



# Our Impact 2022

We want to make Suffolk the best place in the world  
to talk about and take care of mental health



## Suffolk Mind's mission:

We want to make Suffolk the best place in the world to talk about and take care of mental health.

To achieve our mission, Suffolk Mind delivers training throughout Suffolk and elsewhere. We work in partnership with other organisations, and we deliver a variety of services to support people living in Suffolk and Sawston.



## Our environmental impact:

We pro-actively improve our environmental impact. From switching to electricity from renewable sources, replacing the use of plastic cups with reusable, developing our allotments we are working on positively affecting our environment.

66 Suffolk Mind minimises its negative environmental impact and promotes a positive environment for those involved in the local Mind.

National Mind assessors



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### The Emotional Needs Survey

Be a part of our research and complete our Emotional Needs Survey online by scanning the QR code





Business Breakfast  
15 September 2022



Business Breakfast  
15 September 2022



Prestige Dinner  
23 September 2022



Summerhill Festival of  
Childhood  
9 August 2022



Suffolk Show  
01 June 2022



Sammy the Sea Squirt  
21 April 2022



Sammy the Sea Squirt  
21 April 2022



Suffolk Show  
01 June 2022



YMCA Summer Fest  
19 August 2022



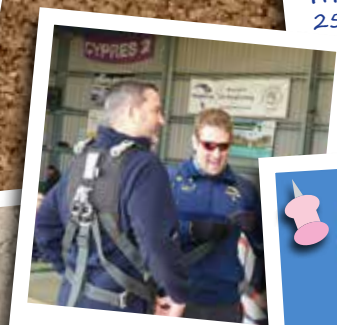
Charity golf day  
09 September 2022



ITFC Fun Day  
25 July 2022



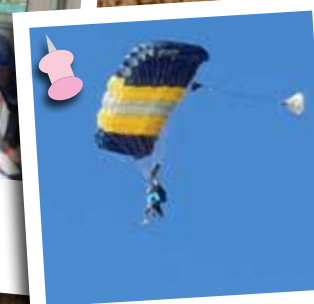
ITFC Fun Day  
25 July 2022



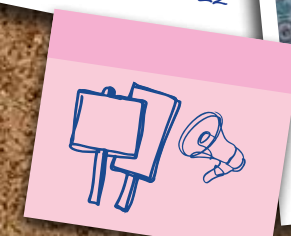
Skydive  
01 October 2022



Suffolk Pride  
18 June 2022



Skydive  
01 October 2022



# 2022

## Our year in review

### April 2021

Non-essential retail and public buildings reopen after the COVID-19 third national lockdown



### June 2021

We raise enough money to publish enough copies of Sammy the Sea Squirt to give to every four and five year old in Suffolk



### August 2021

We launch Mum's Matter, a free mental health course for new parents



### November 2021

Sammy the Sea Squirt short-listed for the My Active Community Award from Active Suffolk

We are short-listed for the Third Sector Award from Investors in People



We launched Ready, Steady... Go Suffolk to encourage people to challenge themselves

### March 2022



We launched our 20Zz campaign - the year of better sleep

### May 2021

We launch our brand new Emotional Wellbeing in the Classroom course for primary school staff

Ipswich Town Football Club holds a match day takeover in aid of Suffolk Mind



### July 2021

Suffolk Work Well gains extra funding from the National Lottery to run for a further two years

### September 2021

We are short-listed for the national Investors in People awards



8,000+ Sammy the Sea Squirt books are given to five year olds, schools, charities and libraries across Suffolk

### December 2021

Suffolk Mind and Active Suffolk join forces to increase participation in physical activity for mental health



We ran our first webinar to launch our latest COVID-19 report and 2021 Impact Report



It's always a bit of a cliché to say we live in interesting and challenging times. Just as we start to move on from a global pandemic, we find ourselves meeting the challenge of a cost-of-living crisis and war on mainland Europe. Most of what's covered in this impact report happened before Russia invaded Ukraine, and the challenges to people's mental health caused by the pandemic were very real and present.

The truth is, they are still very real and present, but the recent developments have added to them. If you think of five people in your life – friends, family, colleagues – before the pandemic, statistically speaking one of them was likely to be experiencing stress or mild mental ill health. During COVID-19, and the time most of the activity in this report was being delivered, it was more like two of those five. Today our figures suggest that three of those five people are at the stress point on the mental health continuum.

The services we provide at Suffolk Mind – whether commissioned through the NHS or local government, grant funded by National Lottery or other trusts and foundations, or paid for through fees or fundraising – are needed now more than ever before... another cliché. But they really are. I hope you enjoy discovering some of our recent achievements and the difference our brilliant, dedicated and hard-working team have made to the lives of people that need us.

