



Leeds

annual
report

2012



40th anniversary
edition



welcome to our 40th anniversary edition



a few words

From our Chairman - Simon Kingsnorth

We are very proud of the work we have done since we were founded in 1972 and this last year is no exception.

I should perhaps begin by explaining why I am now the acting chairman. Very sadly and most unexpectedly, Andy Longhorn died in February 2012 aged only 39. He had served as a trustee for many years with Leeds Mind, and was its Treasurer and then its Chair. He was totally committed to the organisation and passionate about the people it supported through its staff and volunteers. He made a real mark on the organisation and we miss him a great deal. It's wonderful that his family continue to support Leeds Mind with fundraising events.

The year to end March 2012 saw the completion of the restructure planned by Andy and the board of trustees back in 2010. This was in response to some very challenging financial cuts and required us to close some services and amalgamate others, reduce the size of the management team and move from 6 sets of premises to 3. Fortunately, we were assisted by the Transition Fund (delivered on behalf of the Government by the Big Lottery Fund) which enabled us to invest in our remaining sets of premises and in our staff

and volunteer development and training. Our finances are stable and our reserves meet our requirements. Our strategy was to regroup around our core services whilst focusing on their quality and impact. We have retained the bulk of our work and, in collaboration with other voluntary sector partners (particularly Touchstone and Community Links) have won a major employment contract, now delivered through WorkPlace Leeds. Working in partnership has been a major part of our work and we are proud of the many strong links we have forged in Leeds.

The trustees have recently undertaken a major strategic review for our future and have concluded that merging with another mental health charity would best serve our clients and deliver long term sustainability. In August 2012 we announced our intent to merge with Touchstone and we are now in the planning stages. No decisions are taken yet but this is a very exciting opportunity for both organisations, with our compatible values and complementary services. The new combined organisation, as yet unnamed, will remain a local Mind association and the proud achievements of the past forty years will not be lost.

I would like to thank all the staff and volunteers for all their efforts, this year and over the last forty. I would particularly like to recognise the time and energy given by our trustees through another demanding year.

From our Executive Director - Niccola Swan

Our 39th year has been another extremely busy one for all of us. I'm really proud of what we've achieved after such a lot of change.

Winning the employment tender was a major milestone and we are confident that all three service areas are now delivering really valuable holistic services to our clients, helping them live productively and independently. We can demonstrate quality and performance through our performance reporting, our achievement of level 2 of the Mind Quality Standards (of three levels) and our internal audits. Our recently installed new database (RecordBase, acquired from New Zealand company Wild Bamboo) will enable us to be sure of the difference our services make for all the people who use them, alongside our use of the Outcomes and Work Stars.

I'm really proud of what we've achieved

We do all this from premises which are properly presented and maintained, and shortly they will all have beautiful gardens too, designed and created with our clients and volunteers. We've invested a lot this year in staff development and training, and everyone now has a performance plan. Our many volunteers also have induction, development and reviews. We're really proud that we can call on so many people working in such a committed way to support our clients. We have been fortunate to be the beneficiaries of many grants and fundraising efforts. I would particularly like to thank Leeds and York Partnership Foundation Trust for their grant to Inkwel, Mr HC O'Nions for his very generous legacy. We are exceptionally grateful to the very many other individuals and organisations who have given their time and directed their fundraising activities towards us. We continue to investigate new sources of income generation and are making good progress here, especially at Inkwel.

Our commissioners have continued their support and we very much value our positive relationships with Leeds City Council and NHS Leeds. A key priority for us continues to be working in partnership and collaboration and I remain truly grateful for the support we have received across the voluntary sector, especially via Volition, the mental health alliance in Leeds.

Our present conversations with Touchstone around future closer collaboration leading to a merger are very exciting indeed. Together our strengths and ideas should mean that we can continue to be around for another forty years, delivering services people will need in the future and adapting well to the ever changing commissioning landscape and perhaps more cuts.

