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The following report is approved by the Management Committee

Nigel Smith, Chair

on behalf of the full Management Committee.

Date: _____

INDEX

Item	Page
1. Legal and Administrative Information	3 - 4
2. Chairman's Annual Report	5
3. Area Manager's Report	6
4. Housing Manager's Report	7
5. Projects Development Manager's Report	8 - 14
6. Programme Manager's Report	15
7. Employment Development Manager's Report	16 - 17
8. Office Manager's Report	18 - 19
9. Senior Day Centre Organiser's Report	20 - 21
10. Services Offered by West Suffolk Mind and Healthy Mind Centre	22
11. Acknowledgements and Information	23 - 24

Legal and Administrative Information

<u>Patrons:</u>	Mrs Sheila Wormleighton Mrs Rosie Varley
<u>Management Committee Trustees:</u>	Mr Nigel Smith, Chair Mr Brian Lummis, Treasurer Mr Martin Evans Dr Richard Young Mrs Barbara di Vita Mrs Joanna Spicer Mr Andrew Prunier Mr Raffaele Avallone Mrs Pam Martin Miss Carrie Smith
<u>Medical Adviser:</u>	Dr S Robling
<u>Auditors:</u>	David Robertson & Co 84 Whiting Street Bury St Edmunds
<u>Solicitors:</u>	Cunningham John Beacon House Kempson Way Suffolk Business Park Bury St Edmunds
<u>Bankers:</u>	Lloyds TSB Bank PLC Risbygate Street Bury St Edmunds
<u>Charity Registration No:</u>	260479

Status of Organisation

West Suffolk Mind is an unincorporated association, registered by the Charity Commissioners for England and Wales, registration number 260479. The charity is a local association affiliated to Mind National.

Legal and Administrative Information (continued)

Management Committee Trustees

The Trustees are the governing body of the organisation, holding ultimate power and responsibility, acting as a group to ensure the organisation is well managed, with a clear vision, leadership and direction, whilst safeguarding assets, equipment, human resources and supervising the Area Manager. The committee will be no less than eight or greater than twelve and shall be appointed annually at the Annual General Meeting. A meeting of Trustees will be quorate when one third of the full committee membership is present to enable business to be transacted. The committee will meet at least five times per year. Specific advisers and observers may also be invited to meetings as and when required.

Mission Statement

Our vision is of a society that promotes and protects good mental health for all, and that treats people with experience of mental distress fairly, positively, and with respect.

The needs and experiences of people with mental distress drive our work and we make sure their voice is heard by those who influence change on a local basis.

Our independence gives us the freedom to stand up and speak out on the real issues that affect daily lives.

We provide information, support, local services and campaign locally to improve policy and attitudes.

We do all this to make it possible for people who experience mental distress to live full lives, and play their full part in society.

Values:

Informed

People with experience of mental distress drive all we do.

Diversity

We respect everyone's experience and ensure inclusion is at the heart of our work.

Partnership

We are committed to working with our networks and all who will help us achieve our mission.

Integrity

Our independence ensures our integrity - we are never compromised.

Determined

We will never give up challenging discrimination and campaigning for better mental health.

Chairman's Annual Report

This is the fifth Chairman's Report I have written. Unfortunately, it will also be my last as I have decided to step down from the position of Chairman of West Suffolk Mind. I feel that the time is now ripe for a new Chairman to be appointed and for that person to lead the next stage of the development of the organisation, ably supported by a dedicated group of fellow Trustees.

I have been privileged to be Chairman during a period of unprecedented growth and success for West Suffolk Mind, and that success is well documented in the Managers' reports contained in this Annual Report. I do not wish to steal their thunder but I do want to say how much I have enjoyed my association with West Suffolk Mind, the service users and the staff and I hope I will be able to continue to assist in the future development as a Trustee.

In my report last year I wrote about our culture and ethos. I said that we strive to help our service users achieve a better quality of life and improvements to their health by providing excellent and active drop-in centres and housing facilities and, in order to ensure that we remain in touch with the significant and changing needs of the communities we serve, we continue to review, develop and enhance our services. That has not changed – indeed I think we are even more focussed on achieving real benefits for our service users.

