

*Mind
Wise*



**Making a Difference
2018-19**

New Visions for Mental Health

About us

MindWise is one of Northern Ireland's leading mental health charities delivering 30 plus key services run by 90 professional staff and 80 volunteers. With the backing of more than 420 members, we raise awareness and each year help more than 10,000 people affected by mental health issues to tackle their problems.

Our Vision:

Our vision is a world where people affected by mental health issues receive the support they need to lead a fulfilling life through recovery and discovery.

Our Mission:

To transform lives and develop new visions for mental health by challenging stigma and discrimination and providing quality services and support.

Our Values:

- Passion** We are **passionate** about mental health and wellbeing
- Respect** We are **respectful** and value everyone in society
- Empathy** We are **empathetic**, we listen and support you when you need it
- Togetherness** We believe that **working together** is the best way to achieve our goals



Passion



Respect



Empathy



Togetherness

Foreword Chair's Report

Tom Haire, Chair of Board of Trustees



It gives me great pleasure to pen a few words reviewing the past MindWise year. Having been appointed as Chair of the Board of Trustees mid-way through the year - a year that was to prove one of movement and planning for change - with the support of trustees and MindWise senior management, I have found it to be a very rewarding experience.

Our previous Chief Executive, Edward Gorringer, moved on to a wonderful job opportunity in England and our Chair, Charles Bamford, bowed out having given many years of sterling service to MindWise. We also saw the departure of Jacqui Dougan from our Board and more latterly Trevor Hinds. Many thanks to them also for their work and support.

With the great support of Anne Doherty who stepped up as acting Chief Executive, and the other members of her senior team, MindWise has smoothly moved through that period of change and taken on the vital task of planning for the future.

We commissioned a major review of our structure and services that has given us the opportunity to take stock and plan the way ahead.

MindWise has smoothly moved through that period of change and taken on the vital task of planning for the future

That review built on the significant operational achievements and developments MindWise delivered across this past year, of which the following are key highlights:

- The achievement of the Investors in People Gold Award and the Investors in Wellbeing Award and our subsequent 'Excellence Together' work.
- A growth in services, including taking over the provision of services at Inverary House Homeless Hostel and the increase in overall income, which included greater diversification in income generated through Mental Health UK.

- The expansion of our partnerships with the Northern Health and Social Care Trust which has enabled the expansion of

peer-led services in both Forensics and Carers' initiatives.

- Leading on the landmark Personality Disorder conference in June 2018 in partnership with the NI Personality Disorder Network.

Each of these, along with other MindWise achievements, are detailed more fully in the following pages.

In conclusion, I commend this annual report of achievements and look forward to MindWise's continuing successes in the coming months and years.

Chief Executive's Report

Anne Doherty, CEO



Firstly, a huge thank you to all who have contributed to our many successes throughout the year.

In the midst of change, externally and internally, we have successfully sustained and grown MindWise and Mental Health UK in the past year. Our partnerships and collaborations with our clients, volunteers, staff, other agencies and commissioners have strengthened, all of which is testimony to the positive difference we make to peoples' lives through the work we do together.

As always, our Board of Trustees, staff and volunteers remain passionate, driven and committed. In recognition of this, we achieved Investors in People Gold. Subsequently, we are developing our 'Excellence Together' Model aiming to drive forward sustained improvements in the years ahead.

New developments and the expansion of existing services have been driven based on the identified needs and the inclusion of our clients through the developmental phases and beyond. You will read

more about these throughout this report, however some highlights include; our commitments to raising awareness of the impact and needs of those affected by homelessness, debt, personality disorders and the criminal justice system. Through our engagement in regional and national forums, and the creation of new and innovative services, we are making a difference.

Our housing, day care, children and young people services continue to expand and extend their reach out into the community, aiming to engage hard to reach clients through their person-centred and whole-family approaches. Creative solutions are being devised and implemented to include baby massage, coaching and peer-led mentoring and educational programmes for schools.

Our Youth and Criminal Justice work extends across Northern Ireland, reaching over 5,000 people every year. Our aim is to support them through the system, however ultimately we aim to ensure effective wrap-around

support is available to enable our clients to dis-engage from the justice and forensic worlds which they have been living in for significant periods of time. We will continue to push for community-based services to meet these needs going forward.

Our WorkWise and Talking Therapy departments are also growing and developing as we support individuals, communities and businesses to enhance their emotional health and wellbeing strategies. Exciting developments have included the development of online training packages and trauma-informed tailored programmes to meet individual needs. We look forward to the future expansion and development of this work.