Time to Change remains the key focus of our campaigning work and we are delighted to have such a positive relationship with the team in Leeds and our joint events have been very productive. On a national scale, our connection into Mind and all its campaigning resources remains a major strength and we hope to get even more involved in the future.

Our communications have improved this year with the launch of a new website and various blogs, Facebook pages and Twitter accounts. We would now like to look in a more focused way on how we can support some of our clients to enter into the world of social media in a positive way, using the resources of the IT training suite at De Lacey House and the media suite at Inkwel. It has been a delight to be the licence holder for the Leeds Wellbeing Web and we are really pleased that we are shortly to be commissioned on behalf of the city to oversee the delivery of a new website for Information for Mental Health.

All in all, it's been a hugely busy and demanding year and now we are 40. We've achieved a lot this year and over the last 40 years, most importantly in supporting our clients in their individual recovery journeys. Thank you so much to everyone who has helped us and long may this continue.



40th Anniversary

logo

Leeds Mind has been operating in Leeds for 40 years, one of the longest established mental health charities. It has always been a leader in developing recovery thinking and developing new approaches.

Leeds Mind set up the first mental health housing service in Leeds, responding to the most basic needs of people often connected with High Royds and moving into the community. We also set up the first mental health employment service, now WorkPlace Leeds. Our day services and social groups go right back to 1972, and have over many years worked within our core approach of peer support and creativity.

'Journey' is an over-used word these days but we have been proud to accompany many people on theirs; we hold a special place for people who have started with us as users of our services, become volunteers and in some cases now work for us. Thank you to everyone who has been on this 40 year long journey with us.

We are very proud of course of our positioning within the campaigning organisation Mind nationally which adds so much to what we can do on both a local and national perspective. We are delighted to be a very active supporter of the Time to Change campaign

logo

Partners

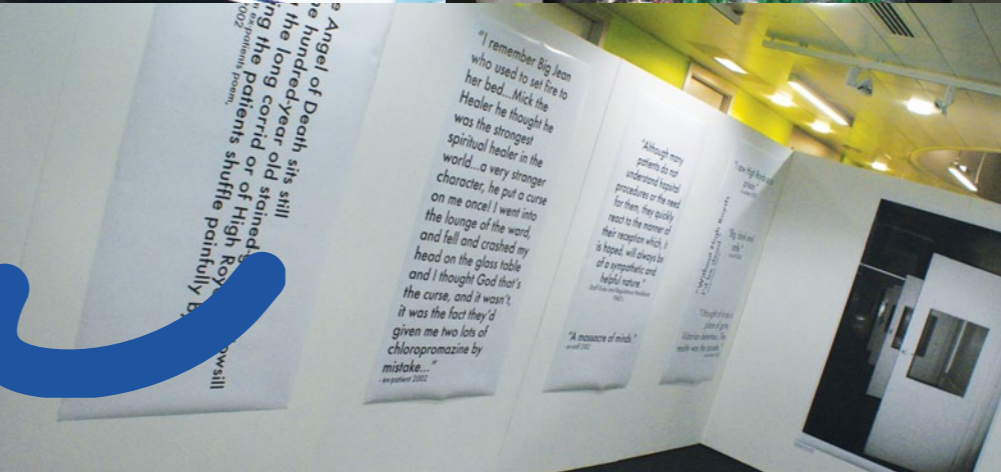
We'd like to say a big thank you to all our partners over the years and especially our funders; without their trust in us, we wouldn't have been able to develop some of the innovative services we have provided over the years. So a big thank you in particular to Leeds City Council, NHS Leeds and Leeds and York Partnership NHS Foundation Trust.

It's a pleasure to work in such a collaborative sector – where we all work together for something we care about so passionately. There are over 80 members of Volition, the alliance of voluntary sector organisations working in mental health in Leeds; and it's a pleasure to be associated with them all.

Merger with Touchstone

Touchstone is a highly admired mental health organisation in Leeds which celebrates its 30th anniversary this year. They are particularly recognised for their service user engagement and their work with many different communities in Leeds. We have announced our intent to merge with Touchstone. We think we're a very good fit with compatible values and complementary services.

