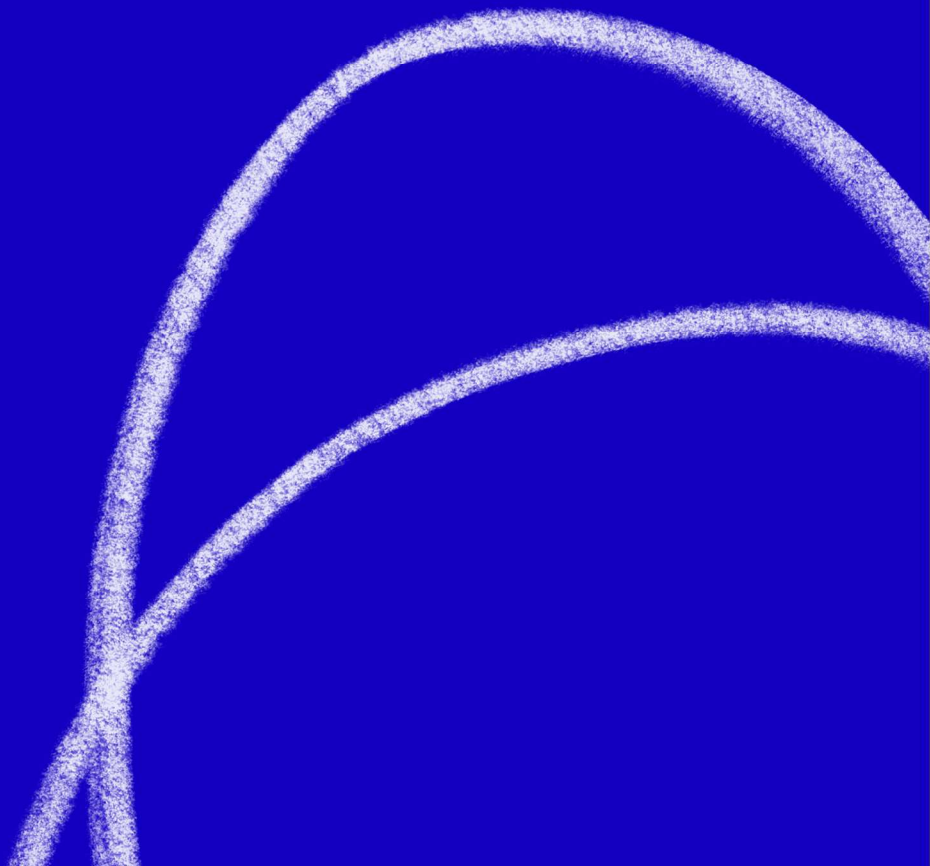


# Islington Mind Impact Report

2023-2024



## **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 empower people by providing mental health support focused on strengths and assets, not on diagnoses.

## **Our Values**

**We listen with care, respect and provide reassurance** to everyone we encounter.

**We are committed to easy and equal access to mental health services** and support for everyone in Islington.

**We help people find their voice,** connect to their strengths and use their skills and assets.

**We challenge stigma and discrimination.** We influence and raise awareness surrounding mental health in Islington.

**We actively seek opportunities for collaboration** when developing services and believe in the power of community cohesion.

**We develop and deliver services** with the people we support.

## **Our Objectives**

We provide support to Islington residents who experience mental distress by offering:

**Improved and increased self-esteem and confidence,** allowing clients to live independently in their communities.

**A reduced need to access secondary mental health services,** so mental health crisis and hospital admissions are reduced.

**Access to integrated recovery pathways** and community integration, improving client's capacity to represent their own needs.

**Improved independence, financial security, and resilience** – reducing the risk of destitution and homelessness that often accompanies mental ill health.

## **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**

- > Donate 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 was proud to chair the organisation’s board of trustees this year, work alongside our CEO, Sigal Avni and observe our team support so many residents with complex mental health concerns who needed our specialist help”**



We have focused this year on:

- equity, diversity and inclusion
- developing and implementing our unique strength based approach and co-production
- quality of services, and were proud to be recognised by the Mind Quality Mark inspection

and on:

- financial stability, specifically developing the model for the new Mental Health Recovery Pathway and engaging with fundraising efforts to maintain much needed services such as the Freedom From Fear To Love for LGBTQI+ asylum seekers and refugees.

