



WASHINGTON MIND

Annual Report 2019-2020

SUPPORTING
PEOPLE FOR

39
YEARS

Welcome to our Annual Report in our 39th year as a charitable organisation





**CORONAVIRUS MAY HAVE KEPT US APART -
BUT OUR COMMUNITY WORKING SIDE BY SIDE CAN
BRING US ALL BACK TOGETHER.**

WORKING TOGETHER IN OUR COMMUNITY



Washington Mind are proud that we have been able to reach out to our community in the most difficult of times. Trustees, staff and volunteers have worked throughout lockdown to ensure the people who need us most are still supported. The Coronavirus outbreak meant that we had to adapt quickly to completely reorganise the way we work, developing new creative, digital and telephone support systems.

We are now once again offering face to face support while adhering to government guidelines to keep our team and the people who use our services safe.



CHAIRS INTRODUCTION -



Welcome to our Annual Report for 2019/20, in what was Washington Mind's 39th year of delivering mental health and wellbeing support for our local communities. On behalf of my fellow Committee members I would like to begin with a huge thank you to our staff and volunteers for their commitment to supporting people struggling with the impact of mental health issues.

We started the year with outstanding feedback from our Quality reviewers so to quote them...

'The organisation has a remarkably motivated, skilled, and passionate team of trustees, staff and volunteers. A very strong leadership team, and a clear sense of identity and mission is evident across the organisation. There is a palpable sense of pride in what the organisation is delivering and the way in which this is being done.

The feedback from service users suggests that this pride is deserved. People greatly value the support that is offered by Washington Mind and the way in which they can direct and influence this support. More than one person referred to the organisation as having been a life saver - the impression was that this was not just a turn of phrase'.

Praise indeed and the year before we faced a national lockdown was a successful one for the organisation, as a board we could not be more proud of the achievements of our charitable organisation and the people who make it happen. None of us could have anticipated what 2020 would bring, the terrible loss and the impact this would have on the nation's physical health, mental health and wellbeing. The team have worked throughout the Pandemic, embracing new digital ways of working and finding different ways to offer the support our community needs now more than ever.

The charity will celebrate its 40th Birthday next year - it would be wonderful if we could do that by coming together to celebrate - let's hope we get to do that.

Bernie Cornish



CHIEF EXECUTIVE'S OVERVIEW:

As a team we are all pleased and proud to present this our annual report, which highlights the impact of our work during the last year 2019/20 and our hopes for the next. Every year I say that we are working in a difficult, challenging and changing environment but like all of you we had no idea what we would all be facing in 2020.

In the lead up to the Pandemic we were coming to the end of another busy year, you will see from our 'Year in Numbers' just how busy we were. We couldn't have achieved any of this without the fantastic support and commitment of so many people - our staff, volunteers, trustees, fundraisers, partner organisations and many more. It's very much a team effort, and we wouldn't want it any other way.

Through our community engagement work including local events and hosting the Sunderland Time to Change hub and Red January that busy year saw us having meaningful contact with almost 6000 local people and we had over 21,000 visits to the Life House - who knew we would be in a world where we look back nostalgically at all that wonderful social contact!

Over recent months, many of us have faced difficult feelings of isolation due the impact of coronavirus. But loneliness isn't just a personal experience; it's also one of the leading public health challenges of our time which is why it is so important that we continue to find ways to connect. Funders have recognised this and have supported new projects that address key current issues of suicide prevention, loneliness, isolation and grief.

We are all proud to be associated with an organisation that passionately believes in improving everyone's mental health. We want Sunderland to be a safe place to come together talk about and take care of mental health and wellbeing. We believe we will emerge stronger from 2020 and working together we will face the challenges of the year ahead.

Jacqui Reeves



President - Sharon Hodgson MP

"As the President of Washington Mind, I am so proud of all the work the trustees, staff and volunteers do to help people in Washington, Sunderland and the Coalfields with mental health issues, particularly after a turbulent year for all of us, which saw people who never thought they would need help reaching out for the first time.

Washington Mind go above and beyond for our community every year, and I can't thank you enough for that. It is a privilege to be part of a charity that inspires change and the best in everyone."



Patron - Gary Bennett

I am once again proud to be one of the Patrons of Washington Mind, a much needed source of support for our community in this Lockdown period, when looking after our mental health is especially important. Through my links with SAFC, we appreciate the commitment given to the fans through the BLC mental health hub and the development of referee training for the English Football League.



Patron - Norma Wright

As Patron of Washington Mind I am delighted and honoured to once again be part of the annual celebration of Washington Minds achievements. As we are all aware this has been a most difficult year for all of us.

