

Islington Mind Impact Report

2022-2023

Islington Mind

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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 and 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 3301 9850

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



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Gwen Williams

Chair of Trustees

I have been proud to chair the organisation's board of trustees this year as it has continued to deliver quality services during a period of increased mental health need in Islington.

Islington Mind's strategy has five priorities:

- Beneficiaries – progressing equalities
- Services – effective and of high quality
- External Relationships
- Our Teams
- Financial Strength a
- Organisation Capacity.



Through our specialist offer and outreach work, we have increased visibility among the most disadvantaged and have worked to ensure that our services are accessible to everyone.

New collaborative work ensured we make the most of the skills and experience of partner organisations to enhance impact on people's mental health and wellbeing. The trustees were pleased to see the organisation continue to adapt and develop new ways of working to respond to continued changes in need, and deliver outstanding quality.

This has been recognised with marked achievements such as the Mind Quality Mark assessment, which nominated Islington Mind for three excellence Mind Quality Mark awards and being shortlisted for the Civil Society Charity Award. The board is preparing for a prospect of financial uncertainty with the end of the Mental Health Recovery Pathway contract due at the end of next year. With over 35 years of experience providing mental health services in Islington, we are confident in our place in the community and in the recognition of the need for our work. 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.

Sigal Avni

Chief Executive Officer

This year marks my third year as Chief Executive Officer at Islington Mind and my 20th year working for Islington Mind and serving the Islington residents.

I continue to be impressed by the dedication of the team to continue to offer quality mental health interventions and care to Islington residents.

I have observed a growth in need and complexity of mental health issues, fuelled by the ongoing effects of the Pandemic and Cost of Living Crisis. Our team has responded to this increase with resilience and determination.

We saw a 10% increase in the number of new referrals and a significant increase in the complexity of people's need, including deterioration of health conditions, bereavement and loss, including loss of people who accessed our services, which we were all deeply saddened by.

Building on our strengths, and applying our learning from the last three years we adapted our services



to respond to the increase in demand and need. We continued with our emphasis on coproduction, and led by the people who use our services, our teams continued to offer holistic, person-led, strength based, trauma informed and culturally appropriate services.

These included the Islington Mental Health Recovery Pathway which offers open-access, open-ended Day Opportunities, available for any resident in Islington who feel they need mental health support, alongside various Structured Intervention Support programs in four buildings across Islington. We continued to develop the Islington crisis café. Our talking therapies provisions were at especially at high

demand which we addressed with support from our generous partner funders.

We followed our 2022-2025 strategy and worked to expand our reach to the most disadvantaged and minoritised communities. We saw a significant rise of referrals from black and Asian communities – now 46% of our clients. Our specialist bespoke services, such as Outcome, our LGBTQI+ service, Mother 2 Mother, LDTogether and our Women Only Space – continued to address the complex needs of people facing multiple disadvantages.

Integration was a key strategic driver this year. We were involved in conversations around the development of the new Integrated Care Systems (ICS) and the rollout of the North Central London Sustainability Transformation Plan. We worked in partnership with local organisations such as Health Watch Islington (to improve equity of access to health services and opportunities) and Age UK Islington (to offer the Community Mental Health key working in the NHS mental health Core Teams). We joined the Islington Wellbeing Bright Lives Alliance and are proud to be part of the Hand in Hand project, a peer-buddy travel support – collaborating with Side by Side, Manor Gardens Welfare Trust and Camden and Islington NHS

Foundation Trust. Participating in a Roundtable Event at the Houses of Parliament on LGBTQI+ mental health policies is one example of staff work to raise awareness of the challenges faced by the people we support.

Our highly skilled, experienced and dedicated staff teams continued to work tirelessly, despite the additional pressure on staff capacity and resources, guided by our vision to ensure that *everyone in Islington and beyond gets the respect and support they need to improve their mental health and wellbeing*. They worked together with 114 volunteers (clients and community experts/professionals) who brought an umbrella of skills, expertise and experience to enhance our offer.

