



Impact Report 2021/22

 mind Hertfordshire Network

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Message from our Chair

It is again with great pride that I have the honour of opening our Impact Report as Chair.

This has been a year that has seen the organisation, our clients, volunteers and our colleagues begin to return to a life post Covid 19 and respond to other events across the globe that have impacted on all of us, war in Europe, cost of living and an increasing need for the services we offer - greater than any time in our history.

As ever our response has been inspiring and humbling in equal measure. Led by our new CEO, Jo and her senior leadership team, the charity continues to be a leading organisation locally in championing and delivering mental healthcare. The emphasis we place on the value of lived experience is something the board is incredibly proud of and has become the hallmark of who we are as an organisation.

With a new strategy approved by our board of trustees and National Mind Quality Mark review under our belt, the charity is setting its priorities for the next 5 years. We want to promote positive change in the delivery of mental health care and support across Hertfordshire and we are delighted that we have been able to extend our offer of crisis support in the North of the county and to have expanded our domestic abuse provision to offer this countywide for the 1st time.

Of course, this year was also steeped with sorrow with the death of Fran our previous chair, much loved and an inspiring woman who set Herts Mind Network on the path we find ourselves on today and our thoughts remain with her family and friends at this time.

Although it is with sadness that we remember Fran, across the board and charity as a whole, we are committed to ensuring her legacy lives on through everything we do to make Herts Mind Network the best it can be.

Thank you again for reading our report and supporting our charity for another year.

Take good care of yourself and each other.



Jess Lievesley
Chair

This year we supported
9,365
people



Reaching 59%
more people in
Hertfordshire
than last year.



Message from our CEO

Pausing for a moment, and reflecting on the time period from April 2021 to April 2022, has been a meaningful experience. It's been a year of struggle, change and hope – and we now face an even bigger challenge ahead. The summer of last year, felt so full of potential – services returning to a strong, accessible mix of face-to-face and virtual, colleagues supporting the opening of all sites across Hertfordshire, and starting to accept the presence of COVID in our world, and the loss & learning that it brought.

Autumn leaves saw a change of leadership as I proudly began my journey at Herts Mind Network as CEO, and as the season transformed the landscape into hues of red, burnt orange and yellow, our Senior Leadership Team grew and developed. Together, we continued to build strong foundations of quality & governance to support our colleagues to provide a meaningful, holistic, person-centered provision for people who use our services.

Winter saw the return of COVID, staff seasonal gatherings changed once more to online, but as a priority, all our services remained open and we saw the highest number of referrals ever to our Crisis & Complex Needs Provision as people across Hertfordshire asked for more help with their mental health. Financial uncertainty, risk of homelessness, and a prevalence of anxiety began to take hold across Hertfordshire, whilst January & February saw COVID hospitalisations rise again, alongside tensions in Eastern Europe and wider uncertainty in the world. Our teams worked harder than ever to see more people struggling with their mental health, and stand firm alongside them, providing advocacy, care and support for every person that needed us.

At the same time, from January – March we listened, we learnt – and we drafted our new Strategy, built together with the voices of staff, volunteers and people who use our services. We opened our doors to refugees, from Ukraine, Afghanistan, Iran and worked in partnership to demonstrate that at Herts Mind Network, your mental health is our priority, transcending culture, geography, race, sexuality, religion wherever you come from, whoever you are, however you live.

The latest report from the Mind Quality Mark noted that at our charity 'there is a culture of learning, development and innovation' and that Herts Mind Network 'has an exciting future, filled with ideas and inspiration to deliver as a leading provider of mental health services in Hertfordshire'. It is my commitment to you, that in the year ahead, as inflation & energy prices rise, and mental health referrals increase, we will continue to be a safe haven for people struggling

with their mental health. We will grow & learn together, fight for the provision people want, and advocate with courage, hope and responsiveness.

Now, as Autumn leaves begin to fall again, I look back on the past year with thanks & gratitude. Gratitude for all my colleagues at Herts Mind Network, resilient, resourceful and passionate. Gratitude for our stakeholders, vital partnerships, supportive commissioners, committed trustees, and fantastic volunteers. But most of all, gratitude for the people who use our services, from whom we learn so much.

We will not let you down.

Jo



Joanna Marovitch
CEO

Who we are...

We deliver essential mental health support in Hertfordshire, providing a diverse range of services from our seven Wellbeing Centres and other venues across all ten districts of the county.

Funded locally, our services are available to all residents in Hertfordshire over the age of 18 and we offer dedicated services for 5-18 year olds.