It has been one of the most challenging years for our service users and for the organisation, but our teams continued to excel.

We continued to gain the confidence of old and new funders such as Islington Giving, Cloudesley, the Compass Wellbeing, the Department of Health and Social Care, the National Lottery, the Rayne Foundation, the Sir Halley Stewart, the Fishmongers Company and others who enabled us not only sustain mental health and provide specialist support to an increased number of people, but also to focus on providing urgent practical support to the many service users who were challenged by the costs of living crisis and hardship as a result, offering tailored, person-centred support to address acute and urgent day to day needs,

including emergency grants, food bank vouchers, help with housing issues and with access to welfare benefits entitlement.

We have an ambitious operational plan which we are looking forward to progress next year. It includes:

- collaborating with faith/worship/cultural spaces and partner with grassroot organisations, and disability groups
- continue to progress our organisational EDI pledges
- further develop and expand our work with young adults through our chance4young service
- engaging with LGBTQI+ education, awareness raising, campaign and influencing activities
- ensuring Co-production is embedded and underpins all activities
- reviewing our outcome monitoring framework Further review all health and safety procedures and implement actions
- continue to participate in local strategic platforms/boards, advocating for the needs of residents with mental health concerns
- continue to ensure staff engagement with the Mind network (Mind In London, Mind in NCL, and the national network).

The board of trustees would like to thank our Chief Executive 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, Islington Mind’s dedicated teams have worked with heart and purpose, supporting 1,728 individuals to ‘get the respect and support they need to improve their mental health and wellbeing’ despite the immense challenges of the long-term, ongoing pandemic and the cost-of-living crisis”**



As we navigated unprecedented complexity and uncertainty around our Mental Health Recovery Pathway contract renewal, we stood united with our clients and volunteers, committed to providing accessible, client-led support for the most marginalised.

We were proud to see our co-production group grow and thrive, participating in and overseeing strategic operational decisions and actions across the organisation.

Our commitment to Equality, Diversity, and Inclusion was strengthened this year by recruiting an EDI Champion and creating the LGBTQI+ chapter for the borough's Progressing Inequalities Toolkit, as part of a collaborative work with Health Watch Islington on addressing inequalities across mental health services in Islington. We updated our policies, conducted an EDI questionnaire across our team, and collaborated with Haringey Mind's Black Thrive team to deliver trans and non-binary awareness training.

We continued to utilise 'Test and Learn' approach, building on regular data analysis of individuals' and project/service outcomes, to identify key learnings and develop improvement plans towards best outcomes for clients.

Our Mental Health Recovery Pathway service provided essential early intervention and prevention support through a wide range of therapeutic activities and peer support alongside a program of structured interventions, including a Reablement service, Psychosocial Support, counselling and talking therapies spaces, and an Enablement Service. Specialist services included housing and cost-of-living support, the Supported Self-Help program, a Mental Health Welfare Benefit clinic, and the Psychosis Therapy Project, designed specifically for individuals experiencing psychosis. We also maintained a presence in the local mental health Core Teams, providing the VCSE key working element in Core Team Central through a subcontract with Age UK Islington. Together, these services create a comprehensive network of support for individuals on their mental health recovery journey.

We continued to run bespoke community mental health services including our London-wide LGBTQI+ service Outcome and the Freedom From Fear To Love, both received recognition as flagship provisions by local, regional and national organisations and funders, a specialist service for young adults, a women only space, a specialist mental health welfare benefit clinic, a Mother to Mother, women carers project, and the Hand in Hand peer buddying project.

Our offices took an average of 26 calls from clients, carers and members of the community every day – over 12,000 calls in the year, supporting residents and relatives of residents who experience mental health distress.

We continued regular fundraising efforts, prioritising trends in local need and service gaps.

We continued to benefit from membership of strategic local platforms and groups and from engaging with hundreds of local partners, influencing and amplifying the voice of mental health needs in the borough.

Our 41 skilled and dedicated staff, along with 97 incredible volunteers, have achieved remarkable outcomes this year. Their hard work, passion, and commitment have made a profound impact on the lives of those we serve. I want to express my deepest gratitude to each and every one of them for their tireless dedication. I would also like to thank our funders, clients, and partners— together, we are making a lasting difference in our community.