We were proud to see this recognised in the excellent Mind Quality Mark report and we were delighted to be shortlisted with our unique specialist Freedom From Fear To Love project for LGBTQI+ asylum seekers and refugees for the 2023 Civil Society Charity Award in the Social Care, Advice & Support category.

It has been a privilege to lead the charity this year, and I would like to thank my dedicated colleagues, staff, volunteers and clients as well as our funders - without whom we wouldn't have been able to make it, and all our

old and new partners – working together we make a real difference.

We know that demand for support of people with mental health concerns is increasing year-on-year, and we will continue to strive to deliver the best

support possible for as many people, despite the financial uncertainties ahead.

**At Islington Mind we offer open
access and open ended support to
Islington residents.**

**We believe that everyone has the right to
good Mental Health.**

**We strive to offer an accesible service to all
who feel they need our help.**

42
Employees

7
Trustees

114
Volunteers

1617
people supported by
our services

1346
new referrals

10%
increase in referrals

83%
Satisified with the services they accessed

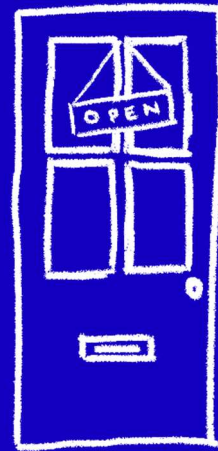
87%
Islington Mind helped them when they needed
to solve a problem

88%
Islington Mind helped them to spend time
with other people

31%
identified as LGBTQI+

46%
are from BAME communities

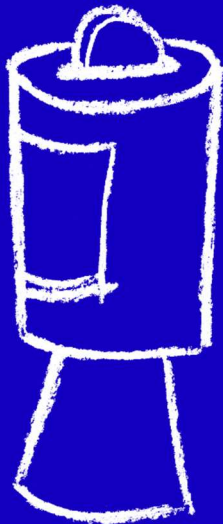
444
young adults
44% increase from 21/22



£9000
funding raised through
individual donations and
legacies

114
volunteers contributing
an average of 7 hours per
week – valued at
£457,732
per year

£319,367
funds raised through
charitable
trusts and foundations



Integrated Community Support

Open Access Day Centres



Our Integrated Community Support team offers open access support from our day centres. In 2022-2023 the team supported **527** individuals with Mental Health needs.

We offer daily on-site open access, open ended opportunities to socialise and access peer support in safe, therapeutic drop-ins sessions, a daily program of activities to improve wellbeing and enhance skills, daily nutritious communal subsidised hot lunch, outings, and ad-hoc one-to-one mental health support and advice.

The program of activities this year included: Drama Therapy, Drama group, Paranoia group, Hearing Voices group, Music tuition and band practice Music Therapy, Gardening, Jewellery making group, Mindfulness, Yoga, Knit and Natter, Bereavement Support Group, Creative Design group, art groups and a hoarding group. These group activities helped people tackle social isolation and maintain wellbeing. They also provided opportunities to enhance skills and

“It makes me feel valued and cared for having lunch made for me.”

improve employability: this year ICS has offered education workshops on community volunteering and encouraged our art and jewellery craft participants to display and market their work.

Clients said that open access day opportunities are crucial in preventing mental health decline, crisis and hospitalisation.

Crisis Café

This service provided support to **134** Islington residents who experienced risk of mental health crisis, helping them to prevent mental health crisis and hospitalisation.

The team developed close working relationships with Islington Crisis Team who used the service for 14 referrals during the year.

“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.”



The service opens every evening and at the weekend. It offers one-to-one appointments to people at risk of crisis who do not meet the criteria of the Camden and Islington NHS Foundations Trust's Crisis Team. It also offers an out of hours drop-in space and activities to residents who need extra support during hours when services are closed.

Eight psychotherapists in placements (who are part of the Psychosis Therapy Project – see below) offered a therapeutic space to the Crisis Café's clients every evening and at the weekend. 12 to 18 clients per week benefited from the PTP therapists' support in the Crisis Café.