We create opportunities for individuals experiencing mental ill health to make choices, find their solutions, build resilience and manage their whole life and wellbeing.

Our services are based on the principle of self-help with a strong emphasis on prevention, personal development, self-management and improving health and wellbeing.

We provide opportunities for individuals to access support to enable them to recover from, or live with, mental ill health.

Our services are grouped in the following areas:

- ▶ Complex needs and community
- ▶ Crisis services
- ▶ Peer support
- ▶ Health and wellbeing
- ▶ Volunteering, employment support and training
- ▶ Children and young people

Our purpose

“To create opportunities for individuals experiencing mental ill health to make choices, find their own solutions, build resilience and manage their whole life and wellbeing.”

Our vision

“We won’t give up until everyone experiencing a mental health problem gets both support and respect.”

Our values

✓ Hope

✓ Empathy

✓ Respect

✓ Integrity

✓ Excellence

“ I feel like I've come out of the other side of a very dark tunnel. I feel hopeful for the future ”

Client



Health and Wellbeing

A major part of our service provision focuses on prevention, access to early help and improving health and wellbeing - both physically and emotionally.

We have seen a huge increase in referrals to our services during the year and have been able to respond to this increased level of need by opening new services, creating new pathways in to our services and working closely and creatively with our community partners.

In response to this increased level of referrals, the team have worked incredibly hard to respond to all new client referrals, arranging referral meetings and ensuring that individuals had access to the services and support that would be right for them.

We have also worked closely with local commissioners, funders and partner organisations to apply for new funding, so that we can respond quickly and effectively to the need for our services.

During the last year we have:

- ▶ An extended Crisis Helpline, to be there for Hertfordshire residents 24 hours a day, every day of the week.
- ▶ Remodelled our Stepping Stones service
- ▶ Set up and developed our new A&E Crisis Liaison service
- ▶ Expanded our mental health training offer across the county
- ▶ Set up our new IAPT Counselling service
- ▶ Expanded our Carers Support service
- ▶ Set up our new ReachOut instant messaging service for children and young people

Our **Meeting Places** continued to provide a safe and welcoming social drop-in where people could feel supported. These groups are a vital part of many people's support network.

When restrictions eased following the pandemic, we consulted with clients to see how they would like these groups to be provided. The overwhelming response was that people wanted a mix of face-to-face and online Meeting Places.

With this in mind, we now have Meeting Places across the week, some of which take place in our Wellbeing Centres and some are online. This creates more choice for people accessing our services and means that individuals can attend additional online groups during the week without needing to travel.

4,580

Referrals made during the year.

3,770

Attendances at our Meeting Places.

Our **Light Touch Support Service** was set up in response to the pandemic, but has continued to run as a much needed service during this financial year.

We have a fantastic team of dedicated and skilled Volunteers who deliver this service. They provide one-to-one telephone calls to clients who are isolated within our communities, providing them with emotional support and a much needed connection. Clients are able discuss ways to manage their mental health and wellbeing, and Volunteers signpost to other community based organisations as needed.

Over time we help individuals to link in with other services and networks, including our wider service provision.

The service has provided a lifeline to lots of our clients, thanks to the hard work, passion and dedication of our amazing volunteers!

363

Light Touch calls were made.

We have also provided a range of one-to-one and group provision, including opportunities to complete learning sets covering a range of wellbeing topics.

These services have been an invaluable way of providing an easily accessible source of support for people within our local community. They create a safe place for people to make connections, learn new skills and find the support that they need to improve their wellbeing.

“Thank you so much, these sessions really help. I feel a weight lifted off my shoulders and I will leave now feeling refreshed and listened to.”

Client

Complex Needs and Community

We are experienced providers of complex needs and community support services within the county.

Our **Community Support Services** provide advice, information, onward referral and holistic support to people who are experiencing mental ill-health or need help with their mental wellbeing.

Our skilled and experienced staff team offer people access to the right support, at the right time, to help people connect to the services and support that they need to improve their health and wellbeing.

These teams provide one-to-one outreach support in a variety of areas such as; emotional and practical support; housing need; benefits; access to services; signposting; help to reduce episodes of crisis and building life skills.

The service received 631 referrals in 2021-2022. This is a huge achievement for a growing service that now covers the districts of Broxbourne, Hertsmere, Three Rivers and Watford.

There is also a countywide element to this service which started in November 2021, which provides much needed support to anyone in Hertfordshire who is experiencing housing needs.