**Jon Neal**  
Chief Executive Officer, Suffolk Mind



The increase in demand for mental health support in Suffolk is not different to other areas of the UK. The specific requirements may differ, but the overall demand for help is undoubtedly on the increase.

One differentiator in this area is that we have the services of Suffolk Mind to draw upon. An organisation that continues to deliver unrivalled levels of support through a truly dedicated team and outstanding leadership. The passion of each member of the team to make Suffolk the best place in the world to talk about and take care of mental health, is truly extraordinary.

Like most charities, the ability to continue to provide a broad range of services is more financially challenging than ever. However, with visionary leadership and a brilliant team, I am confident that Suffolk Mind will continue to thrive.

**Ian White**  
Chair of Trustees, Suffolk Mind



# Our people

Suffolk Mind wouldn't be Suffolk Mind without our people. Both paid staff and our voluntary staff are integral to our success.

**49**

full time staff

**49**

part time staff

**70**

active volunteers

Stills from  
our videos

Sue Gray,  
Training

Jack Bentley,  
Housing

Sarah Walker,  
Waves

David Grimmer,  
Wellbeing

Fraser Muir,  
Housing and  
training

Ellie Winch,  
Marketing

**"I can ask questions  
and know that I'm  
being listened to..."**

**"The relationship  
with my manager  
is fantastic..."**

**"We're developing as  
an organisation and  
we are growing..."**

**"The people are  
friendly and honest  
and open..."**

## Coming soon

[thementalhealthtoolkit.co.uk](https://thementalhealthtoolkit.co.uk)



Suffolk Mind, over the last ten years, has developed a strong reputation for excellent workplace wellbeing training in Suffolk and further afield. The Mental Health Toolkit is the next chapter in our mental health training.

We've renamed some of our workshops and our training has a new, fresh look.

What we're not changing is the high quality delivery and content of the training we have such a reputation for.

We're passionate about the Emotional Needs and Resources Approach. We teach practical skills and knowledge in each workshop. Each new skill or insight is a 'tool' for your personal 'toolkit'.

## Greencare got me back out of the house

One of our GreenCare gardeners, Sharon, has been praised for her courage after overcoming anxiety to volunteer at the Chelsea Flower Show in May.

Ipswich-based Sharon was unable to leave her flat alone before being referred to Suffolk Mind's GreenCare service in 2019, which uses allotments as a tool to improve mental health and promote discussion about wellbeing.

Those boundaries were broken however, after she blossomed as a volunteer at Mind's garden at this year's show in the grounds of Royal Hospital Chelsea. Sharon traveled to the

show on her own, meeting Suffolk GreenCare service manager Sarah Manton-Roseblade in London. "It was an amazing day,"

Sarah said. "Sharon spoke so openly with people about how gardening can help improve your mental health, handed out leaflets

and really got engaged.

"She loved learning about all the plants and sharing her own experiences at our allotment.

"She's been so happy since and has even written to the Royal Horticultural Society to say thank you – she would love to go and do it again."

This was Sharon's first solo trip to the capital, although the GreenCare service had already inspired her to travel to Cambridge alone to see Chris Packham on stage.

**Read more about Sharon's story and our GreenCare projects on the Suffolk Mind website**



Sarah Manton-Roseblade and Sharon





# Our approach

To influence our services and products we use an 'organising idea': that we all have physical and emotional needs and a set of skills and resources that we're born with to meet those needs.

This is the Emotional Needs & Resources approach.

