

# Annual Review 2016



Hertfordshire  
Network

# Welcome from the Chair & Chief Executive

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Over time we have seen an improvement in public awareness and attitudes towards mental health. However as stigma recedes more and more people will be seeking our help. Thanks to the dedication and skills of our staff and volunteers we have continued to support our clients in their wellbeing. The year was challenging but we have upheld our role as an organisation whose aim is to empower our clients to help themselves. As always we have been inspired by our clients' stories.

We spent time looking at our staff structure and strengthening it. We made a conscious decision to recruit more volunteers and improve their training. We continued with our quality work with ISO, which not only supports the quality of our services but sets improvements to be achieved across the year.

We were successful in obtaining funding for new opportunities with a range of key partners. During 2015/16 we worked with CAB and CHEXS in Broxbourne to secure a large lottery bid to benefit families in the area to 'Build Better Futures'. As a partner with the Herts County Council-led bid 'Building Better Opportunities', a huge amount of effort went into developing a comprehensive tender to work both with young people and adults across the County to find long term support in order to reach their potential. We also had the chance to develop our memory support service by working with Age UK Herts on a major countywide tender. All of this new provision has meant a huge amount of work for the current staff team, which has been met with enthusiasm and commitment to offer the best service possible.



We opened a new building in Letchworth in partnership with HPFT and clients are already seeing the benefits of us working together in one building. This is the first step to improve provision in the north of the county.

As for the future, we are aware that it will continue to be challenging. However we will ensure we remain positioned to take advantage of any opportunities that may arise. We will continue to work collaboratively with existing partners and will look for new possibilities within the statutory, voluntary, public and private sectors. We will particularly look to have a greater role in working with families, young people and the elderly. We need to work smartly in order to focus our efforts for maximum effect and best value.



As always we would like to take this opportunity to thank the Board, all our staff, sessional facilitators, tutors, grounds maintenance operatives and volunteers for their hard work in supporting our clients and each other. We also want to thank our funders for their commitment over the year without which we could not have delivered such a wide range of services for the benefit of people across Hertfordshire.

**Fran Deschampsneufs (Chair)**

**Julie Nicholson (CEO)**

# Hertfordshire Mind Network

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Hertfordshire Mind Network is the largest charity provider of mental health services in Hertfordshire.

We deliver a diverse range of services from eight Wellbeing Centres across the county as well as providing opportunities for individuals to receive support to enable them to recover from or live with mental ill health. We provide a wide range of services in the following areas:

- » Peer support
- » Complex needs and crisis intervention
- » Vocational advice, training and employment
- » Social enterprise
- » Health and wellbeing

We have excellent knowledge and understanding of the local health and social care services and community resources within Hertfordshire. This means that we can help individuals to find the support that is right for them.

## Our Mission

To create opportunities for individuals to make choices, find their own solutions, build resilience and manage their whole life and wellbeing.

## Our Values

This mission is delivered for clients through the following values:

- » Hope
- » Empathy
- » Respect
- » Integrity
- » Excellence

Our mission and values are reviewed regularly as part of our overall strategy for the organisation.

We won't give up until everyone experiencing a mental health problem gets both support and respect

# Waltham Cross Wellbeing Group

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Having attended Hertfordshire Mind Network for a number of years we feel a sense of pride in ourselves for what we have achieved.

The staff and volunteers at Waltham Cross are always welcoming and make you feel confident that they are able to support your wellbeing and recovery.

As members of the Wellbeing Group we have learned a lot about ourselves. We have improved our self-esteem and feel more confident in the ability to do things for ourselves.

If Hertfordshire Mind Network wasn't around, we would feel lost. It's nice to have a confidential space where you are listened to without judgement.

Hertfordshire Mind Network provides a number of courses such as Confidence Building, Relaxation and Managing Anxiety. For many, these are vital in order to live our every day life.





# Every journey starts with the first step

I first contacted Herts Mind Network (HMN) on a very wet Tuesday in July 2015. The damp, depressing weather outside Hemel Hempstead Wellbeing Centre reminded me of how low I felt.

