



Islington Mind Impact Report

2021-2022

Islington Mind

Archway business Centre
Unit 4
Wedmore Street
Islington
N19 4RU

T: +44 (0) 20 3301 9850

islingtonmind.org.uk

Registered charity number 294535.

Our Vision

We are Islington Mind, an independent charitable organisation, part of the Mind network. We help people connect to themselves, to each other and to their support networks and communities. We provide mental health support focused on strengths and assets, not on diagnoses. We value people's human rights, identity, strengths, experiences and expertise and their own understandings of their experiences. We promote community cohesion

Our vision is for everyone in Islington to get the respect and support they need to improve their mental health and wellbeing.

Our Values

- Respect - we listen with care, respect and provide reassurance to everyone we encounter
- Equality - we are committed to easy and equal access to mental health services and support for everyone in Islington
- Strength orientated – we help people find their voice, connect to their strengths and use their skills and assets
- Co-Production – we strive to develop and deliver services with the people we support
- Challenging Stigma And Discrimination - we seek to influence and improve mental health services in Islington, raising awareness surrounding mental health
- Community Cohesion - we actively seek opportunities for collaboration when developing services.

Our Objectives

We believe that everyone had a right to good mental health. We are here to safeguard and promote the mental health and wellbeing of all adult (18+) Islington residents, and to offer support to residents who experience mental distress, so they:

- improve self-esteem and confidence and live independently in their communities
- reduce the need to access secondary mental health services, so that mental health crisis and hospital admissions are reduced
- reduce the isolation that often accompanies mental illness by offering immediate access to integrated recovery pathways that enable people to live full and enriching lives, and by promoting community integration.improve their capacity to represent their own needs, and make their voices heard
- improve independence, financial security, and resilience – reducing the poverty often accompanying mental ill health, as well as the risk of destitution and homelessness.

Get involved

There are many ways you can get involved, support our valuable work or be part of our journey. Every single offer of support no matter how small makes a big difference!

How to donate

You can donate directly on our website:

<https://www.islingtonmind.org.uk/support-us/direct-giving/>

You can also download a form from the website and donate by post.



Volunteer with us

We have a variety of roles that you could apply for. These range from supporting core activities such as fundraising to carrying out activities in our day centres or volunteer therapist roles.

For more information, please call 020 33019850

or visit our website <https://www.islingtonmind.org.uk/get-involved-2/volunteer/>



Islington Mind Impact Report 2021-2022

Contents

1.0	Chair of Trustee's – Gwen Williams
1.1	Chief Executive Officer – Sigal Avni
2.0	Impact Summary – 2021-2022 in numbers
2.1	Integrated Community Support
2.2	Structured Intervention Support
2.3	Specialised projects
3.0	Co production and Service User Feedback
4.0	Fundraising and Finances

1.0 Chair of the Trustee's- Gwen Williams



This year was an exceptionally busy year for Islington Mind. The covid-19 crisis meant that our services were needed more than ever before.

In this financial year we supported more than 1000 individuals, some are from the most minorized and vulnerable communities. The board of trustees was proud to see new services developed and delivered by our teams this year, such as the Hand in Hand project which utilises the strength and the abilities of our service users in supporting their peer. We have been able to respond to the increase in need and demand for talking therapies with our dynamic counselling service supported by the generosity of our

funders, our unique Freedom From Fear To Love Service which supports the most vulnerable – LGBTQ+ asylum seekers and refugees – continued to develop, our enablement service model continued to prove its efficiency in supporting people in their recovery from the impact of covid journeys as well as in tackling the impact of the costs of living crisis, the LDTogether project continued to support people who experience learning disabilities alongside mental health problems, and our services saw more young adults than any year before.

The board of trustees would like to thank our Chief Executive, Sigal Avni, who together with Islington Mind's senior managers, and all staff and volunteer teams, has worked tirelessly to enable Islington Mind to support more people than ever before, achieving organisational growth in the most challenging times.

I hope that you will enjoy reading this impact report.

Gwen Williams

We will continue to follow our 2022-2025 strategy, focusing on supporting people from minority groups, people who experience multiple disadvantages and who are underserved by existing services, providing high quality services and activities.

We will invest capacity in improving partnership/stakeholder engagement, ensuring we reach a wider audience, support our staff's wellbeing, and work to ensure continuous growth and sustainability.

1.1 Chief Executive Officer – Sigal Avni

The financial year 21/22 has been one of the most challenging years for everyone at Islington Mind, with the main challenges including: recovering from the impact of the covid pandemic crisis and facing the new costs of living crisis whilst navigating the transformation of health and care systems.

The covid-19 pandemic impacted on everyone's lives – service users, staff and volunteers. Loneliness and financial challenges were intensified, and we experienced bereavement and loss, including loss of people who accessed our services, which we were all deeply shaken by.



As a mental health support provider, we had to change our delivery models regularly in response to continuous changes in the level of virus spread and government guidelines. Throughout the year we offered a hybrid support model, combining on-site face-to-face with on-line remote support through phone calls, emails and digital video meetings. We adapted and changed the balance face-to-face and

remote regularly, sometimes on a weekly basis following changes in the level of spread and public health guidelines.