West Suffolk Mind is entering a difficult period with the problems of funding in the local National Health Service and Social Services having a 'knock-on' effect to our services. However, we are working very hard to make sure we get the best funding and support we can for our service users and we are in close communication with the NHS and Social Services to ensure that this happens.

We are a very strong and successful organisation - but what makes us different? Simply, it is the dedication of the people, the staff, the volunteers, the service users and the trustees. They make the difference between success and failure and they make the impossible possible. I would like to take this opportunity to thank all of those people for their unstinting commitment and sheer hard work.

I normally do not write about any individuals but in this report I would like to wish Angela Cook a long and happy retirement and to thank her for all the work she put in to make the Healthy Mind Centre a success. I would also like to thank Sue Jay – she has been a superb manager, colleague and friend and I feel privileged to have worked so closely with her over these last five years.

Thank you all for your support and I wish West Suffolk Mind every success in the future.

Nigel G Smith
Chairman

Area Manager's Report

This year has brought new challenges to the organisation, the greatest being the financial situation of the health economy that we found ourselves having to operate in. This has made funding the focus of my work, looking at all avenues to raise money to continue both the Healthy Mind Centre and some day services. The housing project also ran at a loss this year, again because of a situation that was out of our control, losing rental income.

We have been able to sustain the Healthy Mind Centre until 31st March 2006 with support from the PCT and Suffolk County Council. The support for the Day Services was generated by the income from occasional room rental and donations. With further cuts forecast for 2005/6 and 2006/7 across all our services, the situation for this coming year looks no better, and is worsening.

On a brighter note, our achievements:

- We have obtained Mind National Quality Standard;
- The Healthy Mind Centre project entered its third year. The number of people that have been through the centre reached 2000+ this year, a marvellous achievement by anyone's standards;
- We increased our housing stock by one flat;
- The Respite Care Service to Carers has completed its second year. We are able to give Carers anything from one-off breaks to regular sessions;
- Increased activities and opportunities to learn new skills at all day centres;
- We offered two training placements to Social Work students;
- Represented VASP on Local Implementation Team and Service Modernisation Team;
- Increased the number of volunteers working within the organisation;
- Positive service user survey results.

Looking to the future:

Capital investment has been found to extend the building at 50 Long Brackland. This will increase the number of client rooms and facilities, which will generate more income from occasional room hire, and allow more group work. It will also give staff better office accommodation.

Develop the Cognitive Behaviour Therapy pilot into the coming year.

The challenge – to continue to find funding to save the Healthy Mind Centre.

Finally, I would like to thank the committee, staff and volunteers for their support over this last year. A fond farewell to Angela Cook who has been the Project Manager of the Healthy Mind Centre over the last years, and a special thanks to our service user Trustees, they are invaluable as they keep us focused on the task of providing services that meet their needs.

Sue Jay
Area Manager

Housing Manager's Report

We now have 26 flats in West Suffolk, comprising 8 in Bury St Edmunds, 2 in Sudbury (we obtained the second early this year), 5 in Stowmarket, 3 in Thetford and 8 in Newmarket. We solely finance five of these properties, the others are jointly funded with Supporting People.

We also give support to a private tenant in the community, so at present the Housing Team are supporting 27 people.

Supporting People (Suffolk) came to do their annual inspection and review, and West Suffolk Mind did very well. They realised the problems we have obtaining properties for our tenants who are ready to move on, however recently I have been working in partnership with St Edmundsbury Borough council, resulting in three move-on properties in one month, with more to come. Sincere thanks to the homelessness team at St Edmundsbury and Havebury.

We continue to work in partnership with Co-op homes, this is very successful. Two tenants have moved on to their own tenancies within Co-op housing. We continue to liaise with Kings Forest, Breckland, and Babergh.

The Supporting People work books have to be completed every three months, for both Norfolk and Suffolk, reflecting staff hours, number of tenants and voids on properties. Not as easy as it sounds, my thanks to Sue Jay for her mathematical support!!