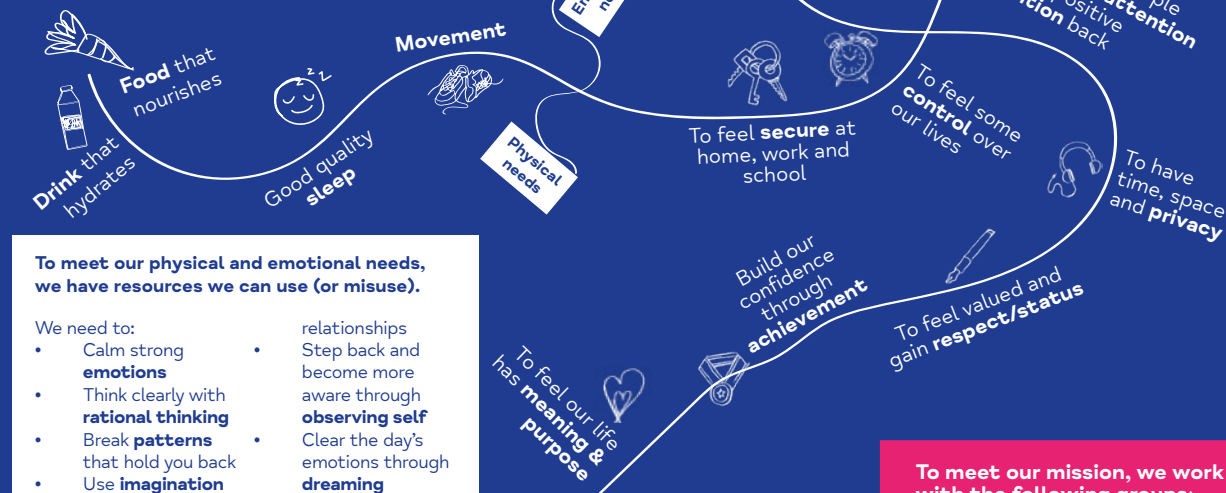
This approach forms the base of everything we do at Suffolk Mind.

## Our Emotional Needs & Resources

Stress is nature's way of telling us one or more of our needs is not being met. If stress is unaddressed, it can cause mental ill health.

So if we can prevent stress, by ensuring our needs are met, we can prevent mental ill health.

**To be healthy and mentally well, we all need:**



**To meet our physical and emotional needs, we have resources we can use (or misuse).**

We need to:

- Calm strong **emotions**
- Think clearly with **rational thinking**
- Break **patterns** that hold you back
- Use **imagination** to problem solve
- Learn to build **rapport** and nurture healthy relationships
- Step back and become more aware through **observing self**
- Clear the day's emotions through **dreaming**
- Repair your body with deep **sleep**
- Use your **memory** to help learning

**To meet our mission, we work with the following groups:**

**Emotional Wellbeing in the Community**

**Health and Wellbeing Board**

**The Integrated Care System (ICS) transition board**

**The ICS VCSE Design Panel**

**The ICS VCSE Strategy Group**

**Mental Health Alliance implementation steering group**

**National Literacy Trust (NLT) Get Suffolk Reading steering group**

**Suicide Prevention Steering Group**

**West Suffolk Alliance**

**West Suffolk Homelessness Project**



## The first port of call

Month on month, year on year, more people contact us about our services and support.



More than  
**17,300**

calls and emails to our reception team this year - that's more than 69 every working day



Calls to our reception team were up by  
**39%**  
compared to last year

## Counselling

Suffolk Mind's counselling service has remained flexible since the pandemic. As well as the face-to-face sessions that take place in Ipswich, Bury St Edmunds and Saxmundham, sessions can also take place over the phone or Zoom.

As a result, we have seen a huge increase in demand compared to last year.

The Suffolk Mind counselling service's Net Promoter Score (NPS)\* stands at 67 and the national average for a counselling service is 32, meaning nearly 7/10 people actively recommend us to friends and family.

As well as this, our CORE\* score at the beginning of a session is 21 and on the last session, this goes down to 9.2.

**624** clients supported by our counsellors this year

**4,208**  
counselling sessions delivered

**61%**  
increase in sessions delivered compared to last year

**It's changed my life. I feel empowered and have regained my self-identity.**

**I can't even begin to explain... my counsellor has helped me so much.**

**I can see things clearly again, I wasn't in a good place before your help.**

**I feel better able to understand my feelings and have the tools to move forward. I have super powers!**



\*Turn to page 41 for a full glossary of what these terms mean

suffolkmind.org.uk | 17

## GreenCare

Off the back of COVID-19, GreenCare has never been more successful.

Our three allotments, **Haverhill, Ipswich** and **Bury St Edmunds**, have been blooming with produce and incredible participants who regularly come by to contribute to the thriving spaces.

In **Haverhill**, a group of seven fantastic volunteers from BT helped to repair and move sheds and made compost bins. In **Ipswich**, a new shed was put up and raised beds were built. In **Bury St Edmunds**, we opened up a new allotment next to our previous one, with improved seating, a new fence and raised beds. This means we can help more people access the outdoors and gain meaning & purpose in their lives.

# 264

hours of GreenCare sessions, nurturing conversations and harvesting copious amount of tomatoes, leeks, potatoes, pumpkins, runner beans and summer fruits



# 152

enquiries

# 182

participants

# 19

new faces



# 4

regular volunteers  
We always need more!



## Waves

Waves is an innovative service for people with a diagnosis of, or traits of, borderline personality disorder (BPD) or emotionally unstable personality disorder (EUPD). Waves offers a weekly online facility, as well as face-to-face, providing a safe, supportive and empowering environment.