I am proud of how the Islington Mind team continued to offer flexible and creative support to our service users despite the ongoing challenges that the year presented to us all.

Our new strategy for the next 3 years focuses on those most impacted by the pandemic - people from minority groups, people who experience multiple disadvantages and who are underserved by existing services. E.g. LGBTQ+ individuals from racialised communities, people with learning barriers and mental health

concerns as well as young adults. We want to ensure that we continue to offer effective, high quality safe and accessible support that enables people to experience improvement in their mental health and make positive choices in their lives. We want to ensure we promote the wellbeing of our staff and volunteer, creating an inspiring and healthy work environment. Looking externally, we will work to improve communication, collaboration, and promotion of our services and continue to build effective relationships.

Our fundraising targets echo our strategic priorities and include: services for young adults experiencing mental health distress, talking therapies - in response to increased demand, sustaining

and expanding support addressing specific needs of minority groups – e.g. asylum seekers and refugees and sustaining the digital offer.

We are aware that the pandemic crisis exacerbated pre-existing systematic inequalities and impacted mostly people from minority groups, we seek to actively encourage equality through our policies and practices, ensuring that the voices of service users, employees and volunteers from minority groups are heard, recognised and valued.

I would like to thank our dedicated, creative, and resourceful staff team as well as our dedicated team of volunteers who all worked way and beyond our expectations during this challenging period, covering for colleagues on sick leave and isolation, adjusting to continues changes in delivery models, providing hybrid offer – face to face and online and responding to significant increase in need and complexity.

I would also like to thank all our partners and funders who worked together with us to make a difference for our service users

This report focuses on the impact that each of our services made. I hope you will enjoy reading it.

Sigal Avni



2.0 Impact Summary – 2021-2022 in numbers



36 Employees
7 Trustees
141 Volunteers

1298 people supported by our services

763 new referrals

12% increase in referrals

16,000 plus calls responded to

**141 volunteers are working with us contributing
a total of 19,924 hours – valued @ £259,000
per year**

**£319,367 funds raised through charitable
trusts and foundations**

**82% - “satisfied” or “very satisfied” with Islington Mind
services**

76% - Islington Mind services are “very important”

**82% - “satisfied” or “very satisfied” with the help received
from Islington Mind’s staff**

2.1 Integrated Community Support:



The Mental Health Recovery Pathway's Day Opportunities offered daily on-site socialising opportunities, activities and peer support groups combined with digital activities. These included Zoom drop-in sessions, peer support groups. These group activities helped people tackle social isolation and maintain wellbeing during lockdowns. They continued to support people who felt too anxious to socialise even when measures were relaxed, as well as those with mobility issues.

Daily nutritious hot meals were provided throughout the year to 74 individuals, including sit-in and take away lunches from our 3 centres: Isledon Road, Despard Road and Ashley Road.

A total of 630 individuals accessed our day opportunities last year.

2.2 Crisis Café

Our Crisis Café also provided a hybrid offer to 125 people experiencing a mental health crisis but who were not deemed in need of statutory crisis services. The team developed close working relationships with Islington crisis team who used the service for 83 referrals during the year. Seven PTP therapists in placement – one every day – joined the crisis café team in March this year – offering the café's service users opportunities to engage with ad-hoc therapy space.

'Islington Mind plays a very important role in my life. They help me cope and deal with my emotions. Also, with the practical side of my life. I would be left on my own if Islington Mind did not exist.'



2.3 Structured Intervention Support

Structured Intervention Support was offered through online meetings, phone calls, and on-site appointments:

- **The Reablement service** helped 150 individuals to re-settle in their homes and re-engage with their communities. Reablement support was offered throughout the year in people's homes, and/or in our centres and or online depending on people's needs and references.
- **One-to-one counselling** was provided to 63 individuals.
- Psychotherapy was provided by the **Psychosis Therapy Project** to 24 individuals experiencing complex needs, through on-site and remote one-to-one service and peer-support groups.
- **Structured psychosocial support** was provided to 537 individuals.
- **The CovidRecovery Enablement Service** provided recovery planning and support to 187.



2.4 Digital inclusion

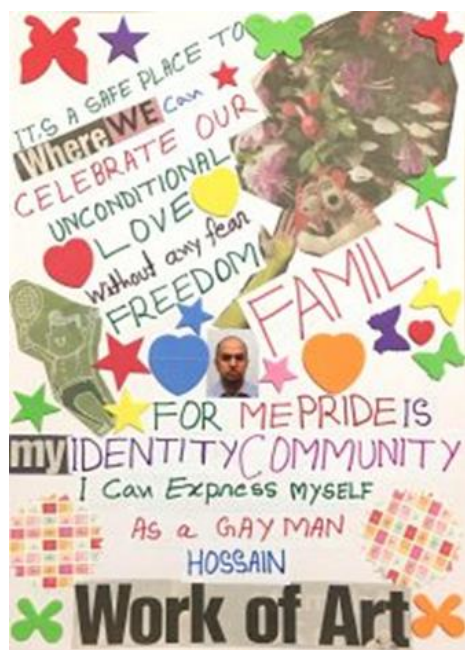
Regular ICT training and support provided in-house to our service users along with grants for IT equipment helped promote digital inclusion. It enabled our service users to access our online services, and to connect to further external support, social opportunities and information online.