## Our Year In Numbers:

**41**  
**Employees**

**1728**  
**people supported by our  
services**

**7**  
**Trustees**

**1363**  
**new referrals**

**97**  
**Volunteers**

**1%**  
**increase in referrals**

**87%**  
**are satisfied with the service they accessed**

**68%**  
**of service users participated in our co-production  
opportunities, such as feedback forms and  
meetings**



**30%**

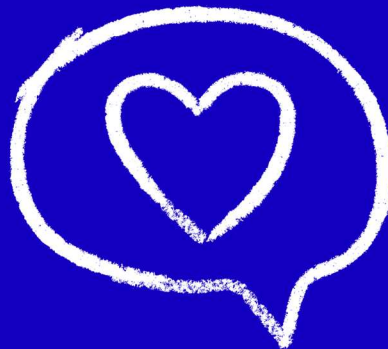
**identified as LGBTQI+**

**46%**

**are from BAME communities**

**16%**

**Were aged under 30**



**£ 451,399**

**the value of the work done by our volunteers, who work an average of seven days each per week**

**£163,684**

**funds raised through charitable trusts and foundations**

# Integrated Community Support

## Open Access Day Centres

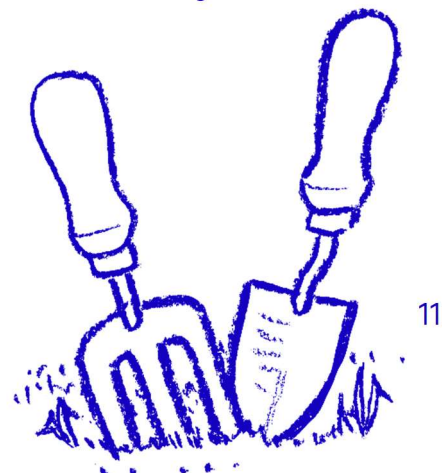
Day opportunities were offered from Isledon Road, Despard Road and Ashley Road between 10:00am-4:00pm, offering community-based early intervention and prevention support that Islington residents could access at early stage.

Opportunities included:

- daily, open access, open ended, therapeutic drop-in sessions
- a daily program of activities to improve wellbeing and enhance skills
- daily nutritious communal subsidised hot lunch
- outings to community spaces
- ad-hoc one-to-one mental health support and advice.



Our Day Opportunities supported 981 individuals with mild/preventative mental health needs this year. We continued to offer daily subsidised nutritious, hot communal meals at our day centres. 4911 meals were served this year.



“The art and music facilities are vital to my wellbeing and development”

Our program of activities this year included: Drama Therapy, Music therapy groups, Knit and Natter sessions, film clubs, peer-support groups (for support with issues such as anxiety, bereavement, hoarding and hearing voices), visual art and creativity sessions, group seaside and nature trips, gardening and herb-growing projects, bingo, quizzes, board

games, yoga and meditation groups. A total of 879 individuals accessed these activities. Clients tell us that open access day opportunities are crucial in preventing mental health decline, crisis and hospitalisation. They said:

“The conversations that happen during lunches are very special”

“Helped me to navigate situations that I did not know how to deal with”

## Crisis Café

The Crisis café is currently part of the Mental Health Recovery Pathway contract with LBI. It runs every weekday evening and weekend from our Despard Road Centre. The Crisis café provided support to 159 Islington residents who experienced risk of mental health crisis, helping to prevent mental health crisis and hospitalisation. It also offers an out of hours drop-in space.

This year, the team developed close working relationships with the North London Mental health NHS Partnership’s/Camden and Islington Foundation Trust’s Crisis Team.

Activities included:

- visual art and creativity sessions, with specialist art therapy offered
- music listening session
- group board games, quizzes
- a Living Well group discussing accessible diet, mindfulness and exercise strategies to maintain mental and physical health



Supported by a grant from B&Q, the Crisis Café team developed a Sensory Room with relaxing light and sound installations. Service users at risk of crisis can use this space to relax and refocus.