Many, like myself, have suffered great losses. The whole situation has impacted not only on our physical health but particularly on our mental health.

I personally have struggled with my own mental health during the last year and have been so grateful for much needed support at times.

We are fortunate indeed to have a fantastic Organisation like Washington Mind where staff and volunteers always give more than 100%.

It is most appropriate at this point to give massive thanks to all our Trustees, staff, volunteers and funders.

Thank you All.



Paul Farmer, Chief Executive of Mind

As the nation enters a second lockdown, we face the greatest test of our mental health to date. Mental healthcare providers are bracing themselves for its impact and this government must support their efforts with an urgent winter support package."



**1 in 5 people
will experience
suicidal thoughts
in their lifetime**

time to change
let's end mental health discrimination

Washington Mind's mission is to work in partnership with our community to promote recovery and improve mental health and wellbeing.

Our vision is "A society that understands and is active in improving mental health and wellbeing and building the emotional resilience of people of all ages."

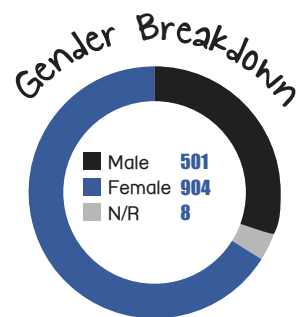




Our Year in Numbers

Throughout the year Washington Mind collect data about the services and activities we provide. This year we have seen **1,471** new referrals, but in total **2,363** people have received support throughout the year, including accessing therapies, social support, alternative and therapeutic group work and a variety of wellbeing activities, everything from cycling and dog walking to meditation and

yoga. The Life House itself has seen over **23,343** visitors in addition to our delivery in other community venues across the City. Our small team rely on the support of our partners and volunteers to ensure that we can offer a wide range of activities to accommodate this growing need for mental health and wellbeing support for the community.



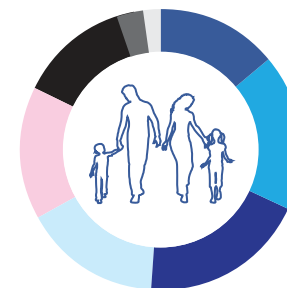
15,331

Health and Wellbeing Activities



203

Young Peoples Activities



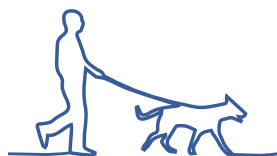
Age Breakdown

00 - 15	19.5%
16 - 25	21.9%
26 - 35	18.9%
36 - 45	13.7%
46 - 55	11.9%
56 - 70	11%
71+	2.48%
N/R	0.62%



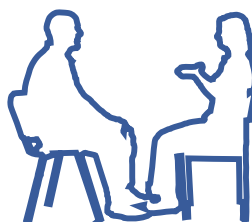
1,413

New Referrals



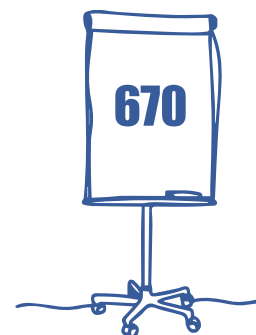
1,916

Social Support Sessions



5,897

Counselling Appointments



People Attended Training Courses



Dealt With **80,905** Enquiries



Over **21,100** visitors at The Life House

5,849

Community members engaged with at local events

“ Around 1 in 4 people will experience a mental health problem this year yet the shame and silence can be as bad as the mental health problem itself. Your attitude to mental health could change someone's life. ”

(Time to Change)

Business Plan: 2019/20 achievements and plans for 2020/21



Last Year

We continued to make best use of the Life House facilities to meet the needs of our service users. We launched our toddler group and continued to rent out our community hall to groups to compliment our services.

Next Year

We will continue to run the Life House to the best of our ability, responding to the needs of our community throughout the COVID pandemic, we will adhere to guidelines to ensure a safe environment. We will launch a digital Life House to ensure we offer continuous support.

“The Life House Christmas Party is the highlight of my Christmas. I really look forward to it’.

Life House Group member



Last Year

We have continued to have an active presence across Sunderland and South Tyneside which has helped visitors find ways of looking after themselves and how to access local support. Over the year we have continued to develop and expand on the service we provide and the partnerships we have built. Our social media presence has grown with the addition of our Twitter page which, along with our Facebook page we have utilised to further reach our community.

Next Year

Over the year we will continue to support organisations to register, and maintain, their services with the directory. This will enable visitors to find up to date information on accessing support. We will ensure that Sunderland and South Tyneside are accurately represented throughout wellbeinginfo and it's related resources. We will work with local partners to expand the directory so that it continues to meet the needs of our visitors and keep up with the ever changing digital world.

