

# Oxfordshire

---



## Annual Review 2017-18





## Contents

Mission and Value Statement . . . . .	1
CEO and Chair Update . . . . .	2
Partnerships . . . . .	4
Campaigning . . . . .	6
Interview with Dan Knowles . . . . .	10
Achievements against our Objectives for 2017/18 . . . . .	12
Wellbeing . . . . .	16
Case study: Art at the Mill . . . . .	17
Children and Young People - Mental Health and Wellbeing . . . . .	18
Volunteering and Peer Support at Oxfordshire Mind . . . . .	20
Housing . . . . .	21
Financial report . . . . .	22
Thank you . . . . .	26
Looking forward: Objectives for 2018/19 . . . . .	28
Looking Further Ahead . . . . .	29

# Mission and Value Statement

**In 2017 Oxfordshire Mind celebrated half a century of helping those experiencing mental health issues.**

For 50 years, we have been striving to gain support and respect for everyone that is affected in this area – a mission that has remained unchanged to this day. By working in partnership to challenge stigma and promote understanding, we still hope to spread the importance of community and mutual support to the people of Oxfordshire.

**Our vision: We won't give up until everyone experiencing a mental health problem gets both support and respect**

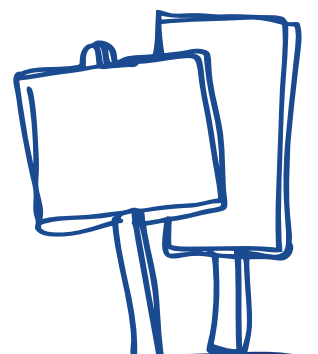
**Our Mission: We promote good mental health through the provision of high quality services and campaigning for positive change**

### Our Values

- Striving to make mental health services more human
- Working alongside people to help them realise their potential
- Raising awareness, promoting understanding and challenging stigma
- The importance of community and the benefits of mutual support

### How we work

- **Open:** We reach out to anyone who needs us
- **Together:** We're stronger in partnership
- **Responsive:** We listen, we act
- **Independent:** We speak out fearlessly
- **Unstoppable:** We never give up





# CEO and Chair Update

The year to March 2018 has seen further remarkable progress from Oxfordshire Mind. We have helped more people than before, developed new services (and grown existing ones), deepened partnership working, campaigned vigorously, strengthened our team, and grown our financial impact. There is so much more that needs to be done of course but we hope this annual review gives a strong flavour of our passion, determination, and achievement in the last 12 months, and our ability to continue to grow and develop in the years ahead.

## Leadership

In November 2017, Smitty Snowden our long-standing trustee stepped down from the Board; she subsequently passed away in 2018 and her funeral was well attended by staff and service users past and present. We renamed one of our housing projects "Smitty Snowden House" in her honour; this will be a lasting testament to her contribution over 3 decades to Oxfordshire Mind. Smitty was a wonderful person, loved by all, and will be sorely missed.

Our Chair John Copley also stood down and has been replaced by Nick Welch our Vice Chair. Nick brings significant experience not least as a senior Commissioner. John has been a trustee and Chair since 1994. His remarkable and invaluable contribution over this time will be recognised at the AGM in November 2018.

Following these changes the Board has undergone a skills audit and Trustee recruitment round; 3 new Trustees will be proposed for election at the AGM.

Also this year the restructure of the Senior Management Team has been successfully concluded. We welcomed Jess Willsher (Head of Wellbeing Services) and Simon Pitkin (Head of Housing) to Oxfordshire Mind; alongside Kim McMaster (Head of IAPT Services) and Debbie Backhouse (Finance and Resources), the new SMT is a skilled and tight team. We would like to record our thanks for their hard work and expertise.

## Campaigning and influencing

Oxfordshire Mind is a campaigning organisation, and we feature regularly in local TV, radio, and newspapers. A real highlight for this year was the celebration of World Mental Health Day on October 10th 2017. Together with our partners in the Oxfordshire Mental Health Partnership, we undertook our equivalent of an Olympic torch relay, visiting 40 locations, gathering 250 contributions for a book ("We believe anyone experiencing a mental health issues deserves support and respect"), and finishing with a formal ceremony at Oxfordshire County Hall.

