



# Impact Report 2024/25

 **Mind**  
Hertfordshire  
Network

## Who we are

**We're Hertfordshire Mind Network - your local mental health charity.**

Every year, 1 in 4 people in England will experience a mental health problem.

In Hertfordshire, that's thousands of people who may be feeling isolated, unsure where to turn, and in need of support.

We're here to change that.

Through our eight Wellbeing Centres and other local venues, we provide essential, community-based services. These help people build resilience, make informed choices, and manage their mental health.

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.

Each year, we support adults, children and young people across the county to improve their mental health and wellbeing.

We won't stop until everyone facing a mental health problem gets the support and respect they deserve.

As a local Mind, affiliated with national Mind, we're an independent charity. We raise our own funds to keep our services running - and every penny stays in Hertfordshire, helping local people.

**This year,  
17,219  
people  
accessed our  
services!**



## Welcome from our Chair & CEO

It is with renewed pride and gratitude that Jo and I, as leaders of this extraordinary charity, introduce our annual Impact Report for this year.

The past twelve months have brought fresh challenges and opportunities for Hertfordshire Mind Network, as we continue our mission in a time of unprecedented pressure across the health and social care system. Our clients face ever-evolving obstacles, with increasing complexities in their lives and the services upon which they rely.

Amidst these demands, the resilience, commitment, and compassion of our colleagues and volunteers stand out more than ever. We are profoundly grateful to each and every one of you.

Your unwavering dedication makes a difference - bringing hope, support, and positive change to those who need us most.

The landscape in which we work remains dynamic and sometimes difficult, yet our collaborative spirit with local partners grows ever stronger. Together, we strive to ensure that every individual in Hertfordshire feels supported with their mental health needs.

Our approach continues to be shaped by co-production, seeing our clients as partners and valuing their lived experience. Their insights guide our innovation and ensure our services meet real needs, even as those needs shift in a changing world.

We thank all our staff and volunteers from the bottom of our hearts. Your passion and selflessness are the heartbeat of this charity. Your efforts empower individuals, strengthen our community, and inspire both Jo and I every single day.

Best wishes,

**Jess Lievesley & Jo Marovitch**



**Joanna Marovitch**  
CEO



**Jess Lievesley**  
Chair

# Our year in numbers

4

**7,063** Adults supported

**3,068** Peer support sessions provided

**847** Talk it Out counselling sessions provided

**5,478** Talking Therapy counselling sessions provided

**9,951** Referrals in to Nightlight

**8,233** Community support sessions provided

**717** Domestic Abuse service sessions provided

**6,190** Attendances at Meeting Places

**168** New Mums provided with perinatal support



# Our year in numbers

**10,156** Children and young people supported

**2,014** Accessed 1:1 and group provision

**4,339** Resources downloaded

**879** Accessed the **With Youth service**

**1,093** Professionals attended training

**8,142** Accessed our **workshops** and **educational provision**

**90** Accessed our **Future Youth service**

**1,117** Used **Lumi-Nova: Tales of Courage App**

**432** Young people visited **Herts Haven Cafes**



## 1. Our crisis services

This year, we continued to grow and strengthen our **Nightlight** countywide out-of-hours mental health crisis service.

Our Nightlight Crisis Centres offer safe, welcoming, and homely spaces for people in distress. Each centre is run by experienced, non-clinical staff - many with lived experience of mental ill health - who provide compassionate, understanding support.

**Nightlight Crisis Helpline** is open every day, from 7pm to 1am.

Our **Nightlight Crisis Cafés** are open every day across the week from 7pm – 1am. The Stevenage and Watford Crisis Cafés are open each day, and the Ware and Hatfield Crisis Cafés are open Friday, Saturday, Sunday and Monday each week. The Hatfield Crisis Café is delivered in partnership with Mind in Mid Herts.

Our **Nightlight Crisis House** in Hemel Hempstead offers four overnight beds, available year-round for people in crisis who would benefit from a short stay. These stays are assessed daily

# Nightlight

and usually last up to three nights, depending on individual needs. In some cases, this is agreed in partnership with the Crisis Resolution Home Treatment Team.

We also work in A&E settings. The **A&E Crisis Liaison Service**, delivered with Mind in Mid Herts, supports staff at Lister and Watford General Hospitals to improve crisis care for adults. Our A&E Link Workers help people access alternative, non-clinical crisis support, like Nightlight, when a hospital setting may not be the best place.

Finally, **Daylight** offers short-term, one-to-one crisis support in the community for adults aged 18 and over. Our Daylight Workers typically support individuals for 4 - 8 weeks, helping them access local resources and manage their mental health within their own communities.

These services form the crisis alternative pathway across Hertfordshire.

## 2. Our complex needs services



We are trusted providers of complex needs services across Hertfordshire, offering a wide range of tailored support to people experiencing mental ill health or emotional distress.