I was homeless, jobless and suffering from what seemed to be incessant panic attacks. I hadn't been coping at all well, since calling 999 some weeks earlier.

I remember sitting in reception, my nerves frayed, trying to figure out how I had managed to get myself into such a severe and debilitating anxious state. At the time, I had no idea I had started a journey that would help change my life for the better.

Since that wet day in July I have been on a path to wellness, following so many others whose own journeys started in that same reception area.

Shortly after that first visit, I joined a creative writing workshop. This experience gave me a boost and led me towards volunteering on many of the wellbeing courses offered by HMN.

In the Winter of 2015/16 I became a Sessional Facilitator at the Meeting Places in Hemel. Being able to attain a greater sense of wellness was in part down to being in the right environment. HMN accepted me for who I was, gave me hope and provided me with opportunities to grow.

Moving on to the early Spring 2016, I found myself on reception three days a week at the Watford Wellbeing centre. Being a busy site, it was a challenge for me, but I was given lots of support and I got to see how HMN worked first hand.

In Autumn 2016, I became the new HAFLS wellbeing course co-ordinator. It wasn't easy, but I adapted and learned so much. It's a wonderful feeling seeing learners transform. Hearing them compliment the quality of the tutors, praise the courses and talk about the new awareness they have found is heart warming.

At the time of writing, I am now the HAFLS Coordinator for all the courses that HMN offers across the whole of Hertfordshire. We are now in our final term and I expect hundreds to have attended a course in this academic year 2016/17.

I work with some amazing people - excellent tutors and support workers who have dedicated themselves to the care of others. Their passion and love for their work and to better the lives of others is inspiring. On a daily basis I see many selfless acts of compassion and I am moved.

From being jobless and homeless in 2015 I now have a new life thanks, in part, to the support and encouragement from everyone at HMN.

I have no idea what might have happened to me had HMN not been there on that wet day in July 2015, when I was truly in a dark place. From being a broken man to now being able to stand in the light and see the world anew. It is a true blessing and a gift, especially to me and my two wonderful, beautiful daughters.

I am deeply grateful.

**Adrian Wildsmith**  
**HALFS Coordinator**

# Promotional activity



As a Wellbeing Access worker for Hertfordshire Mind Network, I work closely with HPFT Wellbeing Service to promote our services across the county. I use various methods including hosting promotional stalls, attending staff or group meetings and events, and monitoring and using social media. I liaise actively between the Wellbeing Service and HMN and identify and ensure a clear route of support is available for clients, considering the appropriate pathways.

In recent months I have developed and trialled a number of innovative methods of service promotion. Working with the Wellbeing team, I have created a quarterly Wellbeing Service E-newsletter for professionals, which includes a section for Mind service updates. I have hosted interactive promotional stalls, run one to one carers' information and guidance drop in-sessions at GP surgeries, delivered talks to professionals and at schools and colleges and have helped to develop our Facebook and Twitter pages. These methods of promotion have allowed us to widen our scope as a service and have enabled us to access hard-to-reach groups.

It has been a very successful year and I look forward to continuing my work promoting positive mental health and helping people to access the local mental health services and support that will help bring them onto a path of recovery.

**Rachel Brown**  
Wellbeing Access Worker

# Our activities

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Hertfordshire Mind Network has continued to develop its services across the county. Our people, services and centres across Hertfordshire provide the infrastructure for our five principal activities.

## Peer Support

We are a specialist provider of **Peer Support** - working co-productively with people to achieve their goals. The approach is based on empathy and shared experience and inspires hope, builds on strengths, embeds meaningful choice and promotes recovery.

We provide clients with intense one to one support for a designated period of time from a member of staff or a volunteer who has a lived experience of mental ill health and so understands the challenges.



The relationship focuses on the practical concerns of the client (i.e. debt, housing, relationship breakdown) while not losing a sense of where that person is aiming to be in the long term.

## Complex Needs and Crisis Intervention

We offer access to the right support to people in any form of crisis, health or social, to prevent further distress, self-harm or suicide.