Another highlight was David Bryceland being asked to speak to a parliamentary select committee on the impact of Universal Credit on benefits claimants with mental health challenges. UC has made our benefits work more complicated and even more essential, and we were proud to be able to represent our service users in this Westminster debate.

In January we held a comedy gala, taking over the Old Fire Station for matinee and evening performances from nationally recognised comedians – Rachel Parris, Ivo Graham, James Acaster, and Chesea Birkby. The event was organised by Jericho Comedy (Harry Househam and Alex Farrow) and we are very grateful to them for the funds raised and all the laughs along the way.

## Service development

We have grown our services to meet increased demand – this is shown on page 12 of this review. Through a generous legacy donation we were able to purchase two houses in Abingdon and Didcot, growing our number of housing units to 85. In Wellbeing we gained additional grant funding to be able to extend our physical activity programmes and helped more people than ever before, including the important and growing area of the mental health of children and young people. We were particularly excited to be able to open the county's first Crisis Café (the Oxford Safe Haven), working in partnership with Oxford Health and Elmore Community Services, at the end of the year. Sited in Manzil Way this provides a safe space for anyone experiencing a crisis at night and has made a real impact in a short time.

We continue to maintain services to the most vulnerable in the face of pressures to the system overall.

## Finances

Our income grew by 9% in the year and we made a healthy surplus, helped in no small way by a legacy received in the year. We also received a significant increase in fundraising (60% up on the previous year) and this is an area we plan on continuing to develop in the next financial year.

## Finally

We would like to thank everyone reading this for their support of and contribution to Oxfordshire Mind. Our staff, volunteers, funders, partners, supporters, service users and of course our Trustees who do so much great work behind the scenes all play a key part in making us what we are today – our thanks to you all.



*D. Knowles*  
**Dan Knowles**  
Chief Executive



*Nicholas Welch*  
**Nicholas Welch**  
Chair



# Partnerships

Oxfordshire Mind is proud to be a part of two innovative partnerships within Oxfordshire:



Overcoming Anxiety & Depression Together



The Oxfordshire Mental Health Partnership

## TalkingSpace Plus:

TalkingSpace Plus is part of the IAPT (Improving Access to Psychological Therapies) Programme. The IAPT programme is a national NHS initiative to make NICE (National Institute for Clinical Excellence) approved psychological treatments including Cognitive Behavioural Therapy (CBT) more widely available to people suffering with depression and anxiety.

It is a partnership between Oxfordshire Mind, Oxford Health NHS Foundation Trust, and Principal Medical Limited.

The IAPT model is based on 'stepped care' with patients receiving either a Step 2 service (most often guided self help, computerised CBT, group CBT or signposting) or a Step 3 (most often individual CBT) service depending upon their individual needs.