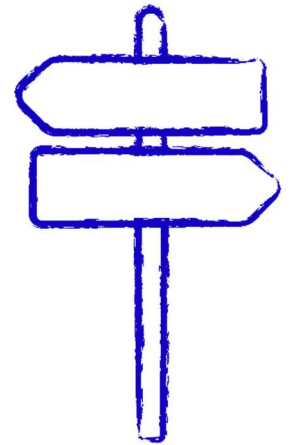
Five psychotherapists in placements offered a therapeutic space to the Crisis Café’s clients. 12 to 18 clients per week benefited from the PTP therapists’ support in the Crisis Café. Three art therapists worked with the Crisis Café to provide support to service users.

# Structured Intervention Support

Structured Intervention Support services offer more focused one-to-one support to clients with more complex needs. All Structured Intervention Support services utilise our internal referral pathways to Day Opportunities and specialist services to help clients find the best interventions to support their recovery. Our Structured Intervention Support services are made up of:

## The Reablement Service

This service helped 185 individuals to re-settle in their homes and re-engage with their communities. 61% of people were supported in their homes. Clients were supported with housing and tenancy sustainment, food access, finding appropriate physical and mental health support, and connecting with their community.



## Structured Psychosocial Support (PSS)

This service offered regular key working one-to-one programmes of up to 12 months supporting 49 clients to identify and manage challenges at an early stage e.g. housing, money, food, family, employment, anti-social behaviour, and to help achieve emotional, social and practical goals.

## Our National Lottery-funded Enablement Service

This project supported 248 clients 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 service offers an 8-week program of targeted practical and emotional support to help clients engage with community resources and connect with their own existing strengths and assets. Sessions are facilitated by staff (or closely supervised volunteers) who work with clients on their action plans in one-to-one meetings.

This year the Enablement Service played a significant role in tackling cost-of-living challenges, supporting Islington residents to address immediate problems and develop personal toolkits for longer-term resilience.

## **Mind the Gap Enablement Housing (supported by Islington Giving)**

Enablement Housing runs one day a week from our Wedmore Street head office, providing service users with eight weekly one-to-one sessions aimed at finding solutions to housing issues. The service hosts four sessions per week, helping people to:

- tackle issues leading to risk of homelessness (e.g. debt and gambling)
- access referrals to specialist support
- settle into a home – setting up utility bills, furniture/white goods grants, registration with health services, exploring local resources
- address issues e.g., clutter, hoarding, repairs, decorating, etc.

## **The Cost of Living Support Project**

Through a Cost-of-living grant from National Mind, 35 clients received tailored, person-centred one-to-one support through weekly sessions for 6 to 8 weeks, helping clients with mental health problems to understand and access their options for financial support and resources.

The project provided effective short-term support to service users in urgent need or at risk of crisis. 24 service users were supported to receive emergency cost-of-living grants through this project. The project also provided help with longer-term financial support.

## **General cost of living support**

By addressing acute and immediate problems in the first instance, we ensure that we prioritise Structured Intervention Support clients' urgent health and wellbeing needs before moving on to longer-term planning.

This year:

- At least 31% of clients were supported directly with housing issues, including tenancy sustainment or exploring housing options, tackling issues such as hoarding/cluttering, and signposting accordingly, with several more being helped indirectly to maintain their tenancies.

- 55% of clients were provided help with welfare benefits exploration and support, poverty and risk of destitution - including exploring access to grants, food banks, free or affordable electrical goods, and support for debt and gambling issues. 25% of clients were supported to access emergency welfare grants, 55% of clients were given help with finance exploration and support.
- 20 clients were supported to access our Cloudesley Partnership grants for essential goods such as clothing and furniture.
- 67% of clients were supported to access health services, including arranging health checks, and accompanying clients to key appointments and GP visits.
- 97% of clients were supported to access the best services for their needs.
- 60% were supported with the development of strategies to support ADL, including learning to cook a basic meal, cleaning their home, personal hygiene, etc.

### **The Cloudesley-funded Counselling Service/Talking Therapies Clinic (TTC)**

Our project offers a combination of 10- or 20-week courses of 50-minute talking therapy sessions. Clients are supported to navigate and manage low mood, anxiety and worry, traumatic memories, bereavement, loneliness and isolation.

We focus on supporting residents from diverse backgrounds who struggle to access mainstream mental health services. Over 60% of clients reported that Talking Therapies sessions significantly helped them manage stress and anxiety and relieve the symptoms of depression and trauma.

