disorder Counselling service and our Initial Enquiry Service who had mental illness and had also been through the Criminal Justice System.

We all look forward to 2015/16 and the challenges this will bring, but we are confident that in working in partnership with voluntary and statutory service providers, we will be able to continue to meet the ongoing needs for mental health services.

Counselling Services

All Counselling services delivered by South East and Central Essex Mind work to the ethical guideline of the British Association of Counselling and Psychotherapy (BACP) and we have Organisational membership to the BACP.

All counsellors working on our counselling services are BACP members and either accredited by or working towards accreditation with the BACP.

All Counselling services use a Multidisciplinary approach when deciding;

- Whether a referral is appropriate
- What school of counselling would best suit that client's needs
- Discharge Planning
- What other services the client may need for their care plan

FEE Based Counselling

Over the course of 2014-2015 we have developed a Fee-Based specialist counselling service covering:

Anxiety and Depression
Bereavement
Trauma
Abuse
Confidence and Self-esteem
Work-related Stress
Transgender Issues
Self-harm
Phobias
Relationship Problems
Obsessional Compulsive Disorder (OCD)

We were also able to offer counselling to people

whose first language is Urdu or Punjabi.

Counsellors based in our Chelmsford Office delivered Cognitive Behavioural Therapy (CBT), Person Centred Therapy, Integrative Counselling and Art Therapy to:

18 clients for Depression/Anxiety
12 clients with OCD
9 clients with Post Natal Depression
7 Young people with early onset Eating Disorder

Youth Counselling

Our youth counselling service is for students aged 11-18 who may be experiencing symptoms of Post-Traumatic Stress Disorder or Adjustment Disorder moving to the UK from chaotic or war torn countries.

The Project has been funded for the past three years by Children in Need.

Over the life of the project our counsellor has seen:

- 82 students aged 11-15 years 1:1 counselling
- 22 students aged 16-18 years 1:1 counselling

and set up Friendship Groups at Cecil Jones Upper and Lower School

During the period we were awarded further funding from Comic Relief to continue this valued work in schools in South East Essex .

Post-Traumatic Stress Disorder (PTSD) Counselling

The aim of the counselling is to keep individuals in employment, reduce absenteeism and sickness rates and improving access to volunteering or education .

Individuals being counselled have often had to travel long distances to receive therapy but despite this, dropout rates have been very low.

Our PTSD Counselling service is funded through the Big Lottery to provide specialist counselling for up to 24 weeks for individuals experiencing the symptoms of PTSD. The counselling is delivered in accordance with NICE Guidelines for Post-Traumatic Stress Disorder Therapy.

All counsellors are British Association of Counselling and Psychotherapy (BACP) trained and have had additional specialist training in; Post Traumatic Stress Disorder, simple and complex trauma, Reliving and Dissociative Identity Disorder.

During the three year period of Big Lottery funding the service delivered counselling to:

- 357 clients who reported improved self-esteem and confidence with reduced symptoms of depression and trauma.
- 66% of clients used coping strategies learned through the counselling to return to paid employment or return to work following a long term period of sickness due to their symptoms.
- The remainder of our clients either retired or took up voluntary work in the community.
- All clients learned to use what they learned to cope and integrate with their community following this counselling .

The service was so successful, a waiting list developed. To alleviate this, people on the list were offered psychoeducational training to help them cope with trauma symptoms while they waited for 1:1 counselling becoming available.

The success of the counselling led to us receiving additional funding from the Big Lottery to continue the PTSD counselling for a further two years.

To improve access for clients in central Essex and beyond the PTSD counselling was also delivered from our offices in Chelmsford where counsellors delivered services for:

32 clients with PTSD and
12 clients with PTSD and Adjustment
Disorder



Eating Disorders Counselling

Our Eating Disorders Counselling service was funded by Mid Essex Clinical Commissioning Group (CCG) and was free for those living in the Mid Essex CCG locality.

The counsellors in this service have specialist training in:

- Bulimia Nervosa
- Anorexia Nervosa
- Eating Disorders with No Specific Cause
- Binge Eating
- Night Eating Disorders

During the year we have seen:

- 33 Clients for 1:1 counselling
- 22 clients through our 6 week programme on a service user Eating Disorder course



REASON

Racial Equality Accessing Support Opportunities Now

REASON (Racial Equality Accessing Support Opportunities Now) is a Community Development Worker project commissioned by Basildon and Brentwood, Castle Point and Rochford, Southend and Thurrock Clinical Commissioning Groups. It's aim is to improve access to Mental Health and Learning Disability services for individuals from Black, Asian and Minority Ethnic (BAME) communities.

REASON Team also work with service providers to improve engagement of individuals from BAME backgrounds through advising on best practice in cultural competence.