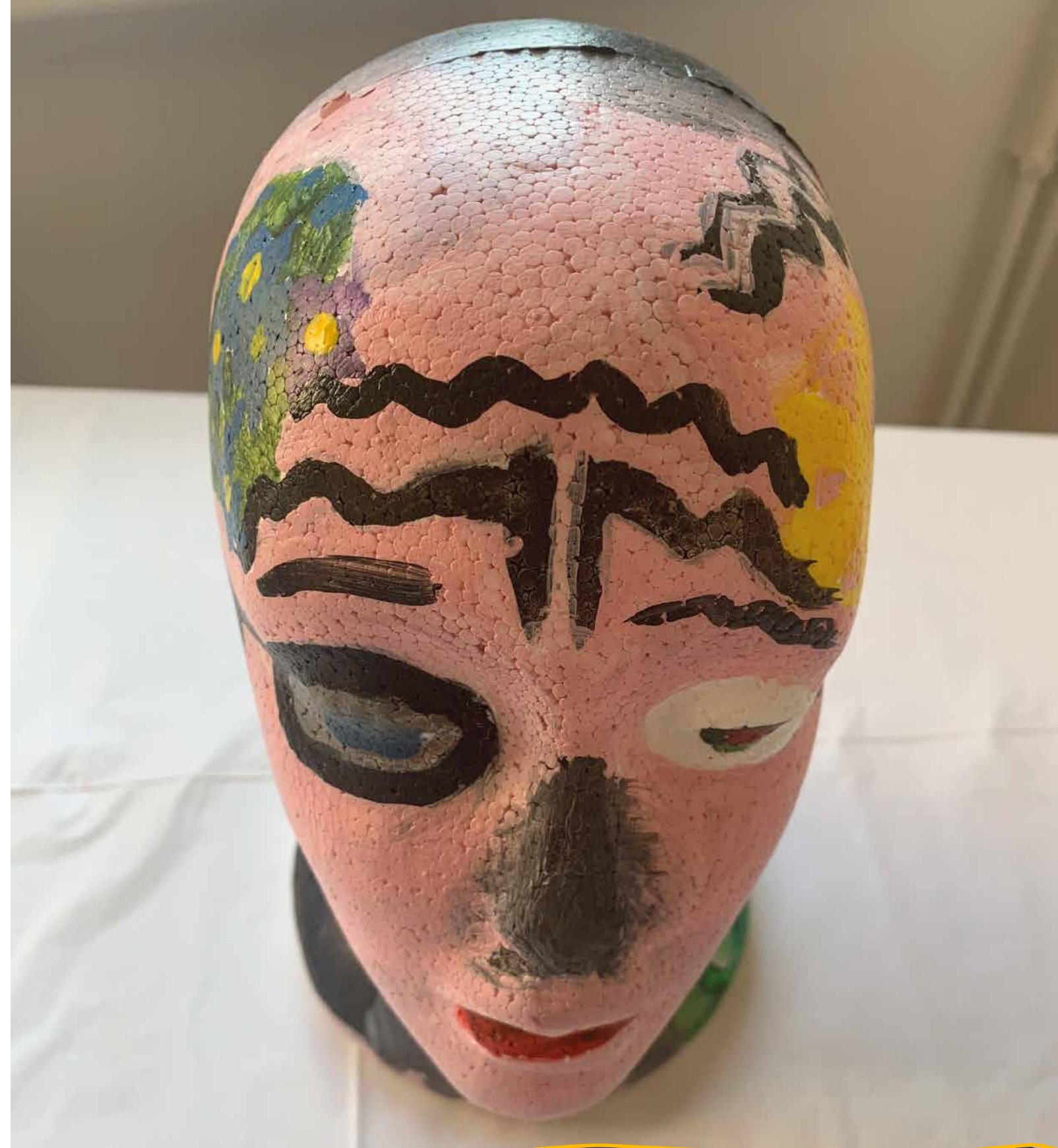
Oxfordshire Mind's role in the Partnership is to provide the Step 2 Service, as well as Wellbeing Services.

## The Oxfordshire Mental Health Partnership:

Oxfordshire Mind CEO, Dan Knowles, chairs the Oxfordshire Mental Health Partnership which brings together six local mental health organisations from the NHS and the charity sector: Connection Floating Support, Elmore Community Services, Oxford Health NHS Foundation Trust, Oxfordshire Mind, Response and Restore. We are signing up to working much more closely with each other and with people who have mental health problems to make it easier for people to get the best possible support when they need it.

We are also hoping that through closer joint working, shared training and development and shared learning we will build on the specialist skills of all of our staff and give them the support they need to provide the level of high quality care we want all of our service users to receive.

Oxfordshire Mind's role in the OMHP is to provide Housing and Wellbeing services, and run the Oxford Safe Haven.



**I've come to Mind for sometime since a breakdown approx. 2009. I am a domestic abuse survivor, have had depressive illness since 16. X-anorexic. PTSD. PBD. I enjoy losing myself in the creative process. It brings a bit of routine to a day off to get out of bed. Oxfordshire Mind helped me get support for illegal job loss, was a good group for setting up women only. Can drop in when I'm lonely, coming out of depression or in mood swings.**

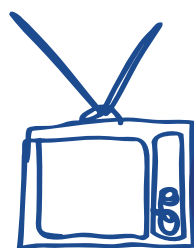


# Campaigning

Oxfordshire Mind are proud to regularly appear across media outlets in Oxfordshire. We do this by commenting on policy developments, working with National Mind on key campaigns (Housing, Benefits, GP 'Find the Words', Primary Care and more), providing briefings to Members of Parliament and Local Councillors, supporting our fundraisers, volunteers and peer supporter events and much more!