Our **Complex Needs Service** (partnership with Turning Point and Herts Young Homeless) works with people who experience entrenched complex needs and find it difficult to engage with statutory provision. The service provides holistic, task orientated support that helps people take control, improve the quality of their lives and face the future with confidence.

**Stepping Stones** works alongside patients in acute in-patient units who may need some short-term respite away from the ward or someone to befriend them whilst under section.

**NightLight** (partnership with Turning Point) is a crisis intervention service providing a safe space for people who are living independently but are experiencing a crisis. The service offers telephone or face to face support Friday to Monday nights between 6pm and 2am.

Our award-winning **Spot the Signs** project engages with school children aged 11-18 years and helps them to identify signs of self-harm or suicide, both in themselves and others.

## Vocational Advice, Training and Employment



Our **Vocational Advice Service** has demonstrated outstanding outcomes in supporting people into paid employment and in job retention for those already in work and experiencing mental ill health.

Our service is based on the Individual Placement & Support model, which works on an intensive one to one basis for a period of up to six months.

Our Personal Development training programme works alongside this service to offer a range of courses around Managing Anxiety, Confidence Building, Mindfulness and Wellbeing and Work.

## Social Enterprise

In recognising the need to generate our own unrestricted income, we established the Let's Talk Social Enterprise - developing services in line with our organisation aims.

The **Green Canteen** is a community wellbeing garden centre, which offers horticulture training and a safe place for people to engage in new learning opportunities.

A range of private and public sector contracts fund our **Ground Maintenance Service**, which provides garden and general grounds maintenance support. Clients in recovery are paid to operate the service and are encouraged to apply for permanent contracts with some of our funders.

We also run **Workshop**, which offers past clients the chance to train in social care and gain paid work in the process.

**Counselling** is also run as a social enterprise. Our counselling team consists of experienced and trained counsellors who work across our Wellbeing Centres. Individuals are supported to identify their own achievable aims and realistic goals to enable them to move forward in their lives.

Mental Health Training is another source of income generation, which also raises the profile of mental ill health and Hertfordshire Mind Network more generally.

## Health and Wellbeing

A major part of our service provision focuses on prevention and improving health and wellbeing both physically and emotionally.

**Healthy Body, Healthy Mind** supports clients to address their physical health needs.

We work with older people to offer support with memory loss and to engage socially with dance, walking and memory sustaining activities.

Our **Community Engagement** staff work to address the needs of Women and Young People and our Younger People's Peer Support service - Kickstart - also works one to one with people aged 16-25 years.



Support for Young Carers and Carers of adults is a key part of our prevention strategy and we offer Peer Support groups, Counselling and a range of therapeutic diversion courses such as Yoga, Pottery and Art.

Our Wellbeing Centres and services are supported and enhanced by a large team of skilled and committed volunteers. The support of our volunteers is invaluable and we wouldn't be able to provide all of the services that we do without their help.

# Service overview

We deliver the most comprehensive range of services of any mental health service charity in Hertfordshire.

	Carer's Support	Counselling	Education & Personal Development	Eco-therapy (horticulture)	Financial Advice	Hearing Voices	Housing Advice	Leisure Activities	Meeting Places
Bishop's Stortford	✓	✓	✓		✓		✓	✓	✓
Borehamwood	✓	✓	✓		✓		✓	✓	✓
Hemel Hempstead	✓	✓	✓		✓		✓	✓	✓
Letchworth	✓		✓		✓		✓	✓	✓
Potter's Bar			✓		✓		✓	✓	✓
South Oxhey	✓	✓	✓		✓		✓	✓	
Waltham Cross	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ware	✓	✓	✓	✓	✓		✓	✓	✓
Watford	✓	✓	✓	✓	✓		✓	✓	✓

Women's Services	✔	✔	✔	✔	✔	✔	✔	✔	✔
Wellbeing Groups	✔	✔	✔		✔	✔	✔	✔	✔
Volunteering Opportunities	✔	✔	✔	✔	✔	✔	✔	✔	✔
Vocational Advice	✔	✔	✔			✔	✔	✔	✔
Self Organised Groups			✔			✔		✔	✔
Peer support	✔	✔	✔	✔		✔	✔	✔	✔
Peer Mentoring	✔	✔	✔	✔		✔	✔	✔	✔
Pain Support (physical)							✔		
Older People's Services			✔						
Memory Support		✔	✔						