The **Community Support Service** offers one-to-one outreach support across the county, helping people with emotional wellbeing, housing needs, benefits, signposting, and practical life skills. We aim to reduce crisis episodes and improve quality of life.

**Bounce Back** supports people as they transition from hospital to home. Based in Kingfisher Court, Albany Lodge, and both A&E departments (Watford and Lister), the service ensures a smooth and supported discharge through one-to-one outreach support.

Our countywide **Flourish** service supports refugees and asylum seekers aged 16 and over, providing up to 10 sessions of one-to-one holistic support. The service helps individuals settle in the UK and manage the mental health challenges they may face. Peer support groups are also available in local communities and asylum hotels.

The **Housing Support Service** provides advice and holistic support to people facing housing difficulties linked to their mental health (excluding homelessness).

Our **Complex Needs Housing Service** supports people experiencing mental ill health who are presenting as homeless to local district and borough council housing teams. Our team offers advice, referrals, and personalised support plans - working with individuals to find the right solutions for their needs.

The **Domestic Abuse Service** is available in Watford and Three Rivers, this service supports anyone aged 16+ experiencing domestic abuse. Our Caseworkers offer non-judgemental, person-centred support - helping individuals explore options, make informed choices, and take steps at their own pace. Support may include safety planning, healthcare access, and help with alternative accommodation.

Our **Primary Care Network Service** provides 6 -10 sessions of one-to-one tailored mental health support for people aged 16 and over. Working closely with GP practices, we ensure individuals can access the right support to improve their wellbeing.

Across all our services, we aim to empower people, meet them where they are, and support them to move forward.

## 3. Our peer support services

Our countywide **Peer Support Service** offers flexible support for adults experiencing mental ill health, as well as their carers.

Led by Peer Support Workers with lived experience, the service provides personalised support tailored to each individual's needs. This includes one-to-one sessions, peer support groups, and peer learning courses, helping people build on their strengths and find their own solutions.

We also offer a **Peer Mentoring Service**, delivered by trained volunteers who provide up to 12 sessions of one-to-one emotional and practical support, either in person, over the phone, or via Zoom.

Our **Mums Matter** service supports mothers with children aged 0-2. It combines psychoeducation, peer support, one-to-one sessions, and group activities to support perinatal mental health and reduce isolation.

## 4. Our wellbeing & counselling services

Prevention and early intervention are at the heart of our work, with a strong focus on improving both emotional and physical wellbeing.

### Support for Carers

We provide Peer Support groups, counselling, and wellbeing activities such as yoga and art groups to help carers look after their own mental health.

### Groups and Activities

We now run **23 groups** across the county, both online and face-to-face. These include Meeting Places, art, music, carers support, LGBTQ+, and self-supporting peer groups. These activities offer safe spaces to connect, share, and build confidence.

### Volunteering

We currently have **128 volunteers** supporting a range of services. Many are past clients who have completed our training and moved into volunteer roles. These placements support recovery, boost confidence, and often lead to employment.

### Counselling Services

Our respected **Talk it Out Counselling Service** is available at all Wellbeing Centres. Clients receive up to 10 client-centred, confidential sessions from trained and placement counsellors. Fees range from £10-£40, depending on circumstances, and anyone can self-refer.

Our **Talking Therapies Counselling Service** offers up to 8 free one-to-one sessions with qualified counsellors for Hertfordshire residents aged 16+, referred through their GP.

This service provides a safe and supportive space to explore and reflect on experiences in a confidential environment.



128

**Volunteers**  
supported our  
services

## 5. Our training provision

We are a leading provider of mental health training in Hertfordshire, with extensive experience delivering high-quality courses to a wide range of organisations.

Our training is available both online and in person, and is tailored to the needs of voluntary, statutory, and private sector partners. We cover a wide range of topics including mindfulness, self-compassion, emotional resilience, workplace wellbeing, suicide awareness, and peer support.

From teaching staff and carers to construction workers and community groups, our courses are designed to build understanding and promote mental wellbeing. We also offer fully bespoke training, developed to meet the unique needs of any organisation, workplace or community group.

## 6. Our children and young people's services

Our **With Youth** service provides open-access, countywide support for Hertfordshire children and young people aged 5–19, as well as their families and professionals. The service operates 7 days a week, offering one-to-one digital support, group sessions, and instant help through our helpline and messaging service.

We work with young people and those around them to build resilience, develop coping strategies, and improve emotional wellbeing. Support is also available for parents, carers, and professionals to ensure a joined-up, holistic approach.

We partner with BFB Labs to offer free access to Lumi Nova: Tales of Courage, a mobile game for 7–12-year-olds that uses digital therapy to help manage symptoms of anxiety in a fun, engaging way.

Our **Spot the Signs & Emotional Wellbeing campaign** offers free workshops and training for children and young people, their parents/carers, and professionals.

The programme focuses on emotional resilience, psychoeducation, and signposting support - supporting Hertfordshire's Suicide Prevention Strategy.