Here are just a few examples of the topics which we have commented on this year:

- Loneliness
- Suicide
- Anxiety
- Depression
- Fundraising
- Parity of Esteem
- Children and Young People's Mental Health
- Social Media
- Anger
- Benefits
- Student Mental Health



Appeared on local TV 6 times over the past year

Appeared on local radio stations 12 times over the past year



Appeared in local print media 40 times over the past year

 490,636 Facebook page impressions

 358,800 Twitter impressions

Get social with us, #OxMind



David Bryceland (Benefits for Better Mental Health Project Manager) appearing before House of Commons Work and Pensions Select Committee to discuss Universal Credit and PIP changes



Headlining the Oxford Mail

Oxfordshire Mind engaged with all Oxfordshire Members of Parliament following the 2017 General Election:



Anneliese Dodds MP visiting The Mill Wellbeing Centre

John Howell MP visiting the Osney Mead Head Office



Victoria Prentis MP visiting the Banbury Wellbeing Hub



Robert Courts MP visiting the Witney Wellbeing Centre





# Wellbeing through art

Music, craft and games form a large part of our work. We are very proud of the art produced in our wellbeing centres, and here we are showcasing Malcolm's work. As well as producing beautiful pieces Malcolm has also helped many other service users develop their skills, through his involvement as a Peer Supporter. Thank you Malcolm for all your great work!



**I have mostly painted landscapes. My artwork reflects the emotional support, the calming aura of The Mill staff and peers and all their amazing work, dedication and ongoing support. Most of my animal drawings, represent the souls of the people who care at The Mill. For which I thank them with all my heart and I eternally grateful for them starting the healing process of hurt that gone on for 55 years. And in speaking to a manager today, I realise in absolute awe that The Mill is my saving grace in life.**

—Malcolm







## Interview with Dan Knowles

Oxfordshire Mind's CEO

### About Oxfordshire Mind:

Oxfordshire Mind helps over 20,000 people with mental health challenges every year. We promote good mental health through the provision of high quality services, and campaigning for positive change. Our services include housing, talking therapies, benefits advice, a confidential and free information line, courses (such as 'practical ways to wellbeing'), physical activity programmes, volunteering opportunities, and we facilitate over 60 peer support groups each week. The biggest challenge for us, in common with the rest of the country, is a significant and worrying rise in mental health issues amongst younger people, allied to the challenges of funding.

### Does Oxfordshire have any particular issues compared to the rest of the UK in regards to mental health?

Per capita funding for mental health in Oxfordshire is lower than the national

average, and on some outcome measures (eg self-harm and suicide in younger people) we sit worse than the national average. Given that we pay more in tax than the national average, this doesn't seem fair - and is something we want to focus on in 2019.

### How important is supporting people with mental health issues?

Everyone has physical health, and everyone has mental health. 1 in 4 people in any one year will have a diagnosable mental health condition - that's around 170,000 people in Oxfordshire. Ensuring every one of these people is able to live a fulfilling life, make a contribution to society, and maximise their own personal happiness is what motivates our employees and volunteers every day.

### Does this particular field have its own stigmas and how can they be tackled?

There is undoubtedly a stigma associated with mental health issues, but the good news is this is breaking down. More and more celebrities, musicians, artists, and sports people are coming forward and acknowledging their own challenges, which is hugely positive. I take my hat off to every single person who comes forward to talk about their own experience - by doing so they help others!

### How important are awareness events such as World Mental Health Day?

Raising awareness is a huge part of what we do. There are a number of key messages to get out - the first is that if you're suffering, you're not alone and it's nothing to be ashamed of. The second is - talk! To a friend, family member, GP, or our information line. The third is - in most cases, there is help available, start the conversation and the rest, for most people, will follow.

### Talk to us about the relationship between Oxfordshire Mind and other organisations in the area:

In Oxfordshire we are very lucky to have real collaboration between local authorities, the NHS, and 3rd sector. Partnerships such as the Oxfordshire Mental Health Partnership (which I chair), and the TalkingSpace Plus Partnership, receive central funding and bring together the best of the NHS and 3rd sector for the benefit of our service users. There is always more we can do of course and, as of today, we have yet to see any extra funding coming our way from the various promises that have been made by Westminster politicians!