# How we have helped...

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Mind have made my recovery from anxiety and depression a lot quicker

Without Waltham Cross Mind I don't think I would be here

I cannot thank Mind enough for the support at the lowest point of my life

Provided a backbone of support and has been fantastic at helping me manage my mental health

Positive and constructive. Safe place to come to when I'm feeling vulnerable

It has simply turned my life around

Excellent. People warm, friendly and it gives me social contact

Informative, feel less isolated for meeting with others with similar problems

92%

of people who used our services said that they were very satisfied with the support that we provided

# Partnership working

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## Development of the Hertswise Community Dementia Service

In addition to our day-to-day operations, a lot of work goes into the nurturing of partnerships with complementary organisations and the development of innovative, cost-effective services that fulfill a need in the community by making the most of our combined knowledge, expertise, experience and resources.

In this regard, we are delighted to report that our efforts in 2016 have resulted in securing the Lot 1 Community Dementia Services contract for Hertfordshire alongside lead partner Age UK Hertfordshire and several other organisations.

Starting in June 2017, the partnership's Hertswise is a service designed for people living with dementia, low level memory loss or mild cognitive impairment, and their friends, family and carers.

Available seven days a week (including evenings) with a presence in each of the county's ten districts, Hertswise aims to ensure that people of all ages, living anywhere in Hertfordshire are able to easily access information and advice, activities and support. We will enable people to make positive changes to their health and wellbeing to both prevent the onset of dementia and to live well with memory loss and dementia whether or not they have (or want) a diagnosis.

# Spot the Signs

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Spot the Signs is a suicide prevention campaign, run in partnership between Hertfordshire Mind Network, Hertfordshire Partnership University Foundation Trust, Mind in Mid Herts and a number of other key stakeholders.

Spot the Signs helps to remove the stigma of talking openly about suicide, provides training courses and signposts to mental health services available in Hertfordshire.

Our vision is to make Hertfordshire a county where no one ever gets to a point where they feel suicide is their only option. We also aim to improve support for those bereaved or affected by suicide.

The project has led to significant community based activity with attendance at over 70 events, as well as media and a range of online and other resources and activity, all with the goal of education and raising awareness.

Over 300 front line primary care staff have received suicide prevention training (168 of these being GPs) with highly positive evaluations and a subsequent 20% increase in referrals to mental health services, consistent with increased awareness and detection of those at risk.

Following a local CAMHS review in Hertfordshire, there is a strong commitment to prevent self-harm and suicide in children and young people across Hertfordshire, which Spot the Signs aims to support.

The development of the Spot the Signs campaign has led to Hertfordshire Mind Network being awarded funding from Hertfordshire County Council / CAMHS Transformation to appoint a Spot the Signs Young People's Coordinator to progress this work.

# A flavour of our numbers

5,000+ People were supported across the county this year

1,322 Counselling sessions were attended

434 New learners on HAFSL courses

129 Financial Advice Clients

65 Housing Advice Clients

1,352 Peer Support sessions were attended

1,163 Meeting Places and Wellbeing Groups were provided

# WorkShop in Mind

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Our WorkShop service puts the individual in control of the support they need, whether it be

- » Emotional and practical support.
- » Help around the home, housework, ironing and shopping.
- » De-cluttering.
- » Support with form filling, responding to letters and making telephone calls.
- » Support to access community-based services, activities and resources.
- » Support to attend appointments with other services and community resources.
- » Building life skills, confidence and self-esteem.
- » Support to build social networks and reduce isolation.
- » Support to improve health and wellbeing.

The service is flexible to meet the needs of the individual and is accessible to people who have a Personal Budget or Direct Payment, or to anyone else who wants to purchase the kind of support we provide. This service costs from £15 per hour and is ideal for one-off or ongoing support.