In closing, I would like to say a special thanks to both Charles Bamford, Chair of the Board of Trustees (2015-2018) and Edward Gorringe, Chief Executive (2013-2018), both of whom left us earlier in the year. We wish them all the very best for the future.

The Year in Numbers

Our Services



31
Services

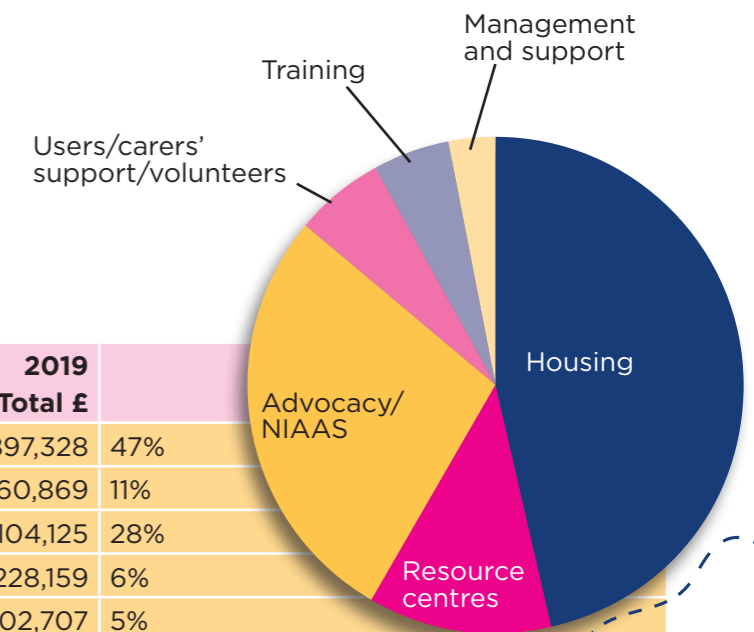


10,318
People supported throughout 2018-19

Investment

Income in 2018-2019

Income by activity	2019 Total £	
Housing	1,897,328	47%
Resource centres	460,869	11%
Advocacy/NIAAS	1,104,125	28%
Users/carers' support/volunteers	228,159	6%
Training	202,707	5%
Management and support	130,957	3%
	4,024,145	





How We Made a Difference in 2018-19

Our staff

As at 31st March 2019 we had **93 staff**.

32 worked part-time and **61** worked full-time

We invested approximately **5,115 hours in training** (on average 55 hours per staff member)

Our Volunteers

Over the last year, **77 volunteers** donated **11,840 hours to MindWise** and for every **£1 invested there was a return of £1.83**.

Online

4,043 Twitter followers

2,914 Facebook Likes

143,460 website visitors

192,460 website visits

Late 2019 will see the launch of our website – be sure to visit www.mindwisenv.org

All Party Group on Mental Health

We held two All-Party Group meetings in 2018, where the focus was on the vital topics of maternal mental health and mental health in schools. We welcomed speakers including Lindsay Robinson, maternal mental health campaigner, and Katie Graden Spence, a Year 13 student from Glenlola Collegiate, Bangor.

WorkWise

Through WorkWise, we delivered **64 courses to 1,187 participants**. Courses included 'Mental Health Awareness', 'Managing Mental Health and Wellbeing at Work' and 'Building Resilience' among others, as well as our two-day 'Introduction to Coaching for Mental Health and Wellbeing' programme.

We also supported the development and delivery of a two-day peer-led Borderline Personality Disorder programme 'BPD- What Happened to Me?' 100% of all course participants reported having some knowledge or were very knowledgeable post-training.

Mental Health and Wellbeing Coaching

Our Advanced Diploma in Mental Health and Wellbeing Coaching course was delivered to **3 cohorts during 2018-2019**.

24 students graduated in December 2018 and 22 students commenced the course in September/October 2019.