Three art therapists worked with the Crisis Café to provide support to service users. Additionally, the project hosted one therapist running a weekly support group co-facilitated by one of the therapists offering individual support. The group ran weekly throughout the period and an average of 6 service users attended regularly.

Structured Intervention Support

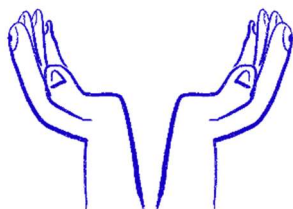
The **Structured Intervention Support** services offer **tailored one-to-one support**. This includes:

The Psycho-social Support (PSS) service offers one-to-one interventions addressing complex and enduring mental health needs which affect everyday life.

PSS sessions are designed to help clients explore solutions to practical and emotional issues, develop resilience and independence, and improve access to community resources. PSS support is offered for up to 12 months.

Our Reablement Service offers support to Islington residents to resettle into their homes after being in hospital or a crisis house. Reablement helped **172** individuals to re-settle in their homes and re-engage with their communities.

The Enablement Service offers support to people with emotional and practical needs. Enablement supported **210 clients** this year to re-engage with community resources, treatments, training/education and voluntary/employment opportunities. Clients were supported to better manage day-to-day living and develop self-reliance and management strategies.



The Talking Therapies Clinic (TTC)/Counselling Service:

Supported largely by the Cloudesley Principal Grant, our Talking Therapies/Counselling Service provides a combination of 10- and 20-week talking therapy programmes. The sessions are designed around the clients' specific needs, exploring solutions from an in-depth, trauma-informed therapeutic engagement.

Various types of counselling are offered including Integrative, Humanistic, Psychodynamic, and Cognitive Behavioural Therapy (CBT) approaches.

117 new clients have been referred to counselling/talking therapies sessions this year, with 93 people receiving sessions in this period in total.

Sadly, high demand for talking therapies meant that we frequently had to close our waiting list to new referrals for at least two months at a time.

This service has a subcontracting arrangement with AgeUK Islington to provide talking therapies to The Carers Hub's clients.

The Psychosis Therapy Project (PTP)

The PTP offered opportunities for psychotherapeutic treatment with a team of psychoanalytically trained practitioners working in the area of psychosis to **46** individuals. The project is committed to strategies of stabilisation and the management of persistent symptoms.

The therapeutic work the PTP offers is long-term, giving clients time and space to articulate distressing experiences and cultivate robust and enduring solutions.

Specialist Services

Outcome LGBTQI+ Support

Outcome is a London-Wide LGBTQI+ service run by staff and volunteers from the LGBTQI+ community. It supported **442** individuals, facing increased risk of social exclusion, domestic abuse, homelessness, and destitution.

"I have met wonderful people and this has boosted my self confidence."

Outcome is a 1-day-a-week open access project which provides a sanctuary for LGBTQI+ people. It offers somewhere safe where they can be themselves and socialise free from discrimination.

Participants can receive therapies to improve their mental health, join peer support groups (such as the hybrid

Trans, Non-binary, and Genderqueer/fluid and women-only groups), access activities such as creative writing, art, walking, yoga, gardening and nail painting, and acquire knowledge to improve their quality of life.

In collaboration with CLASH (Central and North West London NHS Foundation Trust), Outcome hosts a sexual health pop-up clinic on the first Tuesday afternoon of every month.

Within Outcome, The **Freedom From Fear To Love (FFFTL)** project provided targeted, specialist support to **114 LGBTQI+ asylum seekers** and refugees in their challenging journeys to escape years of persecution (linked to their sexual and/or gender identities) and serious threats to their safety, and to transition to life in the UK as a newly 'out' individuals.

The project provided support through two challenging transition periods:

The Freedom From Fear to Love project made the shortlist for the 2023 Civil Society Charity Awards in the category Social Care, Advice & Support. The project was highly commended.