We can also support clients to access other services, groups and activities that Hertfordshire Mind Network provides across the county.

All Support Assistants have received training to support people using a person-centred approach, meaning they will help individuals to work towards their goals and objectives at their own pace.

Many of the Support Assistants have a lived experience of mental ill health or have cared for someone with mental ill health. Developing their skills within paid employment in a social care setting creates a pathway into employment for those interested in working in health and social care. Where appropriate this pathway will include working alongside Interserve to consider other career options.



13 Support Assistants  
21 Customers  
2,016 Number of sessions  
provided over the  
year

My confidence was very low and I didn't do very much. In the time that I saw Gillian, she helped me to find voluntary work, I passed my driving test and sometimes I saved up my hours with her and we'd go into London where I have friends in Camden. I could never have done this without her help.

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I can't thank Alison enough for all the help she's provided me with over the past year. She has helped me to organise my flat and de-clutter which for me has been really difficult at times, but I know I've had to let some things go. My flat is a much happier place to live in now that Alison has shown me how to keep things tidy. I hope to continue to keep it this way.

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Sharon has helped me so much and has shown patience, understanding, encouragement as well as at times a realistic and practical approach. Life has improved so much for me. I still see Sharon on a weekly basis, but now do more enjoyable things together

# Green Canteen

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**A little piece of heaven doing  
wonderful things**

The Green Canteen Community Garden Centre is a social enterprise run by Hertfordshire Mind Network. Established in 2012 it has now been running for five years and is often described by visitors and clients as a 'hidden oasis'. It is situated in the heart of the Meriden estate in Garston.

The Green Canteen is an 'eco-therapy' project that uses outdoor gardening and creative activities to engage those who might not otherwise access support. The project enables the community of all ages, genders and backgrounds to work together at their own pace to build confidence, new skills and social connections in order to reduce loneliness and isolation. The project does not focus directly on the person's mental health issues, it focuses on the individual. The support delivered is therapeutic, which ultimately reduces stress and depression - thus improving the mental and physical health of the individual.

Approximately 35-40 clients attend the Green Canteen throughout the week. Some come for a couple of hours; others for the whole day.

The Garden Centre grows organic vegetables from seed, and a wide range of plants throughout the year. It is open to the public Monday to Friday; customers can come and buy fresh seasonal vegetables, flowers, plants and lots more.

There is a tremendous amount of creative talent at the centre. Volunteers and clients have the opportunity to express themselves by upcycling and recycling, creating beautiful crafts, planters, bird boxes and outdoor displays all available for sale.

The Green Canteen holds and attends numerous events and workshops throughout the year to increase awareness and participation.

It works in partnership with numerous organisations, such as John Lewis, Hilton, Watford Football Club and a wide range of community and voluntary groups. This year we have also worked with Watford Council to support their public health street improvement programme. A local Women's Institute has chosen the Green Canteen as its local charity for the second year running.

You have to visit to fully appreciate what the centre means for the individuals who attend!

We receive referrals from Hertfordshire Mind Network, the NHS, local organisations and charities as well as self-referrals.

## What does the Green Canteen do for me?

**A calm natural refuge that allows me to breathe, be myself, to heal. I would be lost without it.**

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**Sometimes we need someone to simply be there. Not to fix anything in particular, but just to let us feel we are cared for and supported.**

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**My time to grow**

# Volunteering

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This year saw the Volunteering Team increase from one member of staff to four. The introduction of new projects such as the Complex Needs Service and NightLight meant we were able to increase the range of volunteering opportunities to 14.

Peer Mentoring continued to grow in the East of the county with 17 partnerships completed between October 2015 and 2016. Peer Mentoring was introduced to clients in the West in 2016 with the first Peer Mentoring partnership beginning in August 2016. The Peer Mentoring training was developed and delivered to seven volunteers in the West by October 2016.

With numbers of volunteers increasing during 2016, we introduced Volunteer Group Meetings where volunteers were invited to attend a group in their nearest centre every other month to discuss their volunteering, share experiences, provide feedback and receive any necessary training. The meetings proved popular, with volunteers saying that they made them feel more involved and valued within the organisation.