**“Excellent 1:1 counselling sessions when I was really struggling with becoming a carer after my partner's stroke. Ten free sessions were really helpful. I am very grateful.”**

## **The Psychosis Therapy Project (PTP)**

PTP offered 42 individuals an opportunity to engage with psychotherapeutic treatment with a team of psychoanalytically trained practitioners working in the area of psychosis. 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.

## **Core team Central – VCSE key-working**

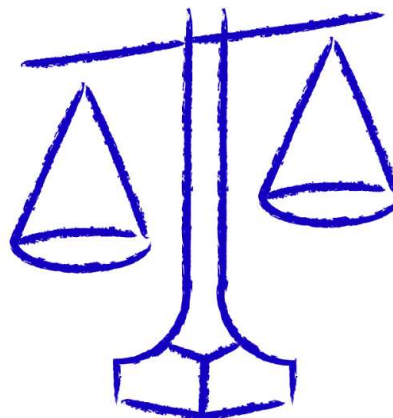
Subcontracted by Age UK Islington we provided the VCSE key working element in Core Team Central. Our 2 keyworkers supported approximately 60 clients with their psychosocial needs alongside clinical team, including support with housing, finance/grants, and integration into community services across the borough, with several clients linked into Islington Mind groups and activities for ongoing open access support, e.g. specifically drop-in, creative therapies, specialist services.

This year the Core Team improved its pathway of inward referrals from Mind clients; five client referrals from SIS service were made via the clear and direct referral route.

## **Supported Self Help (SSH)**

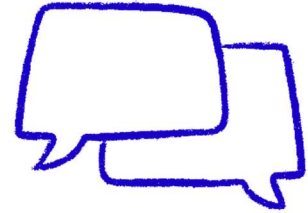
In the first six months of operation, 55 individuals across the UK were able to use SSH sessions as an entry point into further, ongoing support with an interest in therapy and counselling often being the focus.

Tailoring our approaches to suit sociocultural diversity of clients has been important and has led to better working alliance between practitioner and SU, as well as influencing positive outcomes in delivery. This includes racialised communities, LGBTQI+ people, and older men.





# Specialist Services



Our specialist projects offer tailored support to service users marginalised identities and/or more focused areas of need. Our specialist services are made up of:

## Outcome LGBTQ+ Support

Outcome is a London-Wide LGBTQI+ service run by staff and volunteers from the LGBTQI+ community. It is a weekly, 1-day, open access service which offers a safe space for LGBTQI+ people to socialise. Attendees can also receive therapies to improve mental health, join specialist peer support groups such as the Trans, Non-binary, and Gender-queer/fluid and women-only groups, access activities such as creative writing, art, walking, yoga, gardening and nail painting, and find information to help improve their quality of life. This year Outcome supported 368 individuals, facing increased risk of social exclusion, domestic abuse, homelessness, and destitution. The services six-weekly 'house meetings' are an essential part of the Outcome service, wherein members can direct the ways in which Outcome is run.

At the end of the year we were successful in securing funding from the Department of Health and Social Care to run a new **Rainbow Suicide Prevention** programme for one year, providing psychotherapy space to the most vulnerable within the LGBTQI+ community: trans and non-binary people, asylum seekers/refugees and young people.

Other activities this year included nature outings in collaboration with Islington Ecology Centre, a Women's Day celebration within the project celebrating the achievements of LGBTQI+ women, and trips to local attractions such as Kew Gardens and Kenwood House. They also included:

- a trip to Southend-on-Sea
- a pride in London LGBTQI+ open day with performances and talks from service users
- weekly art therapy sessions
- culturally inclusive communal meals cooked by clients.
- monthly collaboration with the bike project

The service collaborated with NHS CLASH to provide accessible, in-house sexual health advice, and Solace Women's Aid who provided in-house advice and LGBTQI+ informed referral pathways to women at risk of domestic abuse. The

service also offered transgender awareness training through a collaboration with Gendered Intelligence.

In March, the Outcome team were delighted to welcome Islington Council's Executive Member for Health and Social Care Cllr. Nurullah Turan and the Executive Member for Equalities, Culture and Inclusion Cllr. Roulin Khondoker to the service.