631

Referrals to the Community Support Service.

1,356

Community Support sessions.

In Three Rivers, we also provide intensive support for people experiencing domestic abuse.

Our **Domestic Abuse Service** offers an easy-to-access, high quality service, providing a range of support, based on individual needs and wishes.

The service provides emotional and practical support; advice and information; safety planning; support and information about the Criminal Justice System; support to attend meetings; support with children's wellbeing and safety and signposting to other support agencies.

182

Referrals to the Domestic Abuse Service.

622

One-to-one support sessions.

Our **Primary Care Network Service** provides advice, information, onward referral and holistic one-to-one support to people who are experiencing mental ill health. 2021-2022 really saw this service develop and come to life across our provision in Watford, Three Rivers, Hertsmere and Dacorum.

We opened up for self referrals and now have an open door policy, meaning that anyone can refer as long as they have a GP in the area. This has made the service much easier to access and more responsive to the local community.

424

Referrals to the Primary Care Network Service.

“ You can feel so isolated and alone in this situation.

It was good to talk to someone who understands and gets it and can give you back a sense of power ”

Client



Stepping Stones

Our redeveloped Stepping Stones project launched at the start of 2022, providing one-to-one outreach support for people being discharged from Kingfisher Court.

The team provide individually tailored support to each person, facilitating a smooth and supportive transition back into the community.

Our staff provide up to eight weeks of support to resolve real-life difficulties and empower people to improve their own independence, quality of life and wellbeing.

We meet each person for an initial assessment whilst they are on the ward in order to build rapport and trust.

We then provide up to eight weeks of one-to-one outreach support built around each person's needs. Our workers provide both emotional and practical in the community and helping people to find the solutions that are right for them.

Before leaving the service, each person is supported to access other services and community groups that will enable them to build connections in their local community.

Stepping Stones has seamlessly fitted with Kingfisher Court and is now a key part of the discharge plan for people who are returning to their homes in the community.



96 Referrals to Stepping Stones.

Feedback from people who have used the service has been overwhelmingly positive:

“The serviced has been really beneficial when transitioning from inpatient care - felt I had the extra support that I was worried about losing when I left.”

My worker has been awesome - open to supporting me whenever I've needed and very understanding and knowledgeable too!

Client

“What would we do without people like you, it's a miracle I got out today. I haven't walked down the road or to these shops for years and I would never have been able to do this by myself. You give 110% which makes me want to give the same to help myself.”

Client

We are excited about plans to develop this service further during the next financial year so that we can support more people to return home in a safe and supported way.

Dave had a history of frequent re-admissions due to poor mental health and was recently supported by the Stepping Stones service.

From his last discharge, he was only back in the community for six days before readmission. Since being supported by Stepping Stones he has completed the full eight weeks of support without returning to hospital.

He is thriving in the community and has started all his hobbies again, such as playing tennis, doing yoga and going for walks.

He has welcomed all the support that Hertfordshire Mind Network has to offer and has recently started the Step2Skills Building Resilience course, is attending Meeting Places every week, and has been referred to Peer Support to further build his confidence.

Initially he was looking to move out of Hertfordshire following leaving Kingfisher Court, however has now decided to stay in the area due to the services that we are able to offer him.

Dave stated that he believes if he'd had the Stepping Stones service and support before, he wouldn't have been readmitted to hospital as many times as he had been.

Nightlight

NightLight is our countywide out of hours mental health crisis service. This is open every day of the year from 7pm to 1am. Our crisis services provide a warm welcome to all our callers and visitors.

We provide a **Crisis Helpline**, **Crisis Cafes** and a **Crisis House**.

Our Crisis Cafes operate from a variety of locations around the county, and are open every day of the year including bank holidays.

These Crisis Cafes provide a safe and welcoming space for people who are feeling distressed and experiencing a crisis.

Our Hemel Hempstead Crisis House has four bed spaces, which can be used by any Hertfordshire residents if an overnight stay would help to resolve the crisis. The beds are available on Friday through to Tuesday mornings.

For those who prefer not to come into the centres, but would like someone to talk to, a telephone helpline service is available every day between 7pm and 1am to offer people sensitive and non-judgmental support.

During 2021-22 we worked alongside Stevenage Borough Council and local partners to respond to local need and open a brand new NightLight Crisis Cafe in Stevenage (opened July 2022).

Children and Young People

In 2022, we worked closely with our colleagues at North Staffordshire Mind to provide a new service for children and young people in Hertfordshire.