In addition to this, in December 2014 the REASON Project was commissioned to carry out a short term piece of work raising awareness of Dementia and the referral process to Dementia services with BAME Communities.

REASON is a predominantly a signposting service ensuring individuals are able to access services appropriate to their needs.

During the year the REASON Team:

- received 640 referrals
- signposted 267 to appropriate services
- 1:1 support 373 individuals

REASON also supported:

- 30 individuals into full time paid employment
- 22 individuals into part time employment
- 83 individuals into voluntary work



Supported Housing

Our Supported Accommodation service provides housing for persons aged between 18 and 65 years with long and enduring mental health issues.

We work with tenants offering low support on a 2 year **Pathway of Care** programme. Long Term goals are set with the tenants towards eventually being able to sustain their own tenancy and live independently in the community. The Mental Health Outcomes Recovery Star is used for each tenant to set small, reachable goals towards the bigger goals set out in their Pathway of Care Support Plan.

Nelsons Gate Project

We have 12 places available for clients in Nelsons gate our gated community. Tenants with more complex needs are offered support to engage with services and to manage and take responsibility for their own mental wellbeing by maintaining engagement with support staff and services like STARS. There is someone on site 24 hours per day.

Tenants are free to come and go as they please during 6.00am and 11.30pm and are always encouraged to engage in the local community .

Tenants meetings are well attended and suggestions from tenants have led to the formation of:

- Breakfast Club
- Spud Club
- Picnics at Southchurch Park with games

Referrals for all our Supported Accommodation places come via:

- Southend Supported Accommodation Access Panel
- Community Mental Health Teams

Each client referred to our supported accommodation service is interviewed by the Project Manager to assess suitability and ongoing assessment is carried out during bi-weekly meetings between the Operations Manager and Housing Staff to evaluate the services being delivered for each client and the suitability. Clients may be referred to other partner agencies if there is a need .

Mental Health Training

South East and Central Essex Mind offers one day workshops to individuals, schools and external agencies on a chargeable basis in:

- Basic Mental Health (MH1)
- Intermediate Mental Health (MH2)
- Professional Boundaries
- Dynamic Risk Assessment
- Young Persons Mental Health

As part of the new staff induction programme all members of staff are required to undertake this training .

In the year the following workshops were delivered:

- MH1 – 6
- MH2 – 3
- Professional Boundaries – 6
- Dynamic Risk Assessment – 6
- Young Persons Mental Health – 4

All sessions are interactive and are designed to meet the needs of attendees.

PACE (Police and Criminal Evidence)

Southend Borough Council fund us to be part of the PACE Rota. This means we support the Police by acting as Appropriate Adult when a vulnerable person over the age of 18 years is arrested.

We have 7 PACE trained staff and over the course of the 3 months we were on the rota we attended 22 PACE interviews.

Peer Support

The Peer Support Volunteer Service was funded by Southend Borough Council to work with individuals a mental health issue supporting them on a 1:1 basis with a peer supporter who has lived with experience of a mental health problem in the past .

Peer Support Volunteers act as a '**Positive Role Model**' and support clients on a 1:1 basis who may be finding it difficult to engage in community activities including;

- College courses/training
- Social groups
- Voluntary work

Peer Supporters help clients who have an indicative Personal Budget to identify and cost suitable services to improve their quality of life through recovery based activities .

Over the life of the 2 year project, Peer Support Volunteers have;

- received 91 referrals
- supported 51 individuals to improved quality of life/self-esteem and confidence

Initial Enquiry Service

The Initial Enquiry Service (I.E.S.) was developed as a one stop shop concept for the Jubilee Centre. Anyone with a mental health enquiry relating to themselves, a family member, friend or colleague who contacts the service via a walk in, by telephone or email is offered a 20 minute 'Needs Assessment' and may be:

- signposted to one of our services for a more in depth assessment
- signposted to an appropriate local service provider
- given information about referral process into statutory services

The completed Needs Assessment form can then be used by the caller as an introduction to another service provider providing important information clients sometimes see as a barrier to accessing the help they may need.

When completed, we ask the enquirers permission to inform their General Practitioner they have used the service and where they have been signposted to.

Post enquiry follow up is carried out by telephone 14 days later to offer any further help and Ensuring information that was given is still appropriate and relevant.

In the past year 1256 enquirers were received and helped of which:

- 46% were walk in enquires
- 36% were telephone enquiries
- 6% were email enquiries
- 12% were Service Provider enquiries

Fundraising

At the end of the year we were pleased to be able to fully open the Jubilee Centre as a result of individual contributions and large grant funding.

In particular we thank: the

- Anthon Jurgens Charitable Trust
- Fowler Smith and Jones Trust
- Garfield Weston Foundation
- Henry Smith Charity and
- Clothworkers Foundation

The Jubilee Centre in the heart of Southend, offers a 'single point' of information, dealing with all aspects of mental health or related issues and will act as a comprehensive 'One Stop Community Resource' working collaboratively with a range of organisations.