## **Freedom From Fear To Love (FFFTL)**

Within Outcome, The FFFTL project provided targeted, specialist support to 121 LGBTQ+ asylum seekers and refugees in their challenging journeys to escape years of persecution owing to sexual and/or gender identity, and serious threats to their safety, and to transition to life in the UK as a newly 'out' individual.

The project provided support through two challenging transition periods:

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 project offered 180+ weekly peer support groups and activities (e.g., LGBTQ+ women asylum seekers and refugee group, yoga, therapy group), and one-to-one appointments (one-off and/or up to 20 weekly sessions) to 143 individuals.

Islington Mind has secured a £482,789 award from the National Lottery Community Fund and a £59,997 award from the Sir Halley Stewart Foundation to sustain and develop the Outcome and FFFTL projects over the next five years.

## **The Chance4Young Project**

Part of the Mental Health Recovery Pathway, the Chance4Young Project is designed to provide targeted support to under 35s who experience mental health concerns through tailored one-to-one support and activities chosen by

clients. The project supported 34 young adults this year. The group made trips to Kew Gardens and Woodberry Wetlands.

At the end of the year we were successful in securing funding from the Compass Wellbeing to extend the Chance4Young to three-days a week interventions and community outreach throughout next year, targeting ethnically diverse communities, Care Leavers, LGBTQI+, SEND.

## **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 31 self-identifying women.

## **The Mental Health Welfare Benefits Clinic (WBC)**

The WBC project, funded by the Fishmongers Company helped 57 Islington Mind clients navigate the welfare benefit system – often their only source of income.

**“I will be grateful to [the WBC Team Leader] forever for her help with the DWP. Talking to her makes me feel more stable.”**

Each beneficiary received three 1-hour one-to-one appointments, for guidance, form completion, gathering required evidence and support during assessment interviews and representation at tribunals. Service users were assisted with Personal Independence Payment (PIP) forms, Mandatory Reconsiderations or to log an Appeal, alongside being provided with practical and emotional one-to-one support before, during and after phone-based PIP health assessments. The additional income from all welfare benefits application and appeal outcomes received during the year was over £200,000.

Additionally, the WBC Team Leader identified and raised a persistent issue relating PIP Mandatory Reconsiderations with National Mind to identify whether this is something that can be raised directly with the DWP.

## The Hand in Hand Project

The Hand in Hand project 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 was delivered this year in collaboration with Manor Gardens Welfare Trusts, the Camden & Islington NHS Foundation Trust and the Side By Side Network.

This project is vital for connecting our clients to services, treatments and community resources offered by external providers. 65 individuals benefitted from the Hand in Hand project this year.

## The Mother to Mother Project

Supported by Islington Giving/Cripplegate Foundation, the Mother to Mother 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 17 women parents and female guardians of people with mental health problems. This year, the Mother to Mother group took three trips to Kew Gardens in March, May and October.

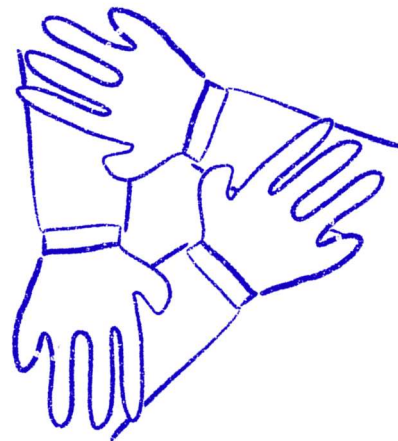
**“The M2M group therapy was amazing. Being among a supportive group that understands has really helped me feel less alone. The others at the group have been brilliant.”**



## Advice and Information

Our offices took an average of 26 calls from clients, carers and members of the community every day – over 12,000 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. Through the provision of the above services the issues we aimed to tackle were:

- loneliness and isolation
- poor mental health
- poverty and deprivation
- employability
- stigma of living with a mental health problem
- the distress associated with being a carer
- over dependence on statutory services
- information, signposting, advice.



## 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, and National Mind (as part of the Cost-of-Living fund) as well as the generosity of private donors, we were able to offer Cost-of-Living welfare grants to help individuals access essential goods such as food, fuel or household appliances.

A total of 89 welfare grants were awarded to our clients this year with a total value of £21,620.14.