The team at North Staffs Mind were already providing a similar service, and so we spent time with them to learn how to set up an instant messaging service hosted on our new Children and Young People's website.

We expanded our ReachOut phone line to include an instant messaging facility following feedback from young people.

Our instant messaging platform is a safe, supported online space for children and young people to talk to us about the things that are important to them. If they are struggling with their feelings, we can work alongside them to help them explore and understand them. We can talk about what the young person or parent is experiencing and offer them support, information and advice.

The service is for children and young people between the ages of 10-18. Parents and caregivers of 10-18 year olds can also contact us for support with any mental health concern.

53 Children & Young People used the ReachOut service

7,220 NightLight contacts during the year



Counselling

Our countywide Counselling Service is run as a social enterprise, with volunteers in their final years of training, together with a team of qualified counsellors, offering their time in return for a contribution towards supervision and the opportunity to work in a thriving mental health charity, providing invaluable experience and training development.

We provide a supportive and confidential service and offer up to ten counselling sessions, with some longer term counselling for more complex client work. We have reasonable fee rates, with reduced fees offered to clients on benefits, or low incomes, so that the service is affordable for most people who may otherwise be denied counselling provision.

The Counselling Service returned back to a mixture of face to face and remote counselling sessions last year.

During the pandemic we were able to use social enterprise funds to further reduce fees for clients particularly struggling with financial hardship at this time.

We continued to grow our counselling team from twenty-six counsellors to thirty-six, which enabled us to provide this service to more people.

156

Clients accessed Counselling .

1,951

Counselling sessions

IAPT Counselling

In December 2021 we became a provider of Improving Access to Psychological Therapies (IAPT) counselling to Hertfordshire patients, covering Herts Valley CCG and East & North Herts CCG.

Referrals into this service are made directly by the GP, or Wellbeing Team and we provide eight free sessions of counselling, with the opportunity to extend the sessions if necessary for recovery.

Eight of our existing qualified counsellors were given the opportunity to attend the IAPT approved training module Counselling for Depression (CfD) and become IAPT counsellors.

We have been able to offer IAPT counselling face to face across each of our centres and also remotely. We also invested in a new client management system, IAPTUS, in order to manage client records and reporting.

From December 2021 to 31 March we received 109 referrals and started to support 61 clients to access IAPT counselling. This service will grow during the next financial year, enabling us to provide this much needed service to more people living in the county.

109

Referrals to IAPT Counselling.

61

Clients accessed IAPT Counselling.

“The application process for the counselling was really simple and smooth. My request for a male counsellor was granted and I was also extremely grateful to be given a concessionary rate.

My counsellor was an absolute gentleman. Extremely kind, attentive and understanding. He guided me through my own processing of my past traumas with patience and high-level insight. I now feel much more hopeful and optimistic moving forward. If I had to use one word to summarise my experience with Herts Mind, I would say exemplary.

Thanks again to you and the team for caring for me during this time.☺

Client



Training

Hertfordshire Mind Network has extensive experience within the field of mental health training and is recognised as a **leading provider of mental health-related training in Hertfordshire.**

We develop and deliver high quality training services both **online** and **in-person**, to voluntary, statutory and private sector organisations **locally** (and **nationally**) with a focus on mental health and wellbeing.

Whether it's mindfulness for teaching staff, self-compassion for male carers, emotional resilience for rugby referees, mental health awareness in the workplace for estate agents, suicide and crisis training for construction companies or peer support for walking group members, our extensive catalogue of creative training has met the needs of organisations.

Training and courses are adapted to organisational requirements and high quality **bespoke courses** and training are written and delivered for any **organisation, workplace, charity or community group.**

Our training has helped local companies to upskill and improve support for their managers, employees, volunteers, and club members and **champion mental health.**

“**This training session has made me want to go and be a better person, not just for my colleagues but also myself.**”

Estate Agent Attendee

“**The interactive parts of the session were really good, not just having to listen to a PowerPoint, but actually engaging us when virtual is really valuable. The quiz at the beginning was brilliant, and a great way to start the session.**”

Client

Step2Skills

Our **Step2Skills** courses offer a range of wellbeing focused self-development courses for people aged 19+ designed to improve wellbeing, build confidence and gain new skills.

These courses ran successfully during this year and the topics for this period included:

- ▶ Building Resilience;
- ▶ Building Self-esteem
- ▶ Introduction to Wellbeing
- ▶ Learning to Accept Change and Uncertainty
- ▶ Mindfulness and Relaxation
- ▶ Understanding Anger and other Emotions
- ▶ Overcoming Anxiety and Fear.