An example of a new innovative service, which has received good support from local statutory services, is the new Oxford Safe Haven, which provides a crisis café for anyone suffering with a mental health issue at night at the weekend. Before this opened the only place to go was the Emergency Department at the JR. This service, which opened earlier this year and is run by the Oxfordshire Mental Health Partnership, has already saved lives and our ambition is to be able to open more Safe Havens in other parts of the county, for more nights per week

### How long have you been with Oxfordshire Mind for?

I have been with Oxfordshire Mind for just over 2 years - by a rather wonderful coincidence the anniversary of my first day in the role is October 10th, World Mental Health Day. What motivates me is working with our passionate and wonderful staff, and also the every day bravery of our service users. Some people, through no fault of their own, have been given extra challenges in their lives than other more fortunate people - and their fortitude and resilience to cope in the face of really tough times is inspirational.

### Looking to the future:

I am 48 but I don't plan on slowing down any time soon. This year I took part in the Race to the Stones ultramarathon along the ridgeway, and raised £3,300 for our younger people's work. Next year I will be climbing up Mont Blanc with some friends and skiing back down!

— Taken from *The Oxford Times*,  
18 October 2018,  
PROFILE: Oxfordshire Mind CEO  
Dan Knowles on mental health stigma

# Achievements for 2017/18

## Within the Wellbeing Service

There were over **9,285** calls and enquiries to the Information Service (previous year 5,022: calls)

We helped over **1,729** people to cope and keep well through our options sessions, educational and coping skills courses, and peer support groups (previous year: 1,400)



## Within the Benefits Advice Service

Our Big Lottery funded project helped support **876** people through benefits advice casework (previous year 921)

The casework resulted in successful claims for over **£1.7 million** in additional benefit entitlement (previous year £2 million)

Work through the Advice Services Transition Fund extended our benefits work across the county



## Within the Transitional Housing Recovery Service

We housed and supported **117** People (previous year 110 people)

**45** people were helped to move on (previous year 34)

**91%** of move-on was to more independent or appropriate accommodation (94% previous year)

We increased our housing stock from **80 to 85** units including more self contained flats (previous year 78 – 80)

Occupancy levels were at 93% (previous year 97%)