1. The complex asylum process, which presents emotional and practical challenges.
2. The Move On period for LGBTQ+ refugees who have just granted status on the grounds of sexual/gender identity.

Our support combined emotional support with practical help, including access to basic goods, housing solutions, employability/employment related activities, welfare benefits, therapy and social and (LGBTQ+ and generic) cultural platforms.

The Chance4Young Project

This is part of our Mental Health Recovery Pathway designed to provide targeted support to our younger clients between 18-30yrs, who are facing multiple disadvantages combined with ongoing complex mental health problems and financial difficulties, and who are underserved by mental health services. This service is led by a specialist Chance4Young support worker and provides activities led by the choices of young adults.

The Women Only Space

Our specialist women-only weekly space offered a safe, therapeutic women-only social group and activities one day a week to **32** self-identifying women.

The Mental Health Welfare Benefits Clinic (WBC)

Funded by the **Fishmongers Company**, the WBC project supported and enabled **50** existing Islington Mind service users to navigate the welfare benefit system and access their benefit entitlement – most often their only source of income.

Most WBC clients were supported with applications for Employment Support Allowance (ESA) and Personal Independence Payments (PIP). Out of all WBC users who were supported with applications, all but one have been successful at achieving some level of welfare benefits award. The majority of clients were also found to be entitled to the Severe Disability Premium as a result of receiving PIP, while all ESA applications resulted in clients qualifying for additional payments. The total additional income awarded from all outcomes received during the year has been approximately **£225,000**.



The LDTogether Project

This project provided specialised support for **21** people who live with learning difficulties/disabilities combined with mental health problems. LDTogether provided a safe space for this client group to come together, socialise with people who have similar experiences, and access activities which match their needs.

Funding for LDTogether expired at the end of May 2023 and we had to close the project.

The Mother2Mother Project

Supported by Islington Giving/Cripplegate Foundation the Mother2Mother project provided therapeutic sessions including a therapy group, peer support groups, a program of activities, a communal lunch, outings and ad-hoc emotional and practical support to **45** women mothers and female guardians of people with mental health problems.

“The group therapy was amazing. Being among a supportive group that understands has really helped me feel less alone. The others at the group have been brilliant.”

The Hand in Hand Project

Hand in Hand is a Volunteer Peer Buddy scheme that recruits, trains and supports volunteers with lived experience of mental health concerns to accompany residents with mental health problems to other locations in the borough for appointments, courses and training, services, green spaces, activities and events. It is delivered in collaboration with Manor Gardens Welfare Trusts, the Camden & Islington NHS Foundation Trust and the Side By Side Network.

59 individuals benefitted from the Hand in Hand project this year.

Advice and information

Our offices took an average of 30 calls from clients, carers and members of the community every day – over **16,000** calls in the year. Many of these calls are from people seeking advice and information about mental health issues in general, and about mental health services in the borough. This can range from signposting to appropriate statutory mental health services or inviting people to use one of our own services.

Grants to individuals

Through partnership arrangements (e.g. the Cloudesley Partners grants), and the generous support of trusts and foundations such as the National Lottery, Islington Giving/Cripplegate Foundation, Sports Unites and National Mind as well as the generosity of private donors, we were able to offer Costs of Living welfare grants to help individuals access essential goods such as food, fuel or household appliances. A total of 66 welfare grants were awarded to our clients this year with a total value of **£14,528.48**.

Campaigning, events and outings this year included:

- Our Christmas celebration was supported by Islington councillors' Local Initiative Fund. This included a large celebration, games, music and festive meal at our Isledon Road day centre. Smaller celebrations were arranged for specialist projects such as Mother2Mother and Outcome.
- A Pride Month celebration at our Ashley Road day centre
- A Mental Health Awareness Week open day at our Isledon Road day centre
- A celebration of Black History Month at our day centres
- Several group outings to free Community Partner performances at the English National Opera
- A day trip to Arsenal stadium, taking 25 clients for a walking tour around the stadium and friendly kickabout
- A roundtable event at Houses of Parliament representing Outcome advising Labour MPs on LGBTQI+ mental health policies for their next manifesto
- An LGBTQI+ History Month open-day Feb, welcoming approx. 30 other services and new clients to the space

Collaborative and engagement work

We have engaged with integrated work with hundreds of local partners, including our commissioners and statutory and voluntary sector local health and care providers. These working relationships helped to ensure Islington residents who experience mental health problems are adequately supported. We have also collaborated with colleagues in the Mind network, working towards becoming an effective and an important voice locally, and gaining wider engagement and support for our strategic priorities.