Working in partnership with a range of local mental health service providers, the Jubilee Centre offers:

- Information, Advice and Guidance
- Counselling
- Advocacy
- Day Activities space
- Other community based activities



Many volunteers, staff, service users, organisations, companies and individuals have contributed to the successes of this year and on behalf of everyone who has benefited and will continue to benefit, thank you so much.

If you would like to become involved in our fundraising activities, either by organising an event or helping as one of our Fundraising Volunteers, please give us a call on

01702 601123 or email fundraising@seandcessexmind.org.uk

We attended various community events to help raise awareness and raise funds.



These are a few of the activities undertaken during the year.



Richard's Run organised by Rochford Running Club in memory of one of their runners who took his own life as a result of severe depression



The team who took part in the Skydiving event in May 2014



Bill and Dan who ran from London to Paris in July 2014.

Treasurers Report

Mike Bunclark

The 2014/15 financial year has been a challenging year resulting in decisions being made for the disposal, in 2015/16, of the property in York Road and the sale and potential lease back of 21 Hastings Road, leaving ownership of 4 freehold properties and Nelson's gate to deliver its supported housing services.

It was also decided that to reduce our operating costs in 2015/16, we would undertake closure of the office in Chelmsford and seek new and more cost effective ways of delivering our full range of services throughout Central Essex.

During the year work on the remaining area of the Jubilee Centre was completed, although some of the committed funds were outstanding at the year end and are reflected in the negative Restricted Fund Asset figure of £73,539

INCOME

For the year 2014/15 our total income remained in excess of £1million, but this included specific donations for the completion of the Jubilee Centre, which reduces our operating income to approx. £900K.

There was also a 50% reduction in Fund Raising income, which reflects the increased competition for donations and grants in the charity sector.

The supported housing service continued to generate a major proportion of the charities income but this is misleading as it is insufficient to meet the actual housing costs shown in the expenditure figures.

EXPENDITURE

Expenditure for 2014/15 has again increased from £918,054 in 2013/14 to £1,138,776 for the year, an increase of £220,722.

Whilst some of this is due to increased costs of providing some of our services, it is principally due to the building works to complete the Jubilee Centre and the major maintenance and refurbishment spending on the houses.

ACCOUNTING IMPACTS

The asset depreciation charge for 2014/15 was £73,908 but this reduction in asset value is not fully reflected in the total asset figure £408,883, due to the addition to the asset value of £59,245 from the costs of the refurbishments.

SUMMARY

As mentioned in the expenditure comments the expenditure on the houses and the Jubilee Centre was the principal reason for the overall loss of £118,383.

The challenges for the year were to complete the Jubilee Centre enabling the expansion of its counselling capabilities, to continue its current services, to identify future opportunities and to increase its fund raising activities.

2014 Mental Health Conference

Criminal Justice and Mental Health

It has been our custom each year to organise a mental health conference, to bring together a range of stakeholders to better understand the provision of local services and to find ways to work together to improve the care and support on offer to those whose lives have been affected by mental illness.

Our 2014 conference was in partnership with The Police and Crime Commissioner's Office and we were grateful for the enthusiasm and support shown by Nick Alston and his team.

The need to raise awareness around Criminal Justice and Mental Health was identified through the numbers of clients accessing our Post-Traumatic Stress Disorder Counselling service and through individuals accessing our Initial Enquiry Service who had mental illness and had also been through the Criminal Justice System.

The conference was also timely, with the role out of the governments '*Transforming Rehabilitation*' Agenda, '*The Crisis Care Concordat*' and the pilot of the '*Liaison and Diversion programme*' and the pilot '*Street Triage*' where Mental Health Nurses were going out with the police to prevent the use of section 136 or individual's being taken to police cells when they could have appropriate and timely treatment from the Street Triage Nurse.

The conference facilitated a programme of:

Three Keynote Speakers

Nick Alston CBE: Police and Crime Commissioner for Essex Police

His Honour Judge Owen Davies QC

DC Phil Merriam – Hate Crime and Vulnerable Adults Review Officer, Essex Police.

Five workshops on the following topics

Women with Mental Health and Wellbeing in the Criminal Justice Service

Victim Support Mental Health Service

Fatherhood Project for Teenage Male Offenders

Mental Health Workers in Custody Suites

Reducing Reoffending – Integrated Offender Management Team

Afternoon Speaker

Nat Miles "At Risk, Yet Dismissed" (National Mind Campaigns Officer)

This year's venue was Writtle College and was attended by 122 service providers and service users who have an interest in or have been through the criminal justice system.

The conference evaluated well with 92% of delegates evaluating the speakers and workshops as relevant and content interesting and enlightening.



South East and Central Essex Mind

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