We have delivered our courses online and face-to-face at our Wellbeing Centres dependent on preference of attendees.

146

Enrolments to Step2Skills courses.

139

Step2Skills individual learners.

STEP 2 SKILLS
PREPARE FOR SUCCESS IN HERTS

“**The course has helped me start to pick myself up out of depression. With the support of the learning and other people I feel more responsible for working on my confidence it has helped me to see a path forward...as always thanks a lot for providing these course - they have really helped me get back to a more stable place mentally.**”

Step2Skills Attendee



Peer Support

Our countywide **Peer Support Service** offers flexible support for adults experiencing mental ill health and those that care for and support them.

The service is staffed by a team of Peer Support workers, who have a lived experience of mental ill health and work in collaboration with each person to develop an individually-tailored package of support that meets their needs.

Through providing safe and accepting one-to-one support, Peer Support Groups and Peer Learning Courses, the service enables individuals to explore their strengths and resources and find solutions.

This year has seen our Peer Support service go from strength to strength and the service continues to be in high demand. We have built up a solid team of Peer Support Workers who really go that extra mile for their clients.

Our Peer Support team have also developed our Peer Support Academy, available to staff, clients and the wider community, through the different levels of training available.

“Since joining Mind, I’m continually amazed at how well the ethos of person centred approach in our organisation and the people within works so well.”

Staff

“As a Peer Support Worker the skills I have learnt so far have been invaluable in my growth and development.”

Staff

1,013

People accessed peer support.

3,659

One-to-one peer support sessions.

“Thank you for working with me. Sharing your story when I asked you, explaining and talking through things with me.

You have been honest and not sugar coated anything and being realistic at the same time has really helped.”

Carers Support

Our **Carers Support Service** has benefited from the new position of our Carers Peer Support Coordinator. They have brought new energy to the role and have developed our one-to-one provision and groups for Carers:

We can offer one-to-one sessions face to face or by telephone, or through an online platform. This is provided by our dedicated Carer Peer Support Workers, who have their own lived experience.

Group sessions enable carers to connect and explore common issues, concerns and share ideas. The purpose of the groups is to allow carers to take time out from their busy caring role, provide opportunities to share experiences, gather information and meet new carers who understand through day-to-day experiences.

There has been a huge demand for this support and so we are now looking to recruit Volunteer roles to support the development of this service.

For the next financial year we plan to secure additional funding to recruit a larger team to meet local need for this type of support. Our Carers Peer Support Coordinator is working alongside Carers to understand what support is most needed and to help inform our proposals for funding.

“When I think of the difference of how I feel now to before my sessions, I feel I've come a long way, and I couldn't have done that without support. There is such a huge value in someone encouraging you to put your thoughts in some kind of order, reassessing what is important and then validating your responses.

My worker listens carefully and picks up on cues from me, acknowledging correctly what I find important. Then she has practical ideas and suggestions to help move things forward. I am so grateful for the help so far and I really look forward to our sessions. It has also helped me interact with other people online which is daunting at first. Thank you very much.”

Carer



Spot the Signs

Our Spot the Signs Young People's campaign, aims to remove the stigma of talking openly about suicide among young people and those who support them.

The programme provides psychoeducation, emotional resilience and signposting support to empower young people and the adults around them to feel confident enough to manage their mental and emotional health.

The campaign offers a selection of free training and workshops covering mental health awareness, parental support, adolescent development, self-help strategies and a formal suicide awareness training for professionals working with young people

All sessions can be delivered in-person or online depending on the needs of the participants.

We have continued to deliver this successful training during 2021-22 adapting our delivery to respond to the needs of parents, organisations and local stakeholders.

This year we provided **211 training sessions attended by 2,355 attendees.**

794

parents attended training.

521

professionals attended training.

1,040

Children and young people attended training.



“The sessions have been so invaluable for our Year 6 children and have equipped them with some tools ahead of their transition to secondary school. Thank you for the resources which I shall pass on.

“We hope that you can come back to Boxmoor and work with another group of children next.”

“Thank you so much for taking the time to join us on our amazing ‘Feeling Good Week’. We really enjoyed your workshops and had super feedback from lots of the classes”

“I just wanted to thank you very much for the excellent presentation you delivered last week.

The content was so appropriate and helpful for GPs and your presentation style reflected a real interest and enthusiasm.”