Waves clients were invited to join Suffolk County Council's **Rendlesham Revealed** community archaeology project. One client, Nev Midwinter, said: "The first day I was here I was very nervous, I was shaking. "Now, I'm doing things I never thought I would."

Find out more on [suffolkmind.org.uk](https://suffolkmind.org.uk)



I have worked with many clients who have attended the waves course and can see first-hand the difference it makes.

Average A&E visits fall to

# 0

for those who have finished Waves\*

Average hospital visits fall to

# 0

for those who have finished Waves\*

\*December 2022 within the last three months

It's clear to see the impact that the Waves service has had on people's lives and the hope it brings.

## Suffolk Night Owls

Suffolk Night Owls (SNO) is a telephone, text and email support service run by Suffolk Mind. The telephone support line is open seven nights a week, 7pm to 1am.

The majority of calls are helping people stay well at night. We are there for people who are feeling lonely, distressed or in need of support.

Out of the 23,475 emails, calls and texts to SNO, 23,336 were RAG rated green, 247 were amber and 45 were red.

I can't speak highly enough about Suffolk Night Owls, they are all kind, compassionate and understanding

SNOs are fantastic and I'm only still alive because of this service

**2,970**  
emails to SNO

**6,646**  
calls to SNO

**13,859**  
incoming and outgoing texts

It's a vital service that I have recommended twice

## Mums Matter

Mums Matter is a seven week course that has been designed for mums who are experiencing mental health challenges in the perinatal period. They may be experiencing symptoms such as worrying thoughts, anxiety and postnatal depression.

This free course helps participants to develop different tools and strategies for managing and coping with their mental health.

**4**  
courses

**51**  
mums

**75**  
NPS score

**I gained confidence to speak up and understand that how I feel is normal as a mum.**

**I believe I've really met some life-long friends who share the same experiences as me.**

**The 1-to-1s helped me with some of the issues I was having with not feeling good enough.**



# Supported Housing

Suffolk Mind's Supported Housing provides single supported accommodation to ensure a successful tenancy for those that have experienced mental illness.

Our housing services embrace recovery approaches for mental health and wellbeing; a holistic, enabling, person-centred approach to mental distress, disadvantage and social exclusion.

Suffolk Mind has eight supported housing locations.

The staff care for my mum as if she were their own mum

Very caring and very approachable

The best thing about living here is the support

## In our coastal\* housing...



## In Montrose House...



## In Green Road...



# Volunteering

As a charity we really value each and every volunteer. They play a vital part in helping us to promote mental wellbeing across the county, and supporting us in the delivery of our services.

I have learned so much while volunteering

It has been an amazing experience meeting and speaking with people from such diverse backgrounds

Volunteering with Suffolk Mind gives me a sense of helping people...and being someone that they can talk to

Claire, one of our GreenCare volunteers



**32**  
active volunteers

More than  
**3,800**  
donated hours by volunteers

**29**  
volunteer counsellors

More than  
**4,200**  
donated hours by our volunteer counsellors

## Suffolk Work Well

Suffolk Work Well (SWW) aims to provide a complete support programme that can be individually tailored to meet needs and aspirations, and to help facilitate transition towards employment or to retain employment.



**I have started part time, paid employment and the confidence I was shown in my abilities went a long way in me applying for the role**

More than  
**1,300**  
SWW sessions

More than  
**200**  
individual clients

**I've not once felt judged or hurried when talking at length about what I see as problems keeping me from sustained employability**

**12**  
organisations

**100**  
NPS score after leaving the service

## NHS Support Line

The NHS Staff Support Line is operational on weekdays between 9:30 - 16:30 for NHS and front line care staff throughout Norfolk & Suffolk to call regarding mental health support and advice. Callers are triaged and referred to specialist teams and/or given emotional support and advice by our trained staff.



**445**  
calls received

**89**  
NPS score



**It was a reassurance that more help will be coming**



**I'd just like to say a huge thank you and let you know that your support has made a massive difference to me.**

**I can't thank you enough for your time and compassion**



**129** referred to Norfolk and Suffolk Foundation Trust for dedicated confidential support

# Children, Families and Young People



Louise Harris, Children, Families and Young People Lead

The Children, Families and Young People (CFYP) team have had an exciting year delivering courses, especially the newly established Emotional Wellbeing in the Classroom course.

The course aims to equip school staff with skills to meet emotional needs through routines, patterns and positive expectations.

Our popular Sammy the Sea Squirt Movement Sessions have also been developed for Early Years, KS1 and SEND pupils.