## Campaigning, events and outings

Islington Mind's events this year included:

- Our Annual Gathering: 49 people - clients, staff, volunteers and members of the public attended our Annual Gathering this year, celebrated in conjunction with the London Great Mental Health Day in January. The event was organised by our Co-production group, and opened by our CEO with an update on services and appreciation of our committed, hardworking teams. Managers and team leaders presented updates on various services. We were honoured to host the Mayor of Islington Cllr Gary Heather who told us fascinating facts about the borough and his role. The evening closed with an amazing buffet prepared by our chef.
- Our Christmas celebrations (supported by Islington councillors' Local Initiative Fund) included games, music and festive meals at our centres. We hosted specialist projects such as Mother to Mother and Outcome
- LGBTQI+ awareness through Pride Month (July), LGBTQI+ History Month open-day Feb events, and an LGBTQI+ Women Only Day in May celebrating all LGBTQI+ women. These events welcomed approximately 50 other service professionals and new clients.
- A Mental Health Awareness Week open day at our Isledon Road day centre
- A celebration of Black History Month at our day centres



# Our Formal Partnerships

Islington Mind's formal partnerships include:

- Subcontracting arrangements with Age UK Islington to deliver together the VCS key working role within the North London Mental Health NHS Partnership / Camden and Islington NHS Foundation Trust's three mental health Core Teams across Islington.
- Subcontracting arrangements with Age UK Islington to deliver a counselling service for their Carers' Hub clients.
- Joint working with Health Watch Islington in developing and promoting the Islington Progressing Equalities Toolkit; Islington Mind responsible for developing the LGBTQI+ Chapter.

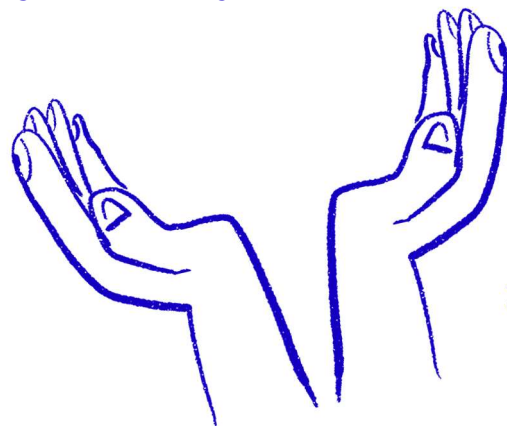
We work jointly with many other organisations e.g.:

- Nafsiyat Intercultural Therapy Centre exchanging premises use with specialist workforce training
- We deliver a poetry group at our day centre in partnership with the Stuart Low Trust

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.



# Co-production

We assigned our Head of Service to facilitate our strategic Co-production group (CPG) which brings together clients, volunteers and staff members to look at strategic operational decisions and actions across the organisation.

**“I learnt something really useful, that I have been wondering how to do for ages, that is: being able to speak out a thought that arises in conversation with someone, at the time of the conversation itself. It feels amazing to me that I could learn D's suggestion of adjusting my body position and then speak out my thought, AND put it into practice”**

**- a CPG member, following Motivational Interview training**

Members of the group were offered a programme of development supported by National Mind, including Communication skills, Motivational Interviewing and Safeguarding Awareness training sessions. One-to-one support and coaching were also offered on taking part active part in meetings, contributing ideas and assertive communication.

CPG’s activities this year included:

- Organising and participating in a community art exhibition supporting peers to display and sell art as well as hosting community organisations.
- Creating a recruitment pack for service user trustee members
- Taking part in staff recruitment as part of the interview panel
- Co-designing a code of conduct to support each centre to create a safe space for service users and staff
- Organising and participating in Islington Annual Event open to staff, volunteers, clients, and hosting the Islington Mayor with a total of 60 people participating. CPG members took active roles, presenting their experience of co-production. They said they felt "truly listened to" and that Islington Mind is taking a "radical approach to Co-production".



Other co-production methods used include:

- 50% of our board of trustees have lived experience of mental health service use, 70% of the board and 70% of staff and volunteers are individuals with lived experience of mental health concerns
- Co-production as a standing item on our Board's meetings' agenda
- Regular Service User meetings for each and every project, encouraging clients to get involved in the development, delivery and continued improvements of projects
- Peer volunteering programmes, flexible to individual's needs, empowering clients to share their skills and expertise.
- Suggestion boxes, feedback forms and an Open Door Policy
- A clear Complaint and Compliment Policy
- An Annual Survey (see below).