GP Attendee



Mums Matter

Mums Matter is a perinatal mental health service designed by Mind following consultation with women with lived experience of perinatal mental health issues and organisations that deliver services for women. The service aims to improve the mental health and wellbeing of mums with babies by empowering them with knowledge and understanding of perinatal mental health. Peer support is also an important element of the service as it normalises difficult thoughts and reduces feelings of isolation.

We are an early intervention service for mums with babies up to 24 months old who are suffering mild to moderate mental health challenges. Women can self-refer or be referred by professionals.

Over the last year we received **157 referrals**.

Mums Matter Groups

The groups consist of 8 x 2 hour sessions delivered weekly via an online platform. Up to 8 mums can attend each group. Clients within each group were from the same one or two districts within Hertfordshire and location was chosen based on the areas with the highest number of referrals. This was to encourage on-going peer support outside group sessions. Six of the groups decided to meet in person for the last group session. We also set up WhatsApp groups for each group.

We also offer weekly check in calls to the mums.

In addition we deliver a Supporters session which is for the mums to invite someone who cares about them to attend, almost all attendees have been the mum's partners.

We delivered 4 Supporters sessions (one for every 2 groups) over the year and 18 people attended.

One to one Peer Support

Clients who are not able to attend Mums Matter groups can be offered 1-1 support which consists of weekly phone/zoom calls. Clients are initially offered 6 sessions although this can be extended to up to 12 sessions if required. Goals are set in the first session and regularly reviewed. Mainly mums want support to manage anxiety, to build their confidence and self-esteem and to discuss relationships. Clients can also be provided with practical support around finances and housing or returning to work.

Initially the Mums Matter service focused on group delivery but we have been building the peer support service and 19 clients received this support last year.

Over the year 50 mums completed Mums Matter programmes.

100% of respondents said that Mums Matter had helped them.

“My partner said he learnt a lot about what I was going through and it sparked something in him. He has found more ways to support me and thought it was a good way for him to learn what I may need, without me directly telling him, as I don't always find it easy.”

Mum

“I can't stress how important it was for me to have access to this group. I think it is such a vital resource for mums who struggle with their mental health. I have taken so much from it and I know all the many things I learnt (and was reminded of) will help me and my family move forward in the coming years.”

Mum



Fundraising

April 2021 saw the UK coming out of lockdown and over the upcoming months, face to face fundraising activities gradually started to take off again.

This period also coincided with the rebranding of all our fundraising and marketing materials in line with the new branding guidelines issued by national Mind. We quickly made a start on updating our fundraising materials with the new branding and were pleased when the new t-shirts, wrist bands, stickers for collection tins and pens started arriving at our Watford office. Along with the new branding materials we also launched our new website with updated fundraising pages including the function whereby fundraisers could register and set up a giving page where 100% of the proceeds come directly to Hertfordshire Mind Network.

The autumn months saw us being invited to attend an walking football marathon held in Bushey, run by Dave Knight from Knight's Way Walking Football Club. The day started with children playing a couple of matches and then it was the turn of the adults! Everyone had a great time, Dave's passion for walking football was infectious and for some (including the Hertfordshire Mind Network team!) it was their first experience of walking football. Along with people from the area we were joined by Watford Mayor, Peter Taylor and Watford FC legend, Luther Blissett who kindly refereed a match for us!

The following month we attended the Wareout festival in Ware, a great evening of entertainment where over £750 was raised for HMN. Along with music from a variety local bands there was a raffle with some fantastic prizes!

The winter saw the end of our very successful partnership with Nordic Walking Watford. When they started supporting us in 2019 little did any of us know what was to lie ahead however, despite the challenges raised by COVID, Nordic Walking Watford embraced the virtual world and held online quizzes and car boot cafés. When restrictions were relaxed they took part in a variety of walks and over the two years raised an incredible £2,038 for us.

As one partnership came to an end a new one started – Keith Ian Estate Agents chose us as their charity partner after staff at all three of the Keith

Ian branches noticed how many of their family, friends and neighbours felt lonely or upset during the pandemic. Keith Ian decided to donate £20 to HMN for every property board displayed outside a property, they also got busy planning a series of fundraising and awareness raising events throughout the year.



In early February 2022, ten amazing supporters ran the **Watford Half Marathon** for us. Despite the rain and some very large puddles they all successfully completed the course and raised over £2,500.



The start of 2022 also saw us delivering presentations to Royston Rotary Club, Boxmoor Probus Club and St Clement Danes School.