Over the last year we had 113 volunteers, who over the year completed 6,973 hours – effectively providing over £90,000 of additional support to clients in the county (this number does not include Volunteer Counsellors).

Looking forward to next year, we want to continue increasing our volunteer numbers whilst ensuring that all volunteers have an enjoyable and rewarding experience volunteering at Hertfordshire Mind Network.

113 Volunteers

6,973 Hours



Since volunteering I have met lovely, kind and friendly staff and volunteers. I feel part of a team, valued and appreciated. It is rewarding contributing to a worthwhile endeavor.

Admin volunteer, Watford

I have learnt so much about myself from volunteering, the pleasure of giving back is so rewarding.

Group volunteer,  
Hemel Hempstead

I like meeting people, helping them move forward in their lives and feel better about themselves.

Group volunteer,  
Hemel Hempstead

I enjoy volunteering with Mind because I see our organisation making a real difference to the lives of clients.

volunteer, NightLight

The best job I've ever had and I don't get paid for it!

volunteer,  
Stepping Stones

# Financial Overview

The following information has been extracted from the audited annual accounts of Herts Mind Network Ltd (HMN). A full copy is available on request from our office at 501, St Albans Road, Watford, Herts WD24 7RZ, from our website [www.hertsmindnetwork.org](http://www.hertsmindnetwork.org) or from the Charity Commission.

## Income

Income for the year totaled £1,754,357 an increase of £137,579 over the previous year. Part of this increase comes from a substantial legacy, as well as additional support for our Green Canteen. Hertfordshire County Council continues to support us across a range of services including wellbeing, peer support and befriending.



The HMN Board receives monthly management accounts on the financial performance and position of the organisation, accompanied by a narrative provided by the Treasurer focusing on reasons for variation from budget.

## Expenditure

Expenditure for the period totaled £1,818,402, up by £86,015 over the previous year, reflecting increased spending on demand led services. The largest item of expenditure was staff costs at £967,199 up £23,525 from the previous year. This cost includes staff salaries and pensions but excludes external facilitators.



- Staff Costs (53%)
- External Facilitators (17%)
- Training (1%)
- Recruitment (1%)
- Travel (2%)
- Other (3%)
- Premises and Insurance (12%)
- IT Costs (3%)
- Office Running Costs (2%)
- Audit and Accountancy (2%)
- Consultancy (3%)

## Reserve Policy

The reserves policy of HMN is to hold the equivalent of three months' running costs for the core services of the charity. This is to ensure that in the event of the loss of major revenue streams, there is adequate time to secure alternatives and discharge contractual or financial obligations. The Board considers the year end reserves balance to be sufficient to meet its running costs for the foreseeable future.

HMN has continued to provide existing services, as well as develop new projects for the future supported by our strong track record for delivery.

# A letter from a Board Member

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I am a psychiatrist who joined the Herts Mind Network board as a trustee in 2014 after I retired from clinical practice. I was very pleased when fellow trustee and long-time colleague Siobhan Nundram suggested that I could find a voluntary role in HMN.

My previous experience in voluntary work was in setting up the Alcohol and Drugs Advisory Service (ADAS) as Chair of the Board of Trustees and Medical Advisor during my early years in Harlow. ADAS is still going strong some 30 years later and providing invaluable help to clients in the West Essex area.

In spite of my work as a consultant psychiatrist and with ADAS, HMN was an entirely new experience - a large charity with employees, volunteers and a number of Wellbeing Centres. Like Peter (Goodman) I faced a new set of acronyms at every meeting. HMN is a community based organisation working in a service delivery context with which I am unfamiliar. In my first year, board members kindly and patiently explained abbreviations and new words and concepts, but I am still learning. Also every board meeting requires preparatory reading of position papers or review of old or presentation of new policies.