I have also been attending the Housing Partnership Group, this is a group of specialised mental health providers within the housing sector. The meetings focus on re-provision for clients made homeless or at risk due to closures of rehabilitation units. The need to share information has been highlighted, particularly risk assessments, to enable better scrutiny and priority of need. It has been agreed that an allocation panel of the various partners, i.e. probation, housing, etc would be most effective. This will hopefully prevent many evictions and help to point clients in the right direction.

All housing staff have had their appraisals and are undertaking training, including Diploma in Social Work, Professional Counselling course in psycho dynamic person centered counselling, NVQ 3 in Promoting Independence, and certificate in Community Mental Health.

West Suffolk Mind Housing also work in partnership with the police, the local CMHT teams, and various agencies within the private and voluntary sector, my thanks to all for their continued support.

Finally my thanks to Sue Jay and WSM Management Committee and all admin staff for all their continued support.

Sharon Carr
Housing Manager

Projects Development Manager's Report

A third very good year for clients of the Healthy Mind Centre. We have continued to consolidate our existing programmes and introduced two new programmes and continue our day care services to support the mainstream services offered by West Suffolk Mind. We have also expanded our employment services despite not being able to recruit a third staff member.

The restructuring at management level which took place in September 2004 has been mainly successful. The point of the restructuring was twofold: firstly to release me to focus on obtaining funding to sustain the project when lottery funding expires at the end of August 2005 and secondly, to compartmentalize the services more clearly in order to align with relevant funding streams.

After producing a new 12 month budget for April 2005 – March 2006 which came about as a result of taking 15% out of the original full 12 months' budget, we were able to attract sufficient funds to sustain the project until the end of March 2006. We also obtained indications of additional funding which may be available to us from Statutory Authorities post April 2006.

As I feel I have accomplished everything I set out to do in 2001 when I joined West Suffolk Mind, the decision has been taken by mutual agreement for me to leave at the end of August 2005. I had felt I would be passing on the HMC in a successful and sustained condition. However, recent developments now lead us to believe that funding, post March 2006, may not be as forthcoming as we had hoped whilst Statutory Authorities struggle to cope with budget deficits. As I write this report, I am continuing to seek clarification from all partnership sources as to their intentions.

Finally, I do believe however, that the Healthy Mind Centre has made a significant difference to the lives of many people in West Suffolk over the past three years and it is my fervent hope that its work may continue. It only remains for me to thank Sue Jay and the Trustees for their constant and understanding support and to wish you all success for the future.

Angela Cook
Projects Development Manager, Healthy Mind Centre

(Statistics pages 9 - 14)

Programme Manager's Report

Notable features of the year, in no particular order, have been:

- the 'in-house' training of 11 Anxiety Management facilitators
- the introduction of two new courses: Confidence & Assertiveness Skills and Moving Forward
- the development of a Resource Centre (nearly complete) to offer clients books, and information about surfing the web for help with mental health issues
- the decision to concentrate on 'core activities' rather than continuing with the 1:1 Nutrition consultations
- experiments with various forms of support groups for those who have completed an Anxiety Management or other course: we now have a support group for mothers who have completed a Post Natal Depression course and this is open to others by arrangement
- talks and/or training given by the Development Workers and myself for the Keeping Well Centre, West Suffolk College, Mencap, Alzheimer's Society, etc.
- the launching of mental health forums (similar to those already running in Haverhill and Thetford) in Bury St Edmunds, Newmarket and Sudbury
- the loss of the transport budget
- the loss of the Well Being Days' budget (*though occasional days still possible*)
- the preparation of the way for gaining long-term feedback from past course members
- the positive feedback gained so far from the UEA evaluation.

Rob Lock
Programmes Manager

Employment Development Manager's Report

The last year has been a challenging one for our department, with changes in personnel, along with an Employment Adviser post being made redundant, co-inciding with a major increase in our number of referrals. Jeanette Guy started in February and the speed with which she picked up the role of Employment Adviser has had a large bearing on the department maintaining its progress in the second half of the year.