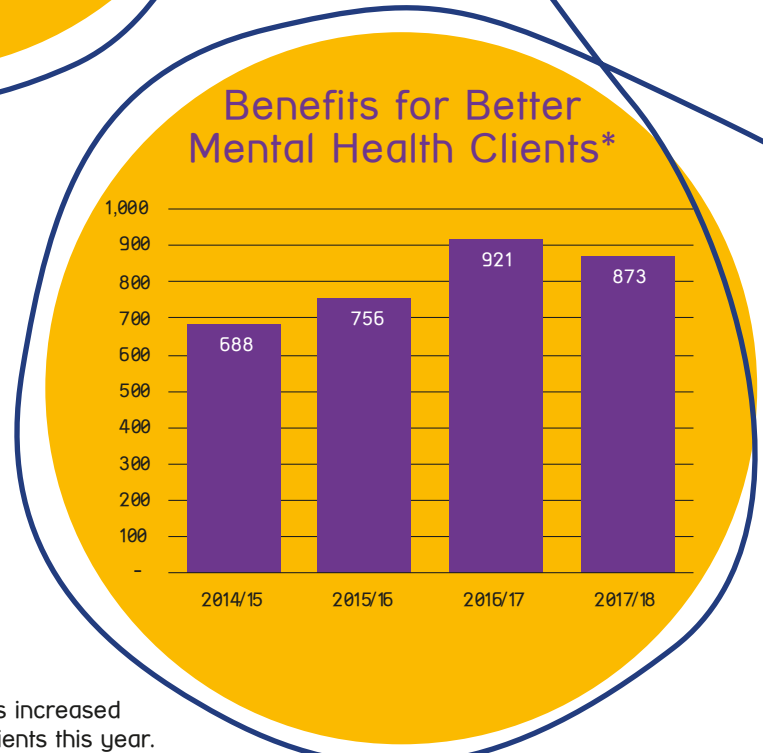
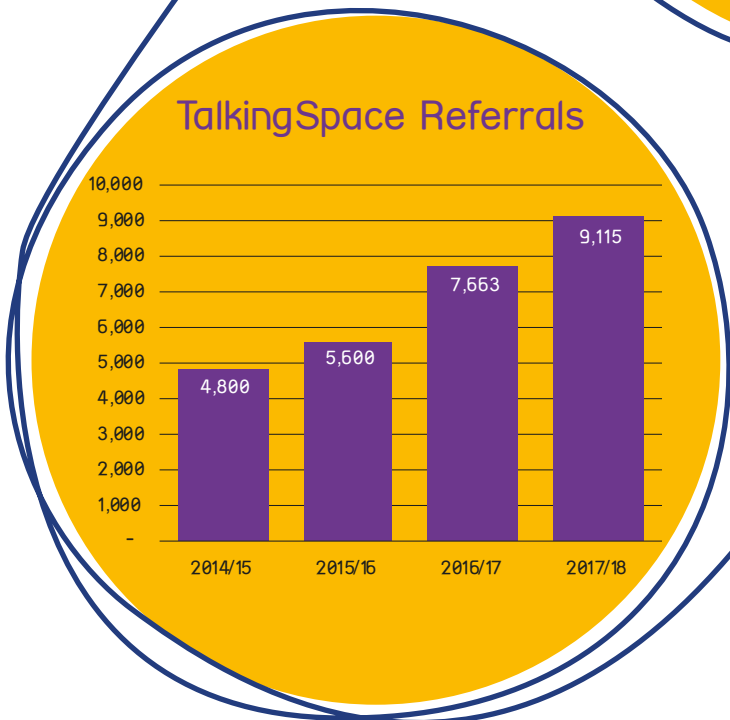
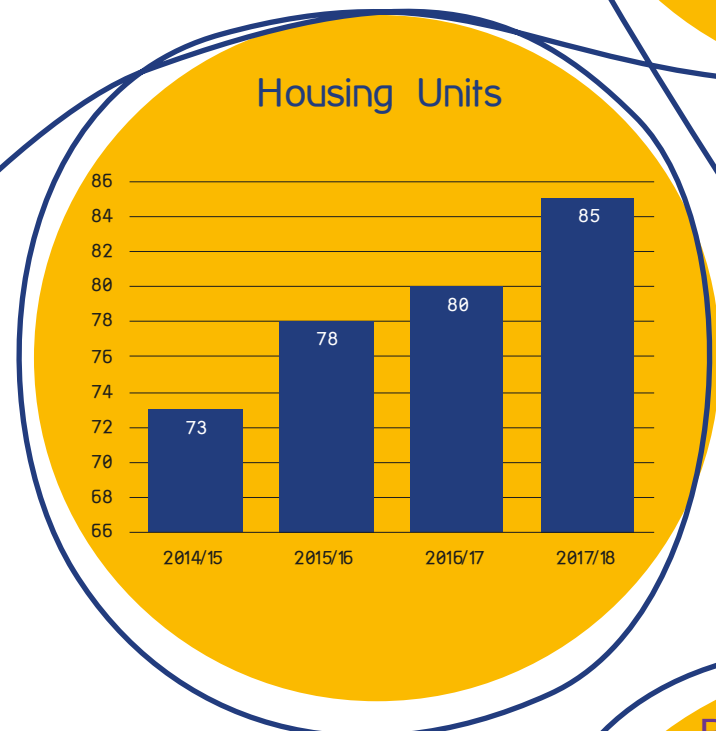
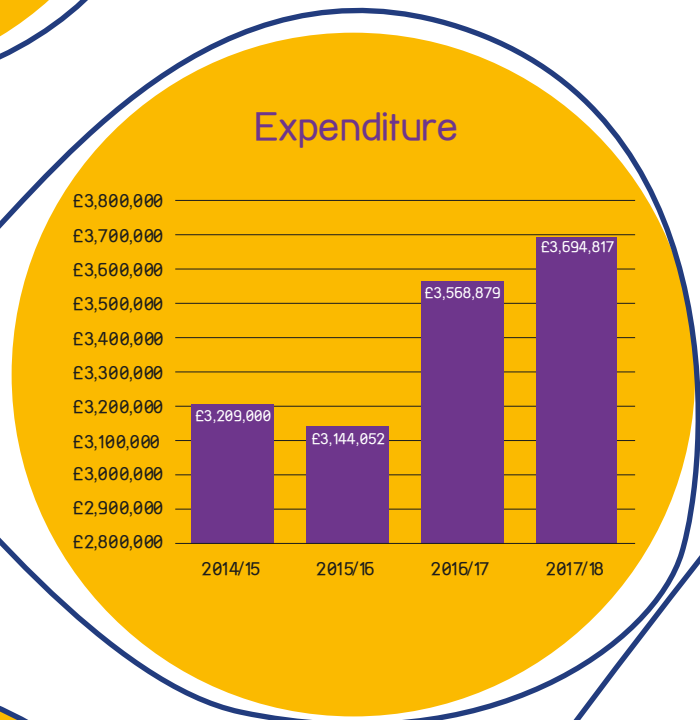