At the end of my first year I attended the MIND National Trustees Conference and found this very rewarding. I was pleasantly surprised to find that the trustees of many local MIND organisations were themselves service users thus bringing an extra dimension to their work. I also noted that given the over-representation of ethnic minorities as inner city mental health service users, the urban trustees did not show the same ethnic diversity. Interestingly the Chief Executive of MIND mentioned this in his address to the meeting.

This year I was part of the working group looking at risk assessment. I also have a special interest in the wellbeing of our own staff and I do need to be more active in pursuing this. One highlight of the year was attending the opening of our new Wellbeing Centre in Letchworth in their new premises. The Chief Executive of HPFT in his opening remarks mentioned that 'mental health is now on the High Street' and not locked away from public view. I hope to visit more of our other centres in the coming year to feel more connected.

Mental health has had a relatively high profile this year via the well-publicised support from the young royals and celebrity self-disclosure. This along with 'High Street' presences will surely help the perception of parity with other physical illnesses in the public mind.

Last June we faced the Brexit referendum and a year on at the time of writing we are now in the midst of another election of equal importance. This political activity is a reminder of the social and economic context in which we work and the importance of good leadership and good governance.

Service provision for mental health in modern Britain is very challenging. We are very fortunate to be led by Fran and Julie.

**Omar Daniels**

# Thank you

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Quite simply, we would not exist without the significant financial contributions provided by our supporters.

The challenges we face over the coming years as a local charity helping local people means that situation is unlikely to change for the foreseeable future.

If it weren't for you, then thousands of people across Hertfordshire would face the prospect of dealing with their mental health problems alone.

On behalf of Hertfordshire Mind Network and the people who use our services, a sincere and heartfelt thank you to each and every one of our supporters.

- » Ascend
- » Broxbourne Borough Council
- » Comic Relief
- » Dacorum Borough Council
- » Dacorum Woman's Aid
- » Department for Work and Pensions
- » East Hertfordshire Council
- » Hertfordshire Adult Family Learning Services (HAFLS)
- » Hertfordshire County Council
- » Hertfordshire Partnership University NHS Foundation Trust (HPFT)
- » Hertsmere Borough Council
- » Donations - in memory of Rita Gregory
- » Interserve
- » Donations - floral tributes for the late David Edmonds
- » Donations – floral tributes for the late Patricia Carton
- » JoJo
- » John Lewis
- » Ladbrokes
- » Lean Green Mean Canteen NCS
- » Mind
- » Myers Clark
- » Reaching Communities
- » Sandy Lodge Golf Club - Ladies
- » Skanska
- » The Three Crowns (Bushey Heath)
- » Trinity Women's Group
- » Watford Borough Council
- » Watford Community Housing Trust

Thanks also to our Board Members and all our volunteers, who give their time and expertise to us throughout the year.

# Our venues across Hertfordshire

## Bishop's Stortford

Wellbeing Centre  
Sworders Barn  
Sworders Yard  
North Street  
Bishop's Stortford  
CM23 2LD

## Borehamwood

Number 10  
10, Leeming Road  
Borehamwood  
WD6 4DU

## Hemel Hempstead

Wellbeing Centre  
139, Leighton Buzzard  
Road Hemel Hempstead  
HP1 1HN

## Letchworth

Wellbeing Centre  
28, Broadway  
Letchworth  
SG6 3AA

## South Oxhey

Step Up Learning and  
Wellbeing Centre  
39, Oxhey Drive  
South Oxhey  
Watford  
WD19 7SD

## Waltham Cross

Wellbeing Centre  
145a, High Street  
Waltham Cross  
EN8 7AP

## Ware

Wellbeing Centre  
The Warehouse  
14, New Road  
Ware, SG12 7BS

## Watford

Wellbeing Centre  
501, St Albans Road  
Watford, WD24 7RZ

## Let's Talk Green Canteen

24/26, Garsmouth Way  
Meriden, Watford, WD25 9DR

## NightLight Crisis Service

Hemel Hempstead, Stevenage,  
Ware & Watford  
01923 256391

02037 273500 • [info@hertfordshiremind.org](mailto:info@hertfordshiremind.org) • [www.hertfordshiremind.org](http://www.hertfordshiremind.org)



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