Mental Health and Money Advice Service

We continued developing our innovative Mental Health and Money Advice Service, which is funded by Lloyds Banking Group (incorporating Halifax in Northern Ireland) and delivered by MindWise in Northern Ireland on behalf of Mental Health UK. The service offers telephone support to vulnerable individuals, their families or carers on all aspects of Welfare Reform, including income-maximisation, benefit application completions and appeals. The team also offers advice on dealing with

The team delivered an incredible **£406,337** of an annual gain in welfare benefits, the majority of which were Personal Independence Payment applications, and dealt with **£137,441** of client debt, which resulted in a range of positive outcomes including bankruptcy, debt relief order, informal repayments and write offs. The team also submitted responses to a number of public consultations, including the successful request for medical experts to stop



Investors in People Gold

MindWise were delighted to be re-accredited by the Investors In People Gold award and also the Investors in Wellbeing. MindWise was assessed against the new, more rigorous Generation 6 IIP framework. These awards are a reflection of the hard work and effort of all the MindWise staff team and the continued investment MindWise makes in our people.



all types of debt, including insolvency. During the year, the team worked on behalf of 233 new clients which created 466 client cases.

charging for the completion of medical evidence forms to help individuals with mental health issues deal with their debts.





Personality Disorder conference

In June 2018 MindWise, as part of the **Northern Ireland Personality Disorder Network** and funded by Mental Health UK, held Northern Ireland's first ever conference on personality disorders. The conference, chaired by Scope NI editor Nick Garbutt, welcomed professionals and people with lived experience from across the UK. Speakers included Norman Lamb MP, Sue Sibbald, Dr Rex Haigh and Nicole Devlin, facilitator

of our peer-led Borderline Personality Disorder training. It aimed to explore the way forward in supporting people with personality disorders in Northern Ireland. 86% of attendees said the conference expanded their knowledge of personality disorders, calling our speakers, "inspirational". You can download the conference report by visiting our website at www.mindwisenv.org.

Hostel in East Belfast. The service is designed to meet the needs of 12 people (aged over 18) who are experiencing homelessness and who are in need of housing support whilst waiting to secure a permanent tenancy. We also worked with the local community and developed a strong relationship with the SHS Group, who have raised significant amounts of money to support Inverary House.

All the staff made every effort to make me feel at home and provided me with the support I needed to get back on my feet.

Inverary House

In partnership with the Northern Ireland Housing Executive, Supporting People and Choice Housing Association, we took over the provision of housing support at Inverary House Homeless

Tenant Gerard says, "All the staff made every effort to make me feel at home and provided me with the support I needed to get back on my feet. I had nothing when I have arrived at Inverary House and now I am prepared to move into my own flat".



We'd like to say a huge thanks to everyone who has raised money for MindWise this year. Whether it's a bake sale, a skydive or a collection, every penny you raise helps us to make a difference. Here are some of this year's highlights.

El Fegan and Tracy Gilpin raised an incredible £7,000 for MindWise and the National Suicide Research Foundation by walking the length of Ireland, all the way from Mizen to Malin Head!



'Healthy Body, Healthy Minds', our partnership with the Northern Ireland Fire and Rescue Service and Northern Ireland Chest Heart and Stroke came to an end this year. Superstar fundraiser and retired firefighter Noel McKee embarked on a series



Whether it's a bake sale, a skydive or a collection, every penny you raise helps us to make a difference.

of challenges, raising an amazing £13,228 for both charities. For his community fundraising, he was honoured with a Spirit of Northern Ireland Award in April 2018.

Mike Caulfield, from Kier Limited, decided that instead of gifts for his retirement, he would ask for donations to MindWise. Through his many contacts in the gas and pipeline industry and with the support of Kier Limited, Mike raised over £8,000 which supported our services based

in the Antrim, Ballyclare, Newtownabbey, Carrickfergus and North Belfast areas.



Our Services

		Resource Centres Ballyclare, Belfast, Downpatrick, Magherafelt
		Housing Services Antrim, Carrickfergus, Banbridge, Belfast, Kilkeel, Inverary House
		Community and Floating Support Newtownabbey, Antrim/Ballymena, Cookstown, Magherafelt
		Carer And Family Support Ballyclare, Downpatrick
		Self Management Belfast and South Eastern Health and Social Care Trust
		Day Opportunities Southern Health and Social Care Trust
		Community Bridge Building Northern Health and Social Care Trust
		Advocacy and Money Advice Newtownards, Lisburn, Shannon Clinic, Downpatrick Mental Health And Money Advice, Nationwide
		Mums Wellness Project Western Health and Social Care Trust & Southern Health and Social Care Trust
		Family Wellness Project Western Health and Social Care Trust & Southern Health and Social Care Trust

Sarah's Story – Mums Wellness Project



Sarah was feeling overwhelmed after the birth of her baby. Then she joined our Mums Wellness Project.

I had put everyone else's needs first and my own needs were pushed right to the bottom of the list. After speaking to my Health Visitor about how I was feeling she referred me to the Mum's Wellness Project.