All our sessions were delivered in line with COVID-19 safety as we moved through the pandemic.

As well as this, we successfully raised enough money to deliver more than 8,000 Sammy the Sea Squirt books to children, schools, charities and libraries in Suffolk.



“The session was very clear, with lots of practical advice. I found it easy to listen to and enjoyed the chance to discuss ideas with other staff members.”

“We have lost sight of connecting with and taking time for our own wellbeing and that of the children... I am so grateful to have had this highlighted so I can change!”



New signposting guide launched for young people

39

schools took part in CFYP courses and sessions

808

attendees to CFYP courses and sessions

67

EARLY Minds

79

Emotional Wellbeing in the Classroom

100

Sammy the Sea Squirt Movement Sessions

NPS scores





# Workplace Wellbeing

Following the pandemic, the Workplace Wellbeing team have continued to conduct virtual training, eventually opening back up to face-to-face when it was safe to do so.

We continue to see enquiries from businesses wanting to put in place support for their teams that have struggled in the last year and to support them in the transition back to a more face-to-face working environment.

Sessions delivered by the Workplace Wellbeing team were up 35% compared to last year, showing the need and demand workplaces have for mental health and wellbeing training.

**292**  
sessions  
delivered to  
corporate clients

**74**  
corporate clients  
taking part in our  
training

**75**  
NPS score for  
our workplace  
training



Our Head of  
Education,  
Ezra Hewing

“Outstanding course and excellent presentation and facilitation. The session exceeded my expectation.”

“Brilliant! The course was packed with really useful and insightful info. And most importantly the approach made me feel confident in applying them straight away.”

“It has strengthened my understanding of the language techniques and I will feel better able to teach them to others as a result.”

The trainer was very clear, understandable and obviously very knowledgeable.

Fabulous! Best mental health training I've done!



## Looking for personal bookings?

We now offer individual booking options through The Mental Health Toolkit's personal toolkit.

Find out more on:  
[thementalhealthtoolkit.co.uk](https://thementalhealthtoolkit.co.uk)

## Friends of Suffolk Mind

Become a Friend of Suffolk Mind for **free** access to The Mental Health Toolkit: The Essentials (formerly Suffolk Needs Met) training.

Find out more on:  
<https://bit.ly/3uv9tnP>

## Research and evaluation

We measure and evaluate all of our services across Suffolk Mind. Suffolk Mind's research team measure how well people are meeting their emotional needs, NPS (Net Promoter Scores) and in some services, other key indicators such as depression and anxiety.

Suffolk Mind's research team are also gathering anonymous data from the local population all the time, as well as other areas around the country.

We ask people how well they are meeting their emotional needs. We also ask about the factors that might be influencing how well their needs are met at the moment

- for example, finances, relationships, physical health, etc. And finally, we also ask for a few personal details so that we can understand what is happening within various demographic groups - like minorities, or differences in gender or work industry, for example.

The wellbeing of Suffolk in 2022 is still recovering following the COVID-19 pandemic. Before the pandemic, 24% of people in Suffolk were susceptible to stress and mental ill health. During the first lockdown, this rose to 46% and continued rising throughout the second lockdown.



## Wellbeing in Suffolk timeline

The percentage of people in Suffolk susceptible to stress and mental ill health

**2019**

Before COVID-19  
**24%**

**2020**

**March**  
First lockdown  
**46%**

**November**  
Second lockdown  
**54%**

**2021**

Last winter  
**55%**

**2022**

Today  
**52%**

Today, the percentage stands at 52%, a slight decrease compared to last year. On average, only five out of 15 needs were well met and the best met ones were close relationships, privacy, attention and emotional connection.

In contrast, people were struggling to feel connected in larger groups, with the need for community being one of the least well met needs. Sleep and movement were also among the least well met needs.

In general, those under 25 are meeting their needs the least - only 24% were meeting their needs well.

Therefore this could mean that more people than ever will need our support.



Complete  
our survey!

# Fundraising

During 2021/22, more than 14,000 people used our services.

We rely on our fundraisers and supporters to reach as many people as we can in Suffolk. The support we have had over this past year has been incredible.

Many people took part in our 100-Mile Challenge across the county. Fundraiser **Chris Johnson** even undertook a 200-mile challenge around the Suffolk Border! Chris raised just under £1,400 for Suffolk Mind.

As well as this, our corporate partners have been doing their bit to support all the work Suffolk Mind do.

**Gipping Oddfellows** raised more than £5,000 through a family friendship garden party as part of their annual friendship month.