Our 2024 Annual Survey showed that 87% of our clients were 'satisfied' or 'very satisfied' with the overall support, with almost 50% of people who use our lunch service considering it to be 'very important' to them. This year, the Counselling Service, Mother to Mother, The Women-Only Space and Chance4Young received satisfaction ratings of 100%. This year the survey collected the views of 81 clients.

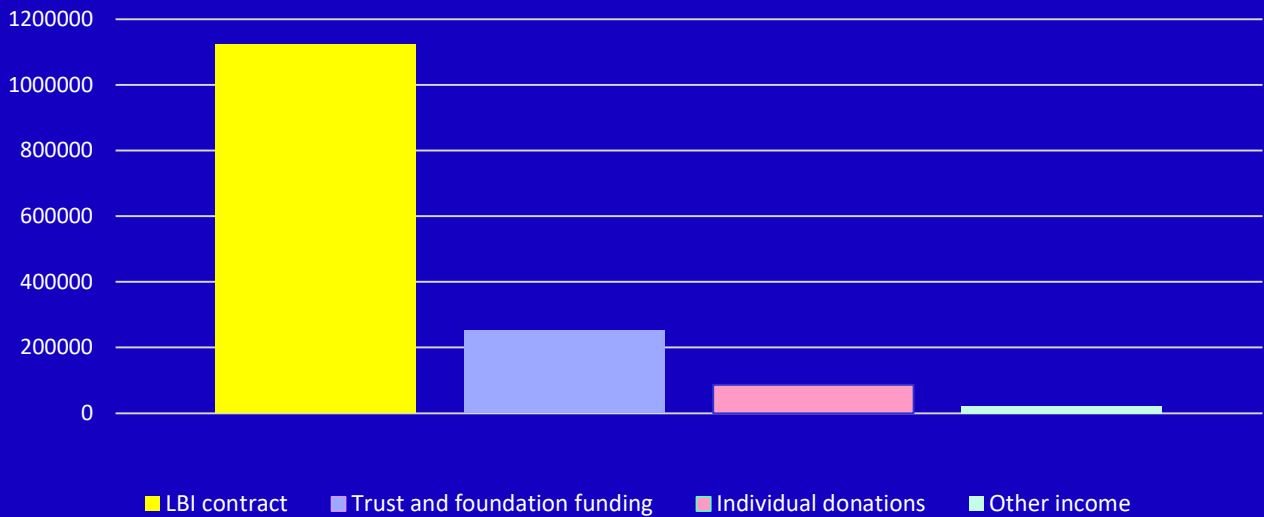
**“Islington mind really helps me personally to be more comfortable, confident, independent and really gave me the time I required to express myself. They gave me the confidence that I lacked. I have the safe space to talk and to listen.”**

# Finance

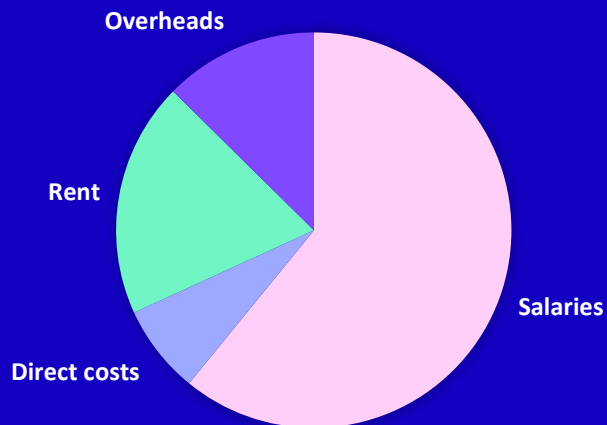
Our main source of income remains the mental health recovery pathway contract from London Borough of Islington. As part of our funding strategy we have been working on diversifying our funding streams. In addition, we have been working on building our reserves, so we are in line with our reserves policy.

**Total income: 1,737,838**

**ISLINGTON MIND INCOME 2022/23**



**Total expenditure: £1,602,790**



None of our work would be possible without the support of our generous funders. This year, we have been supported by



*Peter Stebbings Memorial Charity*

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**We believe that everyone has the  
right to good mental health.**

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