After a year of some real challenges posed by coming out of lockdown and adjusting to a new way of working we were very pleased to have reached our fundraising target and look forward to building on this work next year!

“This year our members voted for Hertfordshire Mind Network. So much of what we provide at Nordic Walking Watford is not just about physical health – it is about Mental Health too. Exercising outdoors in green space, with people who become your friends, has a very powerful and positive effect on our mental wellbeing.”

Tracy Reeve

Nordic Walking Watford

Volunteering

Our Wellbeing Centres, services and teams 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, time and dedication.

Our volunteers help us in a range of ways, including Board members, experienced counsellors, face-to-face work in our services, telephone support, office administration, events and fundraising.

All volunteers are provided with comprehensive training and support from our Volunteer Team and from staff within our services.

They are an invaluable part of our teams and services and the skills, knowledge and experience that they bring to our teams enhance the support that we are able to provide to our clients and to the local community.

For many volunteers their role also provides a stepping stone back to learning, training and/or employment.

We are proud that many of our staff team began their journey with the organisation as volunteers and then moved in to paid roles within the organisation.

During this financial year we have had a volunteer team of 100+

During this year 124 people have volunteered with Herts Mind Network

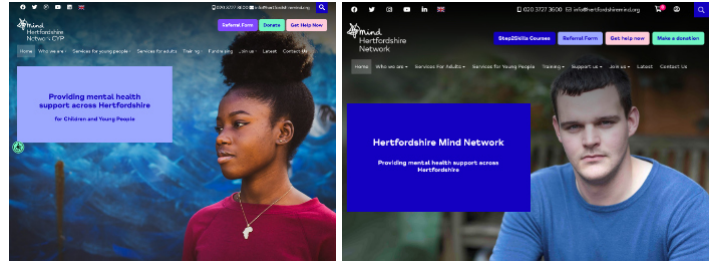
Branding

Our Marketing team are passionate about ensuring that local people know who we are, what we do and how they can access support if they need it. Our website, social media channels and printed materials are an important part of how we reach out to people.

During this year national Mind undertook an exciting refresh of their brand.

We took this opportunity to completely redesign our website and build a bespoke website for our Children and Young People's (CYP) services.

The two new sites were launched in August of 2021, branded with our new bolder fonts, colours and look. The websites have made it easier for people to access timely information about our services, make online referrals and book training courses. We also launched our instant messaging service on our dedicated CYP website.



We also refreshed all of our digital materials for social media and began the process of designing and new leaflets, posters, and flyers to promote our services and training.

We have also re-branded our pull-up banners and merchandise for events and fundraising to make us more visible in the local community.

“ I have taken all of my learning with me into my everyday life, and I feel that it made me more empathetic and tolerant of the world around me. I would highly recommend being part of this team.”