The project helps expectant mums and mums with infants under 2 years and their families. I was offered 1 to 1 home support, support groups as well as weekly drop-ins.

I met with a Mum's Wellness Worker every other week for 12 sessions. Being honest, after my first session I didn't think the programme would work for me. But as the weeks went on, I realised how much I needed it. I hadn't been prioritising myself for months and months which really took a toll on my wellbeing and my ability to enjoy looking after my baby.

With the Mum's Wellness Worker we came up with a Wellness Recovery

Action Plan. For the first time I felt like I had hope, encouragement and a focus on improving my emotional health. I learnt that it's ok to feel emotionally and mentally unwell sometimes but with the right support you can, and will, become well again and that's OK.

It was so lovely to meet other mums who felt the same way I did. The groups felt like a safe place for us to come together and share our experiences, challenges and support each other.

The groups were also amazing. I had been feeling really alone before I'd joined them. There's a huge expectation when you get pregnant that you'll be happy about it and everything will fall into place, so I was embarrassed to admit how I was really feeling to my friends and family. It was so lovely to meet other mums who felt the same way I did. The groups felt like a safe place for us to come together and share our experiences,

challenges and support each other. I made some real friends there who I still keep in touch with.

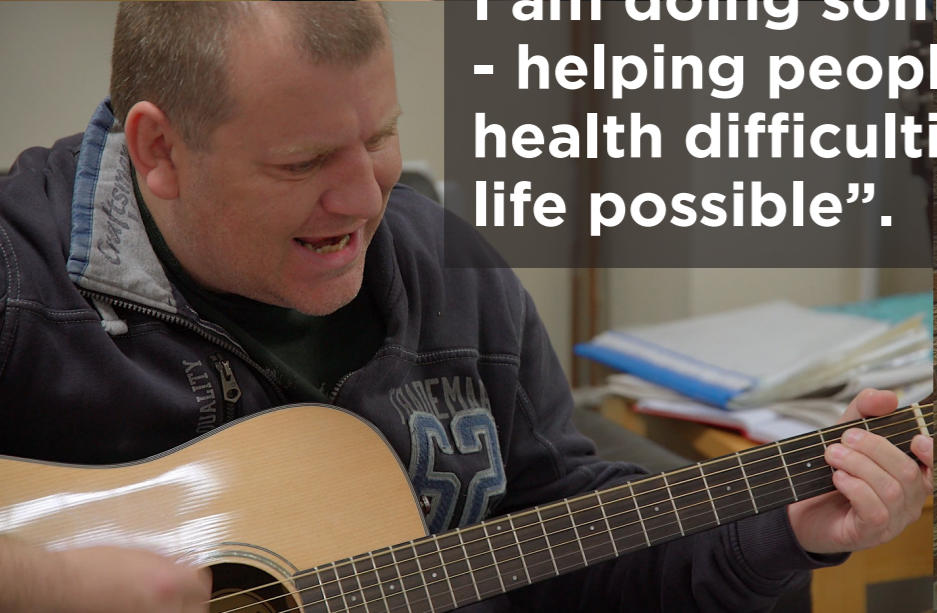
The project definitely helped me through a few dark months and sent me on a journey to recovery. Now I feel more confident and

prepared to manage and cope both emotionally and mentally when challenges arise.

Once I completed the programme, I wanted to pass the positivity of what I've been through on to other mums. I've now registered as a volunteer for the Mum's Wellness Project. It feels empowering to get involved in something so worthwhile.



“By volunteering with MindWise, I am doing something special - helping people with mental health difficulties to live the best life possible”.



Michael's Story – MindWise Magherafelt Resource Centre and Workshop

Michael's experiences of mental ill health left him feeling hopeless. Then he was referred to MindWise in Magherafelt, where he was supported in regaining his confidence.

Before moving to Northern Ireland, I had my own company. I decided to come here on my own and I was offered work in a restaurant and before long, I started to work with a joinery company.

I have built so much confidence and I am well again. Without MindWise and the people there, I do not believe that I would have gained back the life I have today.

In 2012, my mental health started to deteriorate. I had deep depression at this stage and I was hospitalised. I spent three months in hospital.

I left the hospital and a carer visited me each day. I had lost my job and could not go back into work. I began to lock myself away from the outside world and stayed within the safety of my own home. I was paranoid and scared of the outside world and believed others were talking about me.

In 2014, my key worker through the community mental health team got me a place at MindWise. I was asked what my hobbies were, and what I was good at. Given my interest in joinery, I was told that MindWise had a fully functioning woodwork shop, so I decided to give it a try.