**Jagjit Bacau** raised more than £3,000 by selling bird boxes through farm shops.

**Ipswich Hospital** raised more than £2,800 through Christmas concerts.

Plus, **Newton Green Golf Club's 'Ladies Section'** raised more than £2,800 and are continuing to support us in 2023.

Similarly, **The Wheatsheaf** have raised more than £3,600 in a wide range of events and are also continuing to support Suffolk Mind in 2023.



## 2023 events!

**1 April 22**

Walk of Ice and Fire

**15 July 22**

Gala at the Farm

**30 September 22**

Skydive

**27** organisations have named Suffolk Mind as their Charity of the Year

**£205,243**  
raised in donations and fundraising

**A big  thank you  to our amazing fundraisers and our supporters**

## Want to support us to help more people in Suffolk?



### Donate

[suffolkmind.org.uk/donate](https://suffolkmind.org.uk/donate)



### Challenge yourself

[suffolkmind.org.uk/challenges](https://suffolkmind.org.uk/challenges)



### Get your workplace involved

[suffolkmind.org.uk/corporate](https://suffolkmind.org.uk/corporate)



### Volunteer with us

[suffolkmind.org.uk/volunteer](https://suffolkmind.org.uk/volunteer)



### Consider leaving a gift in your will

[suffolkmind.org.uk/leaveagift](https://suffolkmind.org.uk/leaveagift)

## How can you help yourself?

Find out about the support we offer by calling **0300 111 6000**

**Become a Friend of Suffolk Mind** for FREE and receive training  
[suffolkmind.org.uk/friends](https://suffolkmind.org.uk/friends)



# Raising the bar for Suffolk Mind



The Tattingstone Wheatsheaf is a rural family run pub with a warm welcome for new customers. It has a loyal customer base who enjoy coming together to combine great social events with raising money for charity.

Earlier this year, Louis Abbott took part in the Suffolk Mind skydive and other staff members individually did their own fundraising events, such as a 10k run or a charity trek.

The pub as a team aim to host four main events a year and the biggest one by far was its Beetroot Beer & Blues Festival. This was a weekend-long event with camping,

musicians, food and an outdoor bar.

This was run by volunteers who cheerfully worked the outside bar, and even built the stage.

The pub also plays host to a bank holiday bike ride around the local countryside, dressed in tutus and collecting donations from the local pubs along the way.

As well as this, the pub has four pétanque teams and one of the players has developed a tournament into a successful annual fundraiser.



**We have come across so many who have been touched by, or affected by mental health, and whom Suffolk Mind has helped. This has convinced us to continue our support for them next year.**

Anna Durance  
The Tattingstone Wheatsheaf

**If your business or community group is looking for its next Charity of the Year, get in touch with [fundraising@suffolkmind.co.uk](mailto:fundraising@suffolkmind.co.uk) for information and toolkits**

## Grants

As a charity with many free-to-access services available to the public, we rely on grants funding to help us continue our important work.



It was the best help I have ever been fortunate to access

### £10,000

grant donation from **Nominet Members' GiveHub** to fund our new e-learning platform

### £6,786

grant donation from **Ipswich Borough Council** to fund our GreenCare allotment in Ipswich

### £4,860

grant donation from **Suffolk Community Foundation** for anxiety counselling

### £4,860

grant donation from **Suffolk Community Foundation** for minority group counselling

I can't ever thank Suffolk Mind enough for the support I have received

Lifesaving and life changing!



## Raising awareness

The awareness of Suffolk Mind continues to grow in the East of England and even further afield.



### Social media



**f** 5,033 likes  
401,370 accounts reached

**t** 3,863 followers  
301,125 accounts reached

**ig** 2,020 followers  
20,642 accounts reached

**in** 2,128 followers  
54,133 accounts reached  
(from November 2021 - March 2022)



### Website

191,530 page views  
60,386 users

### Top pages

Job vacancies  
Counselling service  
Waves service

### In the press



**29**  
printed articles



**52**  
online articles



**31**  
radio broadcasts



**2**  
TV broadcasts



# Finances

Over the financial year, we have recorded a deficit of £140,244, compared to a surplus of £216,282 in 2020/21.

The total expenditure for 2021/22 was £3,558,658, 66% of this was spent directly on providing services. The remainder funded our property governance and overhead costs.

Funding for the charity's activities comes from a variety of sources, principally Suffolk County Council and East Suffolk, West Suffolk and Cambridgeshire & Peterborough Clinical Commissioning Groups, enabling Suffolk Mind to provide housing and other support services.

Donations and legacies are another important source of income enabling Suffolk Mind to deliver services in the community.

COVID-19 had a huge impact on our services from March 2020 onwards with many services being suspended or delivered online.