We believe that together we can reach more people and do more good stuff for longer. It's not so much about cost savings (although there probably will be more economies we can make); but it is about being around in Leeds for another 40 years because there is still so much to do, and in the current climate, the demand is set to increase. We're only at the very early stages of beginning to plan the merger but are optimistic it will happen.



wellbeing

The combination of services we now call Wellbeing was established only in 2011 but it contains a mixture of elements which have been in Leeds Mind for many years and others only more recently.

2012 has been a year of consolidation and growth. We are proud of how rapidly we have created a coherent service that makes such a significant difference to so many people.

Our clients benefit from the different skilled interventions on offer and are able to move through the service with the aim always being to empower individuals to increase their independence and take increasing responsibility for making changes in their lives.

There is a natural flow from befriending and key-working into our community arts service Inkwel, our Peer Support service and the numerous social groups we provide. Clients are then encouraged to move onto volunteering, community groups and employment, underpinned by the option of accessing counselling to work on specific issues.



Katherine & Jennifer Leeds Mind Volunteers

we have encouraged the people who use our services to come together socialise and provide mutual support for each other



Pottery Students at Inkwel

Befriending

Our befriending service is generally for people who have become socially isolated. We have a cohort of more than 20 volunteers who each support an individual for up to 12 months, helping them to develop their own social networks. Many of our volunteers are themselves people who are using or have recently used mental health services; the opportunity to volunteer is a key part of recovery. Our priorities for the next year include: finding more older volunteers, developing a package for our student volunteers and developing specific befriending social groups for our clients and volunteers as an addition to the already strong links into Peer Support and social groups.

Rachel says

The Mind Befriending Service has offered me a massive life line. Just having someone else to talk to has been a great help. Anna has given me, amongst other things, the encouragement and assistance to fill in CVs and application forms which has really helped to build my confidence.

Key-working

Our key-workers support people with significant and often complex mental health difficulties. We work with around 90 clients at any one time. The team has made a major transition from the old Day Centre to the new community-based service, providing focussed, goal-oriented support. We reach many communities in Leeds including refugees and asylum seekers and the gypsy and traveller community. We have excellent links with mental health and community services across Leeds and this helps people to develop support networks before moving on from the key-working service.

Social Groups

Throughout our 40 year history, Leeds Mind has encouraged the people who use our services to come together, socialise and provide mutual support for each other. Current social groups include; Men's and Women's groups, the Satellite, Spirituality and Grumpy groups, and the recently resurrected Open Mic. The Wellbeing staff provide a minimal level of support to allow these groups to flourish and we are really grateful to the volunteers and clients who run them. These groups offer a really useful step for people in helping reduce social isolation and building confidence.

Counselling

At any stage of an individual's recovery service someone may become 'stuck' with a particularly challenging issue, often relating to a traumatic life event. Our counselling service has proved invaluable in supporting many people to move through these challenges to get to the stage where they can focus on making changes in their lives. Our coordinator works with a number of trained volunteer counsellors who benefit from external supervision. We have recently introduced income-related charges, which will enable us to grow this much needed service.

Peer Support

Peer Support and co-production are at the heart of Leeds Mind's ethos and values. We ensure that the people who use our services are central to their design, and that the focus of our work is about enabling people to recognise their innate strengths, share and develop healthy coping mechanisms, build resilience and take responsibility for their mental health. Our Peer Support service is an example of these values in action. Over the last year our Peer Support service supported over 166 clients, delivered over 200 hours of courses and workshops, including Confidence Building, Assertiveness, Self-Esteem Building, and Mindfulness. It also supported three support groups which meet each week and we trained several new volunteer facilitators, to whom we are exceptionally grateful. Many of the people who use this service tell us it has been transformational, helping them to make significant changes in their lives.