My first impressions of MindWise was how friendly everyone was. The

atmosphere was great, and though I was very anxious in the beginning, the staff were so supportive that it only took me a few weeks to settle in. I had finally found people that wanted to do something for me and who genuinely cared. I felt safe in this environment.

It wasn't long before my skills were noticed in the workshop. Staff asked if I would like to volunteer as a woodwork supervisor. This

was my biggest step forward from my breakdown, however staff were there to support me. I realised that I could be responsible again, and that maybe I would work again someday. Now I was looking to the future, which is something I thought I would never do again.

The staff told me that with my qualities and strengths, they would support me to enrol on a Level 2 Health and Social Care qualification. One year down the line, I successfully passed and gained my qualification.

Within this time, I was contacted by MindWise's volunteer coordinator about the prospect of a part time job. Although I was terrified, I took on the job, as I knew I had the support behind me. It was a step I had dreamed of. Now I'm working there full time. I have built so much confidence and I am well again. Without MindWise and the people there, I do not believe that I would have gained back the life I have today.

Finance

A full copy of the audited accounts for the year ended 31st March 2019 can be obtained by emailing admin@mindwisenv.org or can be downloaded from our website www.mindwisenv.org.

Statement of financial activities for the year ended 31 March 2019

	General and Designated Unrestricted Funds	Endowment and Restricted Funds	Total 2019	As Restated Total 2018
	£	£	£	£
Income from:				
Donations and legacies	74,875	-	74,875	60,352
Other trading activities	208,451	-	208,451	126,585
Charitable activities	2,083,599	1,652,524	3,736,123	3,341,322
Investments	4,696	-	4,696	3,776
Total income	2,371,621	1,652,524	4,024,145	3,532,035
Expenditure on:				
Raising funds	11,202	-	11,202	12,526
Charitable activities	2,166,261	1,590,925	3,757,186	3,399,334
Total expenditure	2,177,463	1,590,925	3,768,388	3,411,860
Net income/(expenditure) for the year before other recognised gains and losses	194,158	61,599	255,757	120,175
Unrealised (losses)/gains on investment assets	5,540	-	5,540	33
Realised gains/(losses) on investment assets	(307)	-	(307)	(6,673)
Net movement in funds	199,391	61,599	260,990	113,535
Reconciliation of funds				
Fund balances brought forward	976,474	43,594	1,020,068	906,533
Fund balances carried forward	1,175,865	105,193	1,281,058	1,020,068

Balance Sheet as at 31 March 2019

	2019	As Restated 2018
	£	£
Fixed Assets		
Tangible fixed assets	434,363	470,958
Investments	179,716	172,211
	614,079	643,169
Current Assets		
Debtors	189,229	104,233
Cash at bank and in hand	792,851	519,171
	982,080	623,404
Creditors: amounts falling due within one year	(315,101)	(246,505)
Net current assets	666,979	376,899
Total assets less current liabilities	1,281,058	1,004,648
Net Assets	1,281,058	1,020,068
Funds		
General funds	247,770	557,148
Long term fund	408,095	419,326
Designated fund	520,000	-
Restricted fund	105,193	43,594
	1,281,058	1,020,068

Thank you

MindWise would like to thank its members, supporters, partners, volunteers and staff for their commitment to the Charity and the important work that we do.

The following are some of the organisations that have supported MindWise financially during the year:

Almac Group • Asda • Belfast Health and Social Care Trust • Big Lottery Fund • Comic Relief • Community Development and Health Network/ Health and Social Care Board • Cookstown and Western Shores Area Network • Department of Health, Social Services and Public Safety • Department of Justice • Equality Commission for Northern Ireland • Lloyds Banking Group, incorporating Halifax • Kier Group plc • Northern Ireland Chest Heart & Stroke • Northern Ireland Fire and Rescue Service • Northern Health and Social Care Trust • Northern Ireland Housing Executive • Public Health Agency • SHS Group • South Antrim Community Network • South Eastern Health and Social Care Trust • Southern Health and Social Care Trust • TH Jordan

We would also like to thank the many individuals who donated to us during this financial year. To donate, get involved as a member, volunteer or fundraiser, visit www.mindwisenv.org.

MindWise

Transforming lives and developing new visions for mental health by challenging stigma and discrimination and providing quality services and support.

MindWise

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MindWise is the operating name of MindWise New Vision, a company limited by guarantee and recognised by HM Revenue and Customs as a charity for tax purposes