2.5 Specialist Services:

Our London-wide LGBTQ+ project, Outcome, supported 314 individuals. The increased risk of homelessness, destitution and domestic abuse experienced by our LGBTQ+ asylum seekers and refugees was addressed through remote and face to face support. 105 LGBTQ+ asylum seekers and refugees were supported this year.

We continued to provide sports and physical activity sessions through our RainbowSports@Mind project funded by Comic Relief – the London Together Programme.

Our Mother2Mother project ran 48 therapeutic groups for mothers of people with mental health problems. 27 women accessed our Women Only Space.



Self-referrals and referrals from local professionals were increasingly rising for our new LDTogether project for people with learning difficulties and mental health problems – we identified a significant gap in support provision for this specific group. We provided targeted support for a total of 14 individuals with learning difficulties.

Our Welfare Benefits Clinic supported 46 individuals to access their welfare benefit entitlements, at a time when Universal Credit and Disability Living Allowance systems were disrupted by the pandemic. Over 90% of WBC participants were successful in their applications and appeals, with many being awarded increased levels of payment.

The WBC Team also provided evidence to the Work and Pensions Select Committee inquiry on Health Assessments, contributing to National Mind's submission to the Government's Health and Disability Green Paper consultation. This data will be used to give evidence to the Work and Pensions Select Committee.

3.0 Co-production and Service User involvement:

We held monthly service user meetings online or hybrid style during 2021-2022. We also held service-wide co-production meetings and workshops. We were successful in getting a small grant to carry out co-production training which was planned for 2022.



We continued to regularly engage service user volunteers who support the day to day running of our centres as well as leading groups both online and in person. Service users play a strong role in leading on projects such as our Art Spaces and in deciding on trips and events for the year.

4.0 Finance and Fundraising:

Our main source of income remains the mental health recovery pathway contract from London Borough of Islington. As part of our funding strategy we have been working on diversifying our funding streams. In addition, we have been working on building our reserves, so we are in line with our reserves policy.

London Catalyst
The Pears Foundation
National Mind
The Austin and Hope
Pilkington Trust
Cloudesley
Peter Stebbings
Memorial Charity
The Fishmongers'
Company
Cripplegate
Foundation &
Islington Giving
Central District
Alliance Islington
Community Fund
National Lottery
Awards For All
England
City Bridge Trust
Goldsmiths
Fishmongers
Halley Stewart
Camden and Islington
NHS Trust
The Hobson Charity
Schreier Foundation

Our total income:

£1,538,643

Our total expenditure:

£1,465,286

Our Successful Fundraising:

Donations and legacies £67.53K

Charitable activities £1.47m

Our income from trusts, foundations enabled us to provide a wide range of services to meet the needs of Islington residents. **During 2021/2022**, we were fortunate

in being awarded a number of grants from various grant making organisations. We are grateful to the following trusts and foundations for their generous support of Islington Mind's work:



We would like to thank the London Borough of Islington for their continuing support with the Mental Health Recovery Pathway contract.

the 1990s, the incidence of *S. flexneri* infections has increased in the United Kingdom [10]. In the United States, *S. flexneri* has been reported as the most common cause of bacterial dysentery in children [11].

There is a paucity of data on the epidemiology of *S. flexneri* in the United Kingdom. In the 1980s, *S. flexneri* was the most commonly isolated enteric pathogen from patients with acute colitis in the United Kingdom [12]. In the 1990s, *S. flexneri* was the most commonly isolated enteric pathogen from patients with acute colitis in the United Kingdom [13].

In the United States, *S. flexneri* has been reported as the most common cause of bacterial dysentery in children [11]. In the United States, *S. flexneri* has been reported as the most common cause of bacterial dysentery in children [11].

In the United States, *S. flexneri* has been reported as the most common cause of bacterial dysentery in children [11]. In the United States, *S. flexneri* has been reported as the most common cause of bacterial dysentery in children [11].

In the United States, *S. flexneri* has been reported as the most common cause of bacterial dysentery in children [11]. In the United States, *S. flexneri* has been reported as the most common cause of bacterial dysentery in children [11].

In the United States, *S. flexneri* has been reported as the most common cause of bacterial dysentery in children [11]. In the United States, *S. flexneri* has been reported as the most common cause of bacterial dysentery in children [11].

In the United States, *S. flexneri* has been reported as the most common cause of bacterial dysentery in children [11]. In the United States, *S. flexneri* has been reported as the most common cause of bacterial dysentery in children [11].

In the United States, *S. flexneri* has been reported as the most common cause of bacterial dysentery in children [11]. In the United States, *S. flexneri* has been reported as the most common cause of bacterial dysentery in children [11].

In the United States, *S. flexneri* has been reported as the most common cause of bacterial dysentery in children [11]. In the United States, *S. flexneri* has been reported as the most common cause of bacterial dysentery in children [11].