Geoff says

I cannot over-emphasise the effect attending the peer support courses has had. Not only on my own personal life, outlook, trust and understanding, but most importantly on my awareness. The courses have increased my awareness of others' emotions and spirituality and how to respect and embrace these.



inkwell



Core Purpose

Creative arts have been a part of what we do for many years and go right back to our early days. Now we offer this at Inkwell which continues to thrive as a creative hub for those experiencing mental health difficulties and for the local community. We use the creative arts to engage often isolated individuals within the community, assisting with their recovery and wellbeing. We are proud of the quality of our students' work and they have many opportunities to exhibit in high profile locations and events.

Partnerships

It is crucial for Inkwell's sustainability to forge partnerships with local community groups and businesses, and mental health and arts organisations. Our social media strategy has assisted with this.

This year Inkwell has started to work with The Conservation Volunteers. Thirty-eight people participate in the garden group and Conservation Volunteers' Green Gym. It is a scheme that aspires to make improvements to both health and the environment. Practical projects create the opportunity to tackle physical jobs in the outdoors: improving strength and stamina, boosting practical skills and confidence, whilst also benefiting local green spaces.

The Inkwell Garden steering group (with Hollybush, Inkwell and NHS employees) was formed to guide the direction of the healthy eating and garden projects. We are now part of the Feed Leeds initiative assisting with the development of a community food network in Leeds. Inkwell has forged partnerships with WEA and Swarthmore providing more training and educational opportunities for our volunteers and students. In addition to our core art classes and the Craft Café, we now offer courses in digital photography, creative writing and art theory.

Enterprising Volunteers

Inkwell is a prime example of co-production in action. Our programme of events and activities is led by our students and volunteers, as was the design of the garden and refurbishment of the premises. Volunteers are establishing a Saturday café which is an extension of our Craft Café enterprise ensuring people with mental health issues are able to access creative educational activities alongside people from the local community.

Amanda Burton says

Inkwell really kick started my creative journey. Although I used to dabble in arts before it never became a way of life until I started coming to Inkwell. My confidence has been boosted enormously from being here, to have feedback and critique from fellow artists and the tutors, to be able to feel safe and relaxed amongst people who don't judge you. I finally feel like a person with purpose and have gained a bit more respect for myself and my abilities from being here.

A media group has been formed this year to document people's wellbeing and learning journeys. This also enables participants to use media as a creative form of expression. Our volunteers' resourcefulness means that we are able to hold large scale events and raise significant funds helping to build a connection and interaction with the local community. This financial year volunteers and students have already raised significant funds through the Craft Café and from our Mayday and Bonfire events. The funds raised have enabled us to employ a part-time volunteer coordinator. This ensures that our volunteers' wellbeing journey and progression are addressed thoroughly.

housing support

Housing has been a part of what Leeds Mind has done since we started in 1972. We were the first organisation in Leeds to offer housing related support to people moving into the community to people leaving institutions.

We're still very proud of what we do and 2012 has been another eventful year for the housing service. Last year we began using the Outcome Star to evidence our holistic work and approach. The table below celebrates the positive outcomes the people who use our services have achieved. This is testimony to the skill, determination, passion, belief and knowledge of our front line staff. The information we gain allows us to develop and design the service further and to set new priorities. Hope, optimism and belief are attitudes and approaches we instill in our daily work – a positive vision for all!

John Gedge

Leeds Mind has helped me to get my confidence back and improved my health as a result. My worker is easy to talk to and I also had someone to contact if I was having a really bad day. I feel that I wouldn't have been able to cope without Leeds Mind. I can look to the future now and I feel like I have come along way.

Positive Changes

Scale	Positive outcome	Negative outcome	No change	
1	Motivation	65%	12%	23%
2	Living skills	53%	24%	23%
3	Managing money	53%	18%	29%
4	Social networks	65%	6%	29%
5	Substance use	24%	12%	64%
6	Physical health	35%	18%	47%
7	Mental health	53%	24%	23%
8	Use of time	59%	18%	23%
9	Managing tenancy	59%	18%	23%
10	Offending	6%	0%	94%
Overall		47%	15%	38%

We work closely with a vast number of different agencies and services (too many to mention); we greatly value these close relationships and the joint work we do and the achievements we see.