Primary Objective

Reading my Year End Report from August 2004, the primary objective for this year was to secure on-going funding for HMC programmes and services and as we all know, on-going funding has been achieved to March 2006. In the past year our department has received payment for the delivery of Employment workshops, been involved in the new (European Social Funded) Connexions project and been included in Suffolk Acre's successful tender for the delivery of Employment skills and support to people aged 50+, which is due to start later this year. Whilst these activities and partnerships will hopefully continue to generate income for the department, it will always prove difficult for us to secure sustainable Employment funding in competition with large Employment providers, who tender across all disability types.

Other Objectives

Other objectives for the past year were to increase our number of referrals, become more pro-active in Thetford and Brandon areas and develop new links with employers. Whilst our client files are being put on the new database, it is difficult to say precisely how many new referrals we have had in the past year. Suffice to say, the number has been far higher than previous years, with a significant increase in referrals from within West Suffolk Mind (through other HMC programmes and services and the Housing Project), as well as from Jobcentre Plus, Connexions and self-referrals, particularly where information has been picked up from GP surgeries and West Suffolk Hospital.

We have become more pro-active in Thetford and Brandon areas, with the delivery of Employment workshops to 16/17 year old clients at "Include", as well as through the contacts Jeanette has made whilst working individually with clients. New links with employers have also been made, particularly through the BNI meetings that Sue Jay introduced me to last August, which in turn has led to a number of work placements and opportunities for paid employment for our clients. Existing links with employers have also been maintained. Today one of our younger clients, who had not been in work for five years, started paid employment with a well-established employer in Bury St Edmunds. This has followed a six week work placement, initiated and reviewed by Jeanette and I, during which our client gradually increased the number of days he worked, as well as his level of responsibility.

Workshops

In my report last year I said that our Employment workshops had become a key feature of our service. Since then we have delivered six series of workshops (four workshop sessions in each series) to approximately fifty of our clients. The workshops remain an invaluable tool for motivating clients, giving self-belief and a common aim to share and act as a springboard for returning to work. Some recent feedback includes:

“I enjoyed the course immensely, it has provided a structured path back to work, that didn’t exist beforehand. A supportive environment in which to discuss delicate issues. A good, motivating experience.”

“An excellent course with good facilitators. It has improved my confidence and understanding of CVs and interview techniques. Fantastic!”

“I found this course very inspiring and it helped me a lot. I think there should be a healthy minds centre in Thetford!”

The Next Year

In the coming year it is vital that we continue to develop our relationships with existing and new referrers as well as continue to improve our services, including our Employment workshop provision and our links with local employers. I would also like to build upon the “retention” work, with clients already in employment, that has begun in the past year.

Our primary objective for the coming year, in common with other HMC programmes and services, must be to secure on-going funding for our department. Although we are now a team of four, including Declan Lynch (who works with us one day per week) and Abi Murray, who is volunteering with us, I require an additional Employment Adviser. This will enable me to reduce my client commitments and spend more time managing a department which, over the past year has justified and proved its worth to local communities within West Suffolk and Thetford.

Mark Kendall
Employment Development Manager

Office Manager's Report

The Administration Team is now under the line management of the new Office Manager. The Team is made up of:

- ❖ Jane Walden, Office Manager
- ❖ Tricia Newman, part time administrator and our longest serving member, having worked for West Suffolk Mind for 12 years
- ❖ Carol Kibbel, part time administrator and editor of the monthly newsletter 'News in Mind'
- ❖ Sue De'Ath, full time receptionist/administrator
- ❖ Louise Rivers, part time administrator.

Each member of the team has a deal of responsibility as the first point of contact, particularly the receptionist, to members of the public when they either telephone for advice or visit the building in person. Since the inception of Healthy Mind Centre, the amount of general enquiries has multiplied tenfold and the requests for general advice, information and requests for appointments certainly keep the team fully occupied.