Our formal partnerships include:

- Subcontracting arrangements with Age UK Islington to deliver together the VCS key working role within the Camden and Islington NHS Foundation Trust's 3 mental health Core Teams across Islington.
- Subcontracting arrangements with Age UK Islington to deliver a counselling service for their Carers' Hub clients.
- Our membership in the Islington Fairer Together Bright Lives Alliance initiative, designing the model of the Early Intervention and Prevention Wellbeing local offer together with representatives of 6 key local VCS organisations, Camden and Islington Foundation Trust and

representatives from LBI services such as Bright Lives Coaching and commissioners

- Hosting Camden and Islington Public Health's suicide prevention Toolkit on our website.

We are active members of Islington All Adult Mental Health Partnership Board (AAMHPB), co-chairing the Progressing Equalities subgroup, which works to improve representation of minoritized and marginalised groups in mental health services and progress equity of access and opportunities.

This year we participated in multiple consultation groups, steering groups and platforms, influencing the development of the local mental health transformation plans. This included the local VCSF Advisory Group, the Community Partnership Board, the Central Locality Leadership group, the Cross Islington Coordination Call, the Suicide Prevention Partnership group, and the Carers Strategy Partnership Board.

We are also part of the Mind in London and Mind in North Central London networks, aiming to work together in our Integrated Care System area.

Awards and Quality Standards:

The Mind Quality Mark review (MQM) 2022 - 2025

This year the organisation underwent its full Mind Quality Mark review. The review looked at 20 quality standards: leadership, strategy, Mind federation, Board of trustees, legal compliance, risk, finance, policies, health and safety, information governance, equality and diversity, effective services, safeguarding, Evaluation and impact, collaboration, profile and influence, influence and participation, promoting positive attitudes to mental health, and environment.

Following our submission of evidence of good practice in all the above areas, the panel visited one of our centres, spending a full day of meetings and interviews with clients, staff and volunteers.

“The review team were extremely impressed by Islington Mind and the overall open and reflective culture of the organisation. It has many strengths to celebrate, including its dedicated and passionate staff team, volunteers and trustees, and its commitment to quality and continuous improvement was obvious throughout the MQM review. It excels in many areas and has the potential to be a beacon of best practice.”

Leadership:

Leaders at Islington Mind reflect the values of the organisation, with openness, respect and access for all at the heart of everything they do. Trustees are visible yet stay well within the strategic and governance functions. The CEO and wider management team are passionate and dedicated leaders, bringing a wealth of experience, community knowledge and history to their roles. Islington Mind is a place with strong and effective leaders who are accountable and willing to listen, always making time for staff and services users.

Equality and diversity:

Commitment to equality and diversity is evident at Islington Mind, with a particular focus on inclusion and intersectionality. Outcome, a service supporting the LGBTQIA+ community, amongst other specialist services, is a prime example of Islington Mind's innovative work. The organisation works

closely with smaller providers who specialise in working with under-represented groups to ensure people from all backgrounds have the support they need.

Effective services:

Intersectionality is a prominent feature in service design and delivery at Islington Mind, putting the individual and their unique needs at the forefront. The organisation is always looking for ways to ensure there are positive outcomes for its beneficiaries, aiming to improve overall quality of life by supporting both physical and mental wellbeing.

Services users expressed that they have choice and control in setting their goals, with continuous engagement available if needed and wanted and Islington Mind helps people to feel included and able to overcome barriers.