During March and April 2012 – the Housing Service enlisted an independent consultant to interview current service users and get their view on the service. The consultant asked 3 basic questions and then invited the service users to elaborate on their answers.

The questions raised were

- What value do you get from the housing service and how does this improve your life?
- What could the housing service do differently or more of, to improve the service?
- Do you think your future will be more positive since using the housing service?

The interviews were completed 1:1 and either face to face or over the phone.





workplace leeds

WorkPlace Leeds is the only specialist mental health employment provider in Leeds. We are in our first year of service as Workplace Leeds, having brought together two previous Leeds Mind employment services Dove and Working Minds. We are delighted to have the opportunity again to work with our partners from Touchstone and Community Links and their experience of working with BME communities and young people, respectively

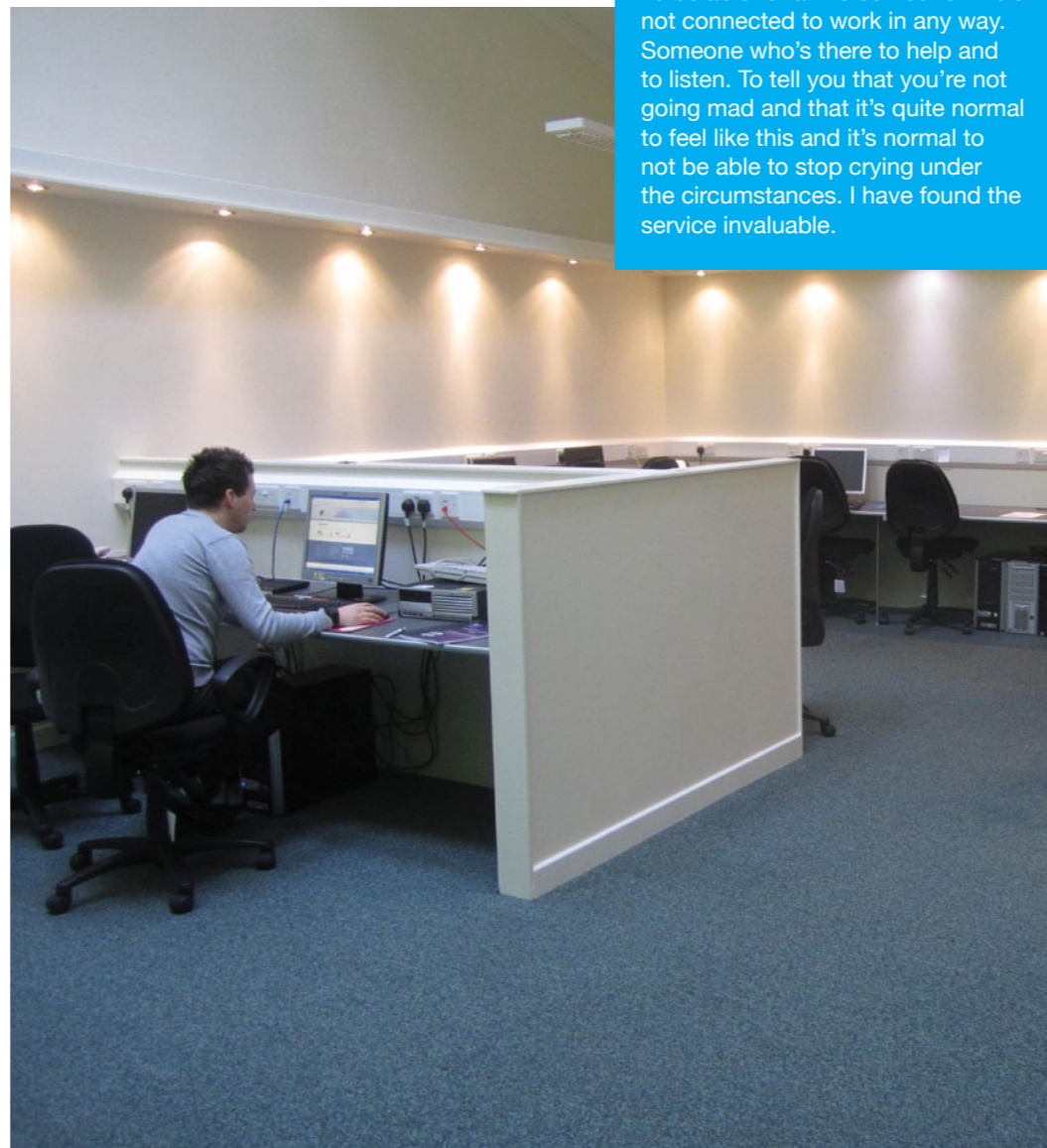
91% of the clients we have supported have retained their employment at six months