As Office Manager, apart from the day to day running of the department, my duties include the overseeing of our new Database, endeavouring to keep all information as up to date as possible. The new format of the Database has only been up and running a few months, but for the future will include all enquiries for both Healthy Mind Centre and West Suffolk Mind, making collection of statistics a much easier task. After some intensive training, from time to time I am also required to provide reports through the Thomas International System, giving personal profile analyses which can be of enormous benefit when either recruiting new staff or during staff appraisals.

Tricia deals with all aspects of administration duties, including collation of paperwork for the Annual Report in readiness for the Annual General Meeting, day to day correspondence, staff records and stationery supplies.

Tricia and **Carol** are our two dedicated administrators for our new CBT programme. They have received training and are now dealing with in excess of 20 clients since 1st April this year. It is their responsibility to book the clients in, help them through the first stages of the computer programme and be the clients' point of contact throughout the 8 sessions, in between the initial assessment and exit interview with our clinical psychologist.

Carol completes the majority of the administration required for the Anger and Anxiety Programmes, booking venues, contacting people on our waiting lists, arranging and confirming assessment appointments and so on. She also produces an informative and lively monthly colour newsletter which is sent out to Day Centre members, tenants and many professional organisations. The newsletter includes information on different aspects of mental health as well as contributions from members of staff and members in the form of information, short stories, puzzles and jokes. Another of her tasks is the booking out of rooms to counsellors and other private organisations as well as for in-house meetings.

Sue mainly deals with initial enquiries on a preliminary basis, helping where she can and/or signposting where necessary. She also keeps appointment diaries for our in-house crisis counsellor as well as the general assessments carried out by the Programmes Manager. Another of her duties is the Minutes and correspondence for the Voluntary and Statutory Partnership (VASP) which holds bi-monthly meetings and in which there are over 40 members. When time allows, Sue also helps update the Database.

Louise's main tasks are doing Minutes and relating paperwork for the West Suffolk Mind Management Committee, helping the Office Manager with the upkeep of the new Database, making appointments and occasional correspondence for the Employment Manager, as well as general administration duties helping out the rest of the team.

The upheaval of moving offices during the building works for the loft conversion has been a trying time for all concerned but, like all good teams, we have pulled together and settled into our temporary, if somewhat cramped offices. Nevertheless, we are looking forward to our new offices being completed and hopefully moving back by the end of the year.

CONTACTS FOR ADVICE & INFORMATION

	2003/4	2004/5
	%	%
Anger Management	3	15
Anxiety Management	2	22
Assertiveness & Confidence Building	-	2
Carers	2	4
CBT (Cognitive Behavioural Therapy)	-	2
Counselling	14	16
Depression	24	10
General Enquiries and signposting	20	12
Day Services and Groups	14	7
Employment/Training	-	5
Nutrition	-	1
Post-Natal Depression	-	2
Others	18	4

Jane Walden
Office Manager

Senior Day Centre Organiser's Report

Bury Day Centre

The attendance has slowly increased over the past year and with Sue Lenzini in her new role as organiser since April, some fresh ideas for activities have been introduced at the centre. There are now more members taking part in the activities provided and there is a lot more interest shown in attending the outings arranged, especially with the other day centres.

The members' meetings have been well attended too, and lots of suggestions have been put forward, with most of the members taking an active part in the discussions.

Sudbury Day Centre

The centre receives good attendance with a core group of regular members, and when a new member joins they are always made welcome by the others. The group always enjoy the visits by guest speakers, and there is a list of suggestions for other talks to take place on a wide variety of subjects. Over the summer months we have had the help of two volunteers covering Mondays and Thursdays, this has been very beneficial for both staff and members.

There has been growing concern over a general lack of privacy due to the continuing interruptions by others looking to access other services in the building. We are actively looking for more suitable accommodation.

Haverhill Day Centre

Attendance has been lower than usual for most of the year but, like the Sudbury group, it receives good attendance from its core members. Members here are not quite so active in the running of their group as in the other centres and it seems they prefer just to socialise with each other.