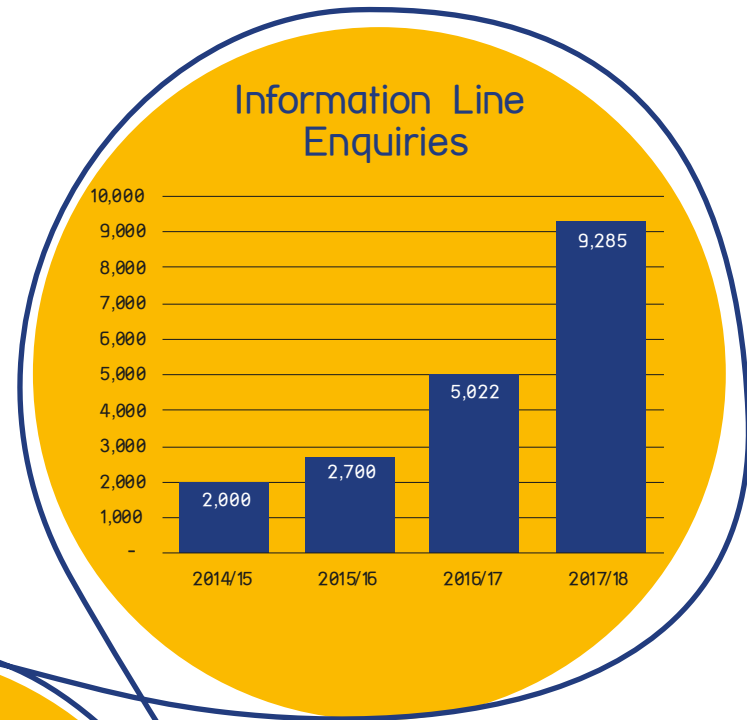
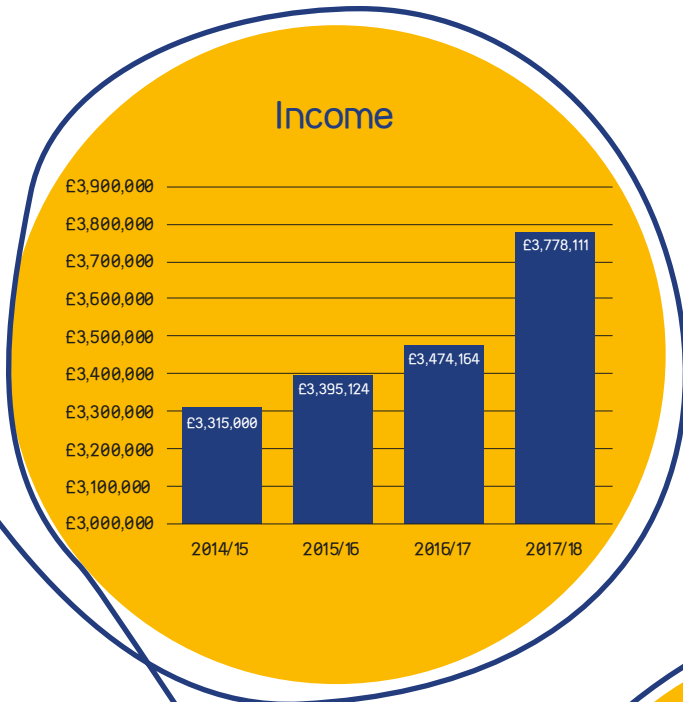
## Within the IAPT Talking Space psychological therapy service