We have had a very exciting year with the successful commissioning by NHS Leeds and Adult Social Care contracts, the expansion of our staff team to 17 delivering specialist employment support and job retention services and the renovation of our De Lacey House office base. We are privileged to have worked with 270 clients since 1st October 2011, who have faced significant challenges in their recovery. Clients have been supported into a range of options on their journey towards employment including training, voluntary

work and then into paid employment. The range of jobs clients have gained include Web Development, Finance Officer, Outreach Worker, Catering Assistant, Engineer, Security Officer, Retail Assistant and many more.

Our Job Retention service has gone from strength to strength, 91% of the clients we have supported have retained their employment at six months. Feedback from these clients and their employers has been overwhelmingly positive in key areas: liaison and support, mental health awareness training and expertise and the 'Being Well at Work' course.

Looking forward to another year we are keen to expand our Job Retention provision, build on our success in supporting clients, provide appropriate and influential advice and guidance to all our stakeholders and most importantly ensure we meet the needs of the clients that come into contact with us. We recognise the service is only as good as the client's experience of it and opposite are some of their stories.



Jackie - a Job Retention Client

I work for Royal Mail on a permanent basis and work 40 hours per week. I started having problems when I couldn't work the hours they wanted me to because of childcare issues. I started to suffer with panic attacks – the 1st one resulting in admission to hospital.

I started attending CBT and was then referred to WorkPlace Leeds. The sessions have helped no end. To be able to talk to someone who's not connected to work in any way. Someone who's there to help and to listen. To tell you that you're not going mad and that it's quite normal to feel like this and it's normal to not be able to stop crying under the circumstances. I have found the service invaluable.

Jessica - Employment Support Client

After a period of depression, later diagnosed as dysthymia, I attempted suicide in November 2011 by taking an overdose of my medication. I was admitted into hospital and began a course of treatment to try and make me feel better. It was difficult to understand why I felt so bad and hopeless but things had just got too much for me to cope with.

I think I was so desperate to be a good mum for my daughter, who is three years old, that I completely lost sight of my own needs, I was also having lots of arguments with my mum and other family members and also felt weighed down by debts I couldn't pay off. My world became very small. I didn't have any outside interests or friendships. I hadn't worked or trained since leaving school and I had lost touch with loads of people. I felt so isolated and my confidence and self-esteem were very low. I also felt that people were judging me for being a young single parent. Things were really bad.

All of this contributed to me becoming unwell and I didn't know where or how to begin making things better. My mental health nurse referred me to WorkPlace Leeds and John in December 2011 and it was good to meet someone who understood my problems and could offer practical help as well as emotional support. Apart from anything else it was so nice to have a positive conversation about the future and some time and space to think about what I wanted to do in the future. Over the next few weeks, John and I talked about my strengths and skills and the best places for me get some work experience and access training. John also identified a place to get some advice about managing my debts and I started to believe that my ambition to become a support worker with young people or young parents could actually happen.