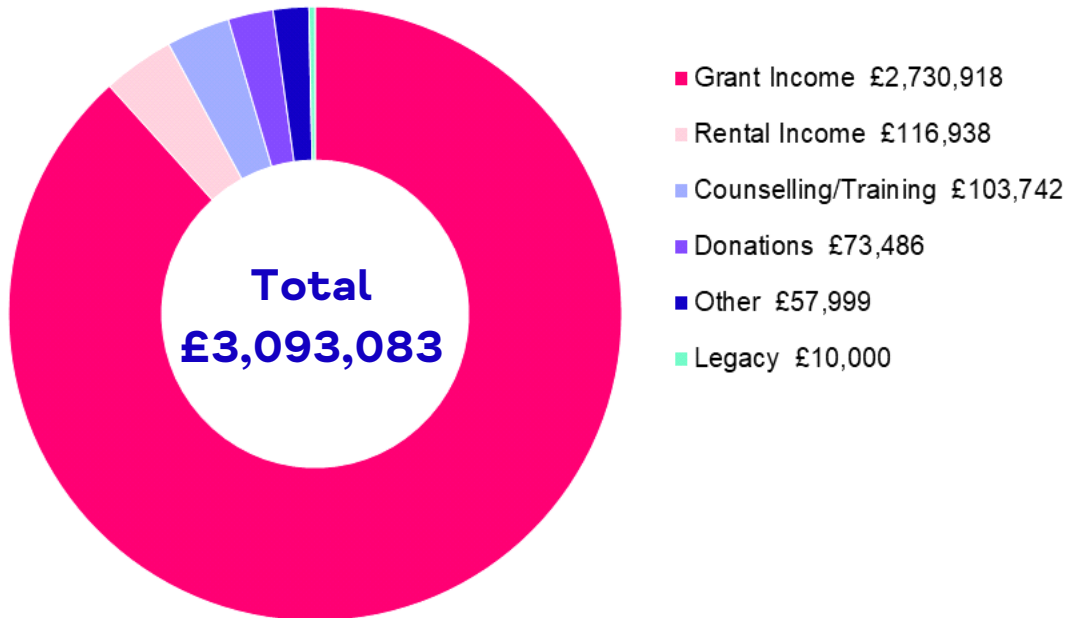
Volunteer



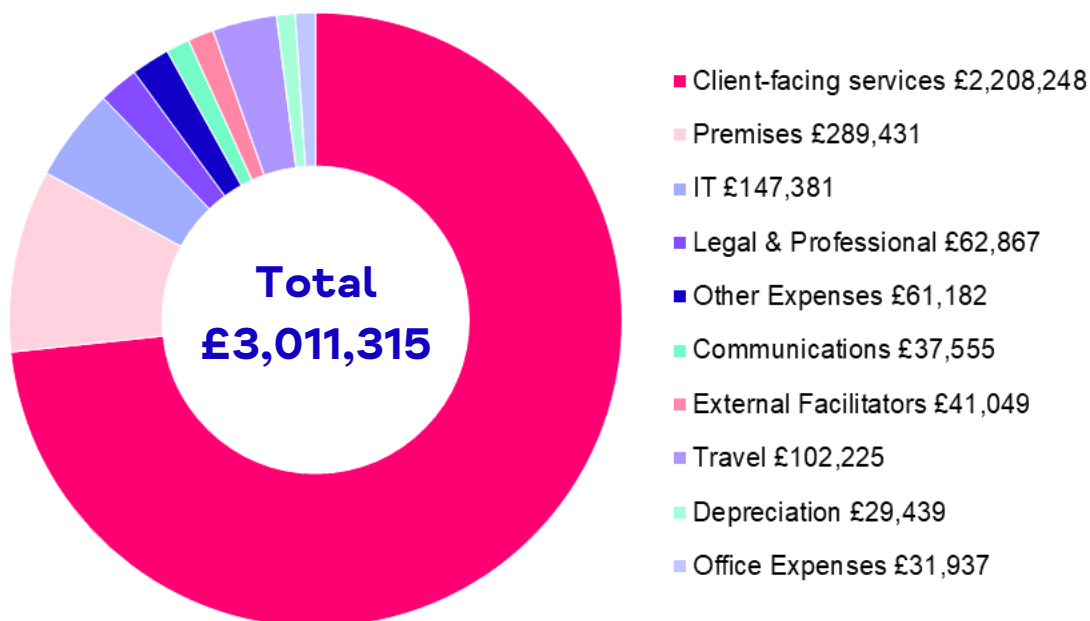
How we spend our money...

Please see below for a summary of our income and expenditure for this financial year:

Our income 2021/22



Our expenditure 2021/22



We couldn't have done this without you...

Hertfordshire Mind Network is always grateful for the kind donations from our supporters, which help to fund our services. 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 were not for you, then thousands of people across Hertfordshire would face the prospect of dealing with their mental ill health 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.

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

4,042

young people were supported through workshops and assemblies at schools in Hertfordshire.

521

professionals who work with children and young people were provided with training through our Spot the Signs and Emotional Wellbeing programme.

226

parents attended our Children & Young People workshops.

109

IAPT Counselling referrals were received.

139

Step2Skills Learners accessed our Step2Skills courses.

3,659

Peer support sessions were provided.

424

Referrals to our Primary Care Network Service.

136

Young people accessed **727** one-to-one support sessions provided by Herts Youth Futures.

622

Support sessions were provided through the Domestic Abuse Service.

3,770

Attendances at Meeting Place groups.

7,220

Nightlight Helpline Calls were responded to.

1,356

Community Support Service sessions were provided.

1,951

Counselling sessions were attended.

615

Carers were supported through the Hertswise partnership.

50

Mums attended the Mums Matter Groups.

96

Referrals to Stepping Stones.

363

Light Touch calls were made.

631

Referrals were made to the Community Support Service.

1,013

People accessed the Peer Support Service.



Hertfordshire Mind Network
139 Leighton Buzzard Road
Hemel Hempstead
Hertfordshire
HP1 1HN

020 3727 3600
info@hertfordshiremind.org

www.hertfordshiremind.org

Charity No. 112487
Company No. 5532977