Since Sally Adams and Lisa Thurston have been at the centre, members have enjoyed a very healthy diet, and from a recent visit it was encouraging to hear that members have taken an interest in healthy eating and are trying to benefit from this in their homes too. The Sudbury members were invited over for the day and enjoyed a healthy meal, and the Haverhill members will visit the Sudbury centre in the next few months.

Brandon Women's Group

Members here are all very active in the running of this group. The women like the art and craft activities mostly and have suggested that, when they make Christmas cards this year, they be sold and the proceeds go towards providing activities in the day centres.

Most of the women here are in their sixties or older, with the exception of one or two in their twenties. When a member has joined the group it has usually been through knowing an existing member. It remains a social outlet for women who appear to be very active in other groups in the town.

OCD Group

This has been a very positive group with an average attendance of ten members. The group has become very user led, and there has been a lot of information shared by members who meet outside the group on a regular basis. There has been a good turnover in this group and when someone has left it has usually been due to them 'moving on' in some way.

Art and Creative Writing Group

Over the months the art group members have begun to enjoy activities in the community such as visits to a local museum and theatre. Sally Adams is building links with 'Community Art.' Art is also offered at all the Day Centres at regular intervals giving a wide number of people the opportunity to express themselves in this way.

The writing group has been rather on and off over this last year, however the summer group has been very successful with positive feedback from those who took part.

Music Group

This group meets twice a week, one daytime session and an evening group. Some members now have the confidence to perform in front of an audience. They have formed a group called "Mind Out" playing at some local venues in the town and at the NIMHE conference last year. One member has written and performed his own work.

The group benefits from having a volunteer with them most weeks, and it has a member who wishes to become a volunteer too.

Visits to Wedgewood House

The visits are made by me every five weeks and last for about an hour. There have usually been about six in-patients on the Southgate Ward wishing to see me to gain information about the services that West Suffolk Mind and the Healthy Mind Centre can offer when they are discharged from hospital. We have information boards in five locations at the hospital.

Vanessa Suttle
Senior Day Centre Organiser

This is an example of the services that are offered by West Suffolk Mind and the Healthy Mind Centre.

3 Drop-in Day Centres in Bury St Edmunds, Sudbury & Haverhill



Twice weekly Music Group in Bury St Edmunds



Employment Workshops and Employment Resource Area



Weekly Ladies Group in Brandon



Obsessional Compulsive Disorder Group

Job Search and Job Matching Service

Weekly Creative Writing and Art Groups in Bury St Edmunds



Anger Management Courses

Anxiety Management Courses

Eating Disorders Group

Acknowledgements

We acknowledge, with thanks, the following donations which have assisted the work we undertake.

BNI

S J Moy

Mary Ashley

Oskar Foxtrot Productions

JCF & BR Barber

RAF Honington

St Edmundsbury Town Council

In memory of C Carroll

In memory of Jonathon Boyles

Suffolk Golf & Country Club

J & P Dean

Miscellaneous Donations

Membership

Thanks also to those who have paid membership to the Association, and in some cases made an additional payment over and above the usual subscription.

Membership to West Suffolk Mind is welcomed from all interested people, particularly users of local mental health services, as views and ideas can assist us greatly as we strive to improve local services.

Please contact the office for more details and a membership form.

Funders

West Suffolk Mind, like many other charitable organisations, seeks donations to supplement grants. We do, however, acknowledge that our level of service provision could not continue without our grants from the Mental Health Pooled Budget for Health and Social Care and Suffolk West Primary Care Trust.

Charity law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Society and of the surplus or deficit of the Society for that period. In preparing those financial statements, the Trustees have:

- selected suitable accounting policies and then applied them consistently;
- made judgements and estimates that are reasonable and prudent;
- stated whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepared the financial statements on the going concern basis.

The Trustees have overall responsibility for ensuring that the charity has appropriate systems of controls, financial and otherwise. They are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with external requirements. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities and to provide reasonable assurance that:

- the charity is operating efficiently and effectively;
- the assets are safeguarded against unauthorised use or disposition;
- proper records are maintained and financial information used within the charity or for publication is reliable;
- the charity complies with relevant laws and regulations.