Peter - I.T client

'Peter' was working full-time in the printing industry and engaged to be married. He was skilled in a variety of areas and had managerial responsibilities. However, the printing industry was becoming increasingly competitive and Peter would often be phoned up in the early hours of the morning to be consulted about a job. Profit margins were tight and mistakes could end up putting a company out of business.

After a while, Peter started developing problems sleeping and sought advice from a local doctor. He was prescribed diazepam, but a couple of days after starting his medication he had a severe psychotic attack whilst taking a bath. He was admitted to hospital and his medication changed, but four weeks later he felt 'something crack inside his head' and he was in agonising pain. The next few years saw him go on and off increasing doses of various medication. He was subjected to ECT, which led to poor concentration and memory loss. He was constantly advised that his illness needed to become worse, before he could be fully cured.

The effects of going off and on medication and withdrawal effects that resulted meant that he could not maintain his job and he eventually had to pay £40,000 for private medical treatment. Peter has now started his recovery and been off medication for almost 6 months. He began a course with WorkPlace Leeds IT service. He had used computers frequently within his printing jobs and his knowledge in some areas is brilliant, in others it was practically non-existent. Peter quickly worked through our basic 'Tracks' course and moved onto the more challenging ECDL, passing all his exams first time. Peter has the ability to look at publications & instantly spot mistakes and find ways of improving its layout. It is possible that this skill could be used in future employment.

where we work

We've worked all around the city over our 40 years but now we have just three buildings. Most of our work takes place out and about in the city and local communities.

De Lacey House in Kirkstall

is where our Employment service and our IT suite are based. We've spent quite a bit of money this year doing it up and now it looks smart and professional, although as an old cinema, there is always more to do.

Clarence House in Horsforth

is the main base for our Wellbeing and Housing services; we've also invested a lot here in smartening it up.

Inkwell

is our wonderful converted pub (from The Shoulder of Mutton) in Chapel Allerton. The conversion has been a delight and we are so proud of the really versatile open gallery space, the media suite and the pottery room.

We have gardens at all three of our buildings and volunteers help us out in keeping them looking nice and available as green places to be outdoors. We'd like to say particular thanks for the partnership work with The Conservation Volunteers and Santander.



Clarence House, Horsforth



De Lacey House, Kirkstall



Inkwell, Chapel Allerton

more thanks...

To our photographers, Mark Davis, Davis Yeomans & Christian Smith

thank you...

We would like to say thank you to our 2011-2012 Board of Trustees

Simon Kingsnorth

John Pearn

David Yeomans

Carol Arthur

Paul Cunningham

Graham Smith

Bev Harrison

Rob Cook

Reva Stewart

Anna Court

Jane Throssell...



...and also **Andy Longhorn** former chairman of Leeds Mind. Sadly & unexpectedly Andy died in February 2012. He will be remember and greatly missed by all at Leeds Mind

finance

During the financial year, Leeds Mind recorded net income of £70,300, after deducting buildings depreciation of £34,300. We have only able to achieve this figure due to the support of grants and funders.

Our main funding sources are NHS Leeds and two departments within Leeds City Council: Adult Social Care and Supporting People. We were delighted to be successful in gaining a grant of £105,500 from the Transition Fund, delivered on

behalf of the Government by the Big Fund, the non-Lottery funding arm of the Big Lottery Fund. This was specifically to help with our restructuring and sustainability given public funding reductions. In carrying out the restructure, we have reviewed our cost base enabling us to achieve the net income figure reported above.

A significant factor in our financial performance was the voluntary income total of £56,800, which included a legacy from the estate of Mr N.C. O'Nion's and

a number of donations, for which we are extremely grateful. Leeds Mind offers a pension scheme administered by West Yorkshire Pension Fund on our behalf.