**SPARK** is a creative wellbeing space for 11–18-year-olds in Watford and East Herts. The service uses arts-based approaches to help young people manage their mental health in a safe and expressive environment.

Our **Herts Haven Cafés** in Watford, Ware, Hemel Hempstead, and Stevenage.

These free, drop-in spaces offer immediate emotional support for 10–18-year-olds experiencing mental health challenges.

Our **Future Youth** service provides up to 6 months of face-to-face mentoring for 12–18-year-olds in East and North Herts.

Each young person is matched with a dedicated mentor who offers practical and emotional support to help them reach their goals, build confidence, and overcome personal barriers.

Our free **Counselling Service** for children and young people launched across the county in April 2025. Available for ages 5 to 19, the service is open to anyone registered with a Hertfordshire GP.

Sessions can be one-to-one or group-based, offered in-person or online.



## 7. The Sadie Centre

### A new chapter begins

While the official date was 1 April 2025, much of the preparation to welcome The Sadie Centre into Hertfordshire Mind Network took place during this reporting year.

This milestone marks the beginning of an exciting new chapter. By coming together, we are building a stronger, more resilient organisation - one that can make an even greater difference to the communities we serve.

Our merger allows us to share resources, knowledge, and expertise, enabling us to reach more people, offer a broader range of services, and continue providing compassionate, innovative mental health and wellbeing support across Hertfordshire.

#### Together, our services now include:

- Classes
- Complementary therapies

- Counselling
- Positive Movement™
- Horticultural therapy (Growing People™)
- Mindfulness in schools
- Health & wellbeing coaching

The year ahead will be one of growth and development for Hertfordshire Mind Network.

We will be building on our services, launching a new, accessible website for The Sadie Centre, and expanding the range of activities available to those who need us most.

From new classes and therapies to innovative wellbeing initiatives, our focus will be on creating more opportunities for connection, support, and recovery – ensuring that everyone in our community can access the help they need, when they need it.

“I've never had someone to help me and listen to my thoughts like you do. I've learnt a lot about myself and my mental health. Thank you.”

“You were a light in the darkness when I needed you.”

“This is the first time I feel like someone is fighting my corner.”

“I came with all of these problems which I did not think could be fixed, but thought just talking could help. But we have talked, and also solved the problems I had.”

“Your positivity and kindness made a huge difference in my experience, and I truly appreciate everything you have done.”

“The Crisis House has been beyond amazing. I can now make sense of my life and I am so grateful for this wonderful service.”

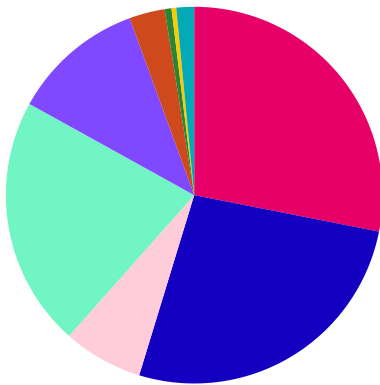
“I appreciate everything you have done for me and helped turn things around.”

**I just feel so understood**



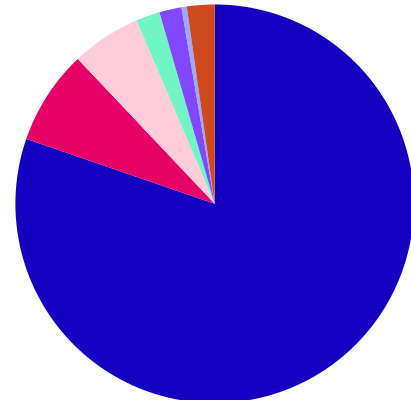
## Our income: £6,127,140

- Crisis £1,918,547
- Training & Education £77,722
- Complex Needs £1,817,331
- Capital funding £208,122
- Peer Support £467,316
- Other income £39,902
- Wellbeing & Counselling £1,466,416
- Rental Income £27,859
- Fundraising £103,925



## Our expenditure: £5,762,063

- Client facing services £4,625,531
- Governance & Compliance £111,826
- Premises £441,885
- Depreciation £103,604
- Infrastructure & Comms £325,229
- Recruitment £25,070
- Office & other costs £128,918



## Donations, legacies and fundraising



A heartfelt **thank you** to all our Mindful Partners, donors and supporters for standing with Hertfordshire Mind Network over the past year.

Despite the ongoing challenges of inflation and the rising cost of living, your generosity has shone through. From individual donations to community-led fundraising events, your support means the world to us.

We're especially grateful to the local businesses and community groups across Hertfordshire who have stepped up to back our work.

Our services simply wouldn't be possible without you.

To support us or learn more about fundraising, please get in touch at: [fundraising@hertsmindnetwork.org](mailto:fundraising@hertsmindnetwork.org)

Together, we have raised **£103,925**



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