Services have gradually been re-instated where it has been safe to do so. In many cases this has meant hiring new premises to allow social distancing to take place.

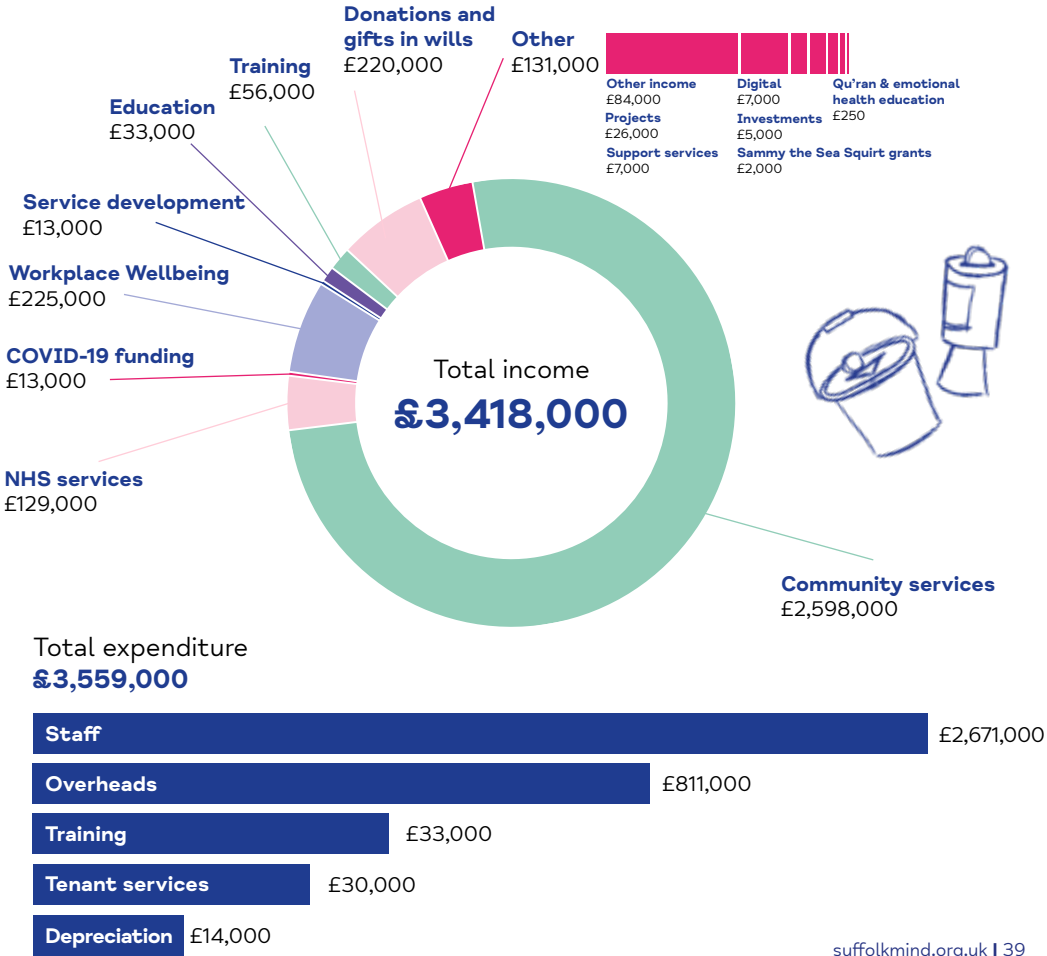
Trustees continue to monitor the situation closely looking at the impact on cash flow and forecasts.

More than  
**18,000**  
individuals used our services

More than  
**8,000**  
donated hours by volunteers

**2,226**  
Friends of Suffolk Mind

45% increase on last year





Fully-funded



# Emotional Wellbeing in Children's Activities

Suffolk Mind is providing a rolling programme of fully-funded Emotional Wellbeing in Children's Activities sessions online. The sessions will run until December 2024. There are 12 spaces available for each session.

## Dates:

8th March 2023  
19th June 2023  
5th December 2023  
5th March 2024  
2nd July 2024  
3rd December 2024

To book a place, please email us with your **name, email address and organisation**. You will be contacted via email to confirm your booking and a few days before your allocated date we will send you the links to access the training.