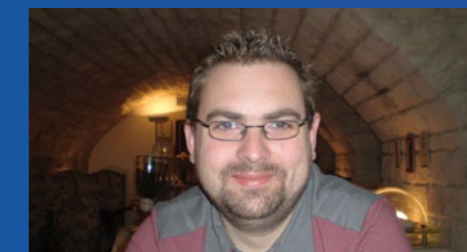
We have to show the actuarial fund valuation in our figures, which has increased to £1.6m from £1.07m and is the reason why we are showing an overall deficit in the financial statements. Our obligations to West Yorkshire Pension Fund are guaranteed by Leeds City Council.

Statement of Financial Activities for the year ended 31 March 2012

	2012 (£k)	2011 (£k)
Total income	1,573	1,807
Total expenditure	1,503	1,484
Net Income	70	323
Actuarial gain/(loss) on pension scheme	-568	466
Net result	-498	789

Balance Sheet as at 31 March 2012

	2012 (£k)	2011 (£k)
Fixed assets	640	678
Current assets	536	621
Creditors: amounts falling due within one year	-139	-296
Net assets excluding pension liability	1036	1004
Defined benefit pension liability	-1601	-1071
Net liabilities including pension scheme liability	-565	-67
Funds:		
Restricted funds	457	481
Unrestricted general funds	378	312
Unrestricted designated funds	201	210
Pension reserve liability	-1,601	-1,071
	-565	-67



Scott

My experience of using Leeds Mind dates back to 2010. Suffering with depression, anxiety and issues with my speech, I was referred to Newsam Centre Acute Day Service. Through absence my career as a senior finance manager was soon under threat, compounded by the feeling that my employer was uncaring and pressuring me to return to work too early, so my support worker suggested I contact Leeds Mind's Job Retention Team.

Slowly rebuilding my confidence and self-esteem I began volunteering with the Leeds Mind finance team. Over the next few months my confidence in my abilities slowly returned as well as feeling socially comfortable in a work environment. Everyone at Mind has been so welcoming, supportive and friendly and has always treated me as a person, as opposed to a number or name on a staff list.

Help make a difference to people with mental health problems in Leeds



Adam & Laurie's End 2 End Bike Ride Lands End to John O'Groats June 2012



Leeds United Football Club Supporting the 2011 Love Your Mind Campaign



**Mr & Mrs Longhorn
The venue of the annual open garden event in aid of Leeds Mind**



**Dylan & Helen
Sponsored Cycle ride from Leeds to Skipton November 2011**



**Spens Greenway
10k Race June 2011**



8 Hour 5 a side Football Match In memory of Matthew Starkey



The Conservation Group at Inkwell



Santander Community Day

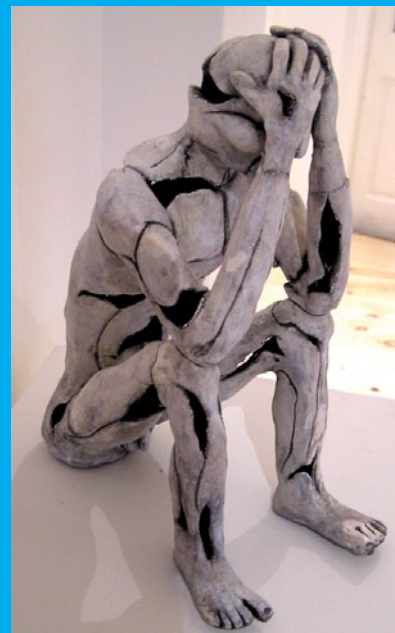


**Half Marathon in memory of Andy Longhorn
Darren, Dave, Kim, Paul Sonia and Dean took part in the Leeds 2012 half marathon relay challenge in memory of Andy.**



**Kim Jones
Vodafone World of Difference Volunteer**

Stuart Harrison



Being at Inkwell and among other artists has boosted both my artistic confidence and my self confidence.

Inkwell has given me a sense of purpose, respect and belonging that has been missing for most my life. I find it very liberating being able to openly discuss thoughts, ideas and opinions in a safe and understanding environment with other creative individuals. I have also had the opportunity to explore things I would never have been able to do and have been given a second chance to be someone who I always wanted to be.

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