“The resources I have found here are fantastic’

Wellbeinginfo user



Last Year

We continued our drive to support the national suicide prevention agenda through the delivery of A LIFE Worth Living suicide prevention and intervention training. Our community now has over 3.5 thousand trained in the LIFE model. We continued to build on our reputation as we supported the Workplace Health agenda to identify various ways in which to support the mental health of their employees.

Next Year

We will continue our work to develop training that is co-produced with our service users and our communities over the coming year. Through our training programme we will continue to support the development of community resilience by providing a training programme that meets needs and increase awareness and understanding. We look forward to building upon our reputation and expanding our partnership working.

“The training has been invaluable

It has saved at least 2 lives in our organisation so, so worth attending.”



Last Year

We continued to deliver counselling to adults in outreach venues including GP Practices across our local community in Washington & the Coalfields.

We continued to actively work towards keeping waiting times to a minimum and meet target expectation. We increased our volunteer student placement programme capacity. Our BACP Annual Report submission was successful and we maintained our accreditation status.

Next Year

The current pandemic will continue to influence how we deliver our counselling service. We will introduce telephone and digital appointments via Zoom. We will launch an online 'live chat' platform offering daily support and guidance to those in need. Our team will complete the BACP Open Uni Covid Primer Course ensuring we are equipped to work virtually. We will aim to work in small bubbles offering limited F2F appointments in line with government guidelines and organisational policy. We will submit our BACP Annual Report.

'Home is my safe space at the moment, thank you for bringing the counselling service to me via telephone'

Counselling client



Last Year

This year has provided YPP with an opportunity to fully embrace new ways of working. The need for our service has never been greater, and amidst so much change, our default position has remained solid, as the need to co-produce a service that is of real value to YP has become ever more paramount. And this is what has shaped our year – all services have continued from September onwards with greater emphasis being put on virtual platforms and self help tools that enable and empower.

Next Year

We will continue to adapt our counselling offer to meet need, and will work with partners to offer services that create hope, and the possibility of change. You're Not Alone, and our newly appointed Creative Lead will remain in their Advisory roles ensuring the ongoing development of creative wellbeing tools including Reasons2. We will continue to listen, and support YP in articulating what they need to support mental wellness.

'I'm in a place I never ever imagined I would be you really have given me so much hope'.



Last Year

Trustees, staff and volunteers continued to work together to support each other and provide an environment conducive to good mental health. One success was our MQM Quality award which recognised how well we work together and our passion for the work we do.

Next Year

We recognise that our most valuable asset is our people and this last year was particularly challenging, facing a Pandemic. This next year we will continue to offer a different approach offering telephone and virtual support alongside our usual face to face work; encouraging a safe, stimulating, healthy environment that helps staff and volunteers work together towards shared goals.

Friends of...



Washington Mind CIO is a membership organisation, we have over **500** Friends of Washington Mind. If you would like to be a member, subscribe to our newsletter and receive regular information about organisational events and Life House activities and services please contact info@washingtonmind.org.uk or download a Washington Mind membership application form from

our website www.washingtonmind.org.uk

Membership is free; we welcome new members to support our work and help to shape the future direction of the organisation.





Finance

My report this year reflects our achievements in the financial year. The voluntary sector is now competing for funding more than ever and we have all been affected by the Pandemic particularly with losses from income generation, fundraising and core funding.

David Wright, Treasurer

Last Year

Demand on services continues to outweigh capacity, as mental health is very high on the public's agenda. We have trained our senior staff to ensure they are competent in financial management and responsible for their own project budgets.

Next Year

With such uncertainty surrounding COVID 19 we will aim to source funding to meet the additional demand on the services, we are expecting. Whilst exploring all other avenues of funding open to us including income generation.

As a member of the Mind community thank you for being with us.



HILLARYS
You'll love what we do

Pentland

QE Gateshead
Quality and excellence in health

Kasai



together for
children
SUNDERLAND



South Tyneside Council



gentoo



Washington Mind has successfully achieved the robust National Mind Quality Mark Standards. This process highlighted many areas of innovation and assures the people using our services that we offer high quality, best practice and legal compliance in all areas of our organisation's governance, operational, financial, activities and support programmes.

MANY THANKS TO ALL OF YOU WHO HAVE SUPPORTED WASHINGTON MIND. WE LOOK FORWARD TO SHARING OUR FUTURE PLANS WITH YOU

Thank you to those of you who have fundraised for us and made donations in memory of your loved ones.

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WashingtonMind



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wellbeinginfo.org



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#REASONS2 yppreasons2

To view our year in pictures go to:

www.washingtonmind.org.uk/annual-reports/