Department  
for Education

## Glossary

### C

**CFYP:** Children, Families and Young People

**CORE:** Clinical Outcomes in Routine Evaluation. CORE consists of 10 questions being rated on 0-4 scale. The higher the rating, the more the client is struggling with the issue concerned

### E

**Emotional Needs:** 12 emotional and physical needs we need to meet to stay well

**ENR:** Emotional Needs & Resources

**ENS:** Emotional Needs Survey. A survey that measures how well we are

### N

**Needs:** the 12 emotional and physical needs

**NPS:** Net Promoter Score. NPS is a widely used market research metric that typically takes the form of a single survey question asking respondents to rate the

likelihood that they would recommend a company, product, or a service to a friend or colleague, measured from -100 to 100. The benchmark score from over 150,000 organisations, is 32

**NSFT:** Norfolk and Suffolk Foundation Trust

### Q

**QR:** quick response - a code you can scan using the camera on your smart phone to access online information

### R

**Resources:** nine skills that we're born with to meet our emotional needs

**RAG:** Red-Amber-Green ratings, used to summarise indicator values, where green denotes a 'favourable' value, red an 'unfavourable' value and amber a 'neutral' value

### S

**SNO:** Suffolk Night Owls, a Suffolk Mind telephone service

**SWW:** Suffolk Work Well

### T

**TMHTK:** The Mental Health Toolkit

**Trustees:** Suffolk Mind has a formal constitution and is governed by an unpaid Board of Trustees with day to day management delegated to a CEO. The trustees are responsible for the governance of the organisation, the delivery of safe and high quality services, and keeping financial accounts and safeguarding the assets of the charity

### W

**Waves:** a service for people with a diagnosis of, or traits of, borderline personality disorder (BPD) or emotionally unstable personality disorder (EUPD)

**WW:** Workplace Wellbeing

# Signposting guide

If you or someone you know is experiencing a mental health crisis:

- Call your GP
- Call 999
- Visit A&E
- First Response  
0808 196 3494
- Samaritans  
116 123
- Non-urgent advice  
111

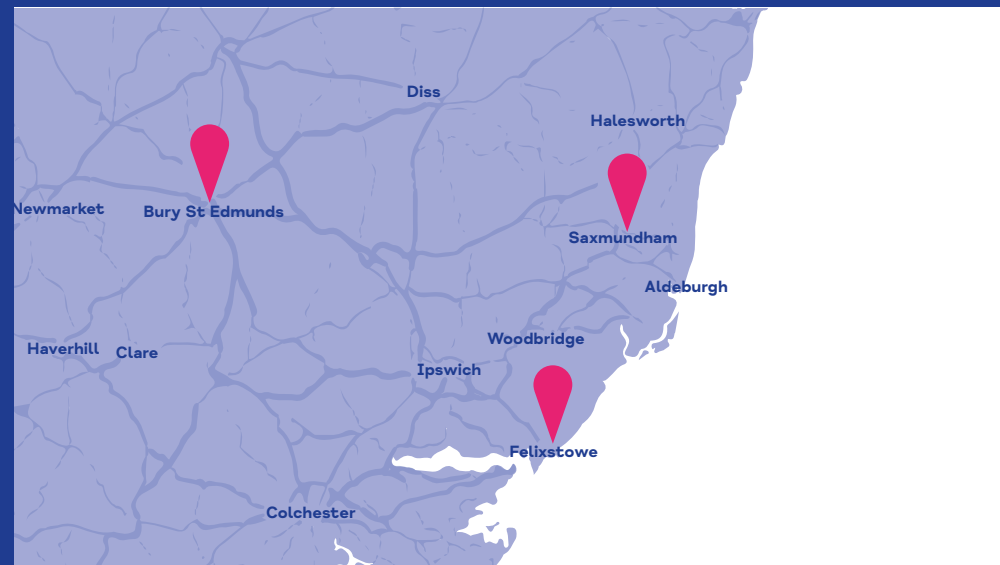
Suffolk Mind is unable to provide a crisis service, however we can signpost to helpful information. Call us on 0300 111 6000 or visit [suffolkmind.org.uk](https://suffolkmind.org.uk)



## Support us to help more people today

By donating to Suffolk Mind today, you can help us in our mission of making Suffolk the best place in the world for talking about and taking care of mental health.

You can become a Suffolk Mind supporter and receive a number of benefits if you choose to donate from £5 a month.



### FELIXSTOWE

Suffolk Mind  
26 High Road West  
Felixstowe  
Suffolk  
IP11 9JB

### BURY ST EDMUNDS

Suffolk Mind  
Oriental House  
5 St Andrews St North  
Bury St Edmunds  
IP33 1TZ

### SAXMUNDHAM

Suffolk Mind  
The Willows  
Station Approach  
Saxmundham  
IP17 1BW

[suffolkmind.org.uk](https://suffolkmind.org.uk)  
0300 111 6000



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