Staff and volunteers were described as caring, welcoming, supportive, and empathetic, and Islington Mind described as a home away from home and like “*having extra family*”.

Our Charity Awards nomination:

At the end of the year we were proud and delighted to hear that Islington Mind had made the shortlist for 2023 Civil Society Charity Awards in the Social Care, Advice & Support category with our unique Freedom From Fear To Love project.

Co-production and Service User Involvement

We have had a focus on our strategic co-production. This year our co-production group have achieved the following:

- Review of co-production at Islington Mind and renewed definition of co production
- Renewed terms of reference
- Introduced regular 6 weekly meetings.
- Created designated co-production notice board in our centres.
- Co-produced the annual service user survey.
- Created an achievement wall.
- Taken part on conflict and communication training together.

In addition, we have continued with our Service user involvement at each centre and project:

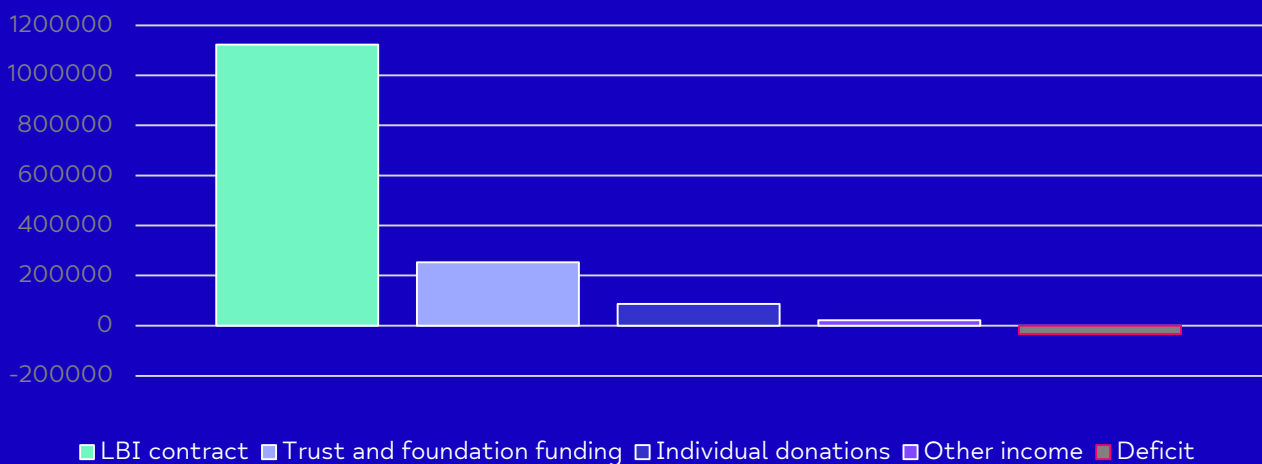
- Monthly meetings to plan groups, events, and outings.
- Discussing the day to day running of each service
- Service user volunteers have led on peer support groups such as: Film Club, Knit and Natter group, etc.
- Service user volunteers leading on areas such as the art room and jewellery making, leading activities, ordering new equipment, setting up and closing down or the area.

Finance

Our main source of income remains the mental health recovery pathway contract form 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.

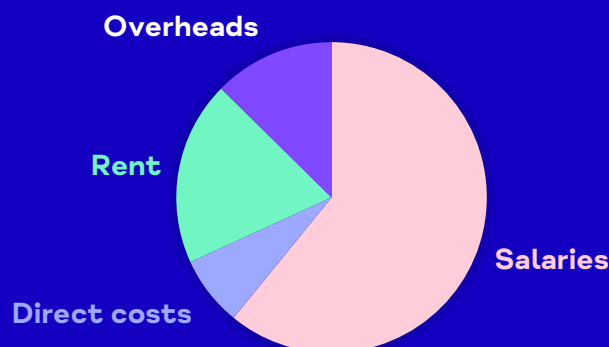
Our total income:

1,487,365



Our total expenditure:

£ 1,520,830





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