We achieved **51.6%** patient recovery rates

We supported over **9,115** people this financial year into step 2 treatment (previous year 7,563)







\*The introduction of Universal Credit has increased complexity, hence the small decline in clients this year.



# Wellbeing

The Oxfordshire Mind Wellbeing Service runs a wide range of services for anyone over the age of 16 looking to improve or maintain their wellbeing and mental health. The service is delivered in Partnership with TalkingSpace Plus and the Oxfordshire Mental Health Partnership



Over 60 free and open peer support groups for people with a shared experience of mental health problems.



Volunteering and Peer Support opportunities across Oxfordshire.



The Oxford Safe Haven, provides an additional resource to out-of-hours service and is an alternative to hospital emergency departments for people experiencing a crisis with their mental health.



Free short courses and workshops:

- Practical Ways to Wellbeing
- Stay Active, Keep Well courses (Physical activity and wellbeing courses for over 50's)
- Assertiveness and Communication Skills
- Managing Stress
- Managing Strong Emotions
- Understanding Self Esteem



Expert benefits advice; for those with a mental health problem, we can advise on any aspect of welfare benefits whatever your circumstances.



Information and signposting to mental health services for people living in Oxfordshire. When you are looking for support or wish to access Oxfordshire Mind's services, we start with an Options session with a Wellbeing Service Worker to discuss your mental health and wellbeing, and help you to find the right support.



Physical activity and wellbeing service, including fitness sessions and short courses all over Oxfordshire helping everyone to access the exercise that's right for them - from children and young people to the over 65's.

# Art at the Mill 4/8/17

Intermix ran a collection of workshops at The Mill with staff, service users and the public.

The Mill was transformed as part of this exhibition and Locality Manager, Adam Clayton, was delighted with the outcome, "Different spaces in the building were used to display paintings, sculpture, jewellery and video art. On Friday evening live music was performed in the studio and the exhibition was visited by over one hundred people, it was great to see the Mill being used so creatively."

Over the two days the exhibition and workshops at The Mill had over 150 people attend. There were music performances throughout the night, and the three different spaces of the Mill were transformed. With a video and music room upstairs, it meant that people could explore and discover different things. The main room was used as exhibition space and displayed Intermix and service users work.

Nat, of Intermix, was "incredibly grateful to Oxfordshire Mind for having Intermix Jungle at their incredible space, The Mill. Running the art workshops for Mind was both incredibly useful for our artists and hopefully really enjoyable for the service users. For the artists it gave an opportunity to develop their teaching skills, and for the service users, the workshops were both fun and therapeutic. One service user even told me that they enjoyed 'the most relaxed day for weeks' during a workshop!"

Miranda, of Intermix, "hopes that in the future more collaboration will be possible between our collective and the charity. As an organisation to co-create our first show with, Oxfordshire Mind have been incredibly accommodating, allowing us to completely transform their space and fill it with art, music, and about one hundred and fifty people!"

# The Mill





# Children and Young People - Mental Health and Wellbeing

The constitution of Oxfordshire Mind changed two years ago in order to accommodate Children and Young People (CYP) services, in response to a real increase in requests from teachers, parents, and CYP. We are passionate as an organisation to 'do our bit' to improve the mental health of CYP in the County, and we are keen to work in partnership with the NHS, local authorities, and the third sector.

## Examples of our work in 2017/18

- Self Harm Network.  
Oxfordshire Mind joined the network in October 2016. Through this meeting, Oxfordshire Mind were able to identify key areas of need linked to the Community Self Harm Data collected by school health nurses and collated by Oxfordshire Public Health.  
Pilot work then began with two schools in the County. This included two Beginners Fitness and Wellbeing Courses, the first being Yoga and the other Boxing.
- Community Self Harm Data, in the North, was used to target schools with the highest percentage of community self-harm and offer Beginners Fitness and Wellbeing Courses. A key element of this offer was for the school nurse, welfare officer or Head of Year to co-facilitate this course with the Physical Activity and Wellbeing Coordinator.
- Youth Partnership Board  
Regular attendance at the Youth Partnership Board, and input into the Community Impact Zone
- Youth in Mind  
A major new Partnership, with Oxfordshire Youth, to deliver a CYP Mental Health Conference in March 2019



"I just wanted to say how amazing the session was on Tuesday. It was wonderful to see students I know are shy and unsure really beaming with smiles and feeling more confident. And that is after 1 session! Thank you for your support and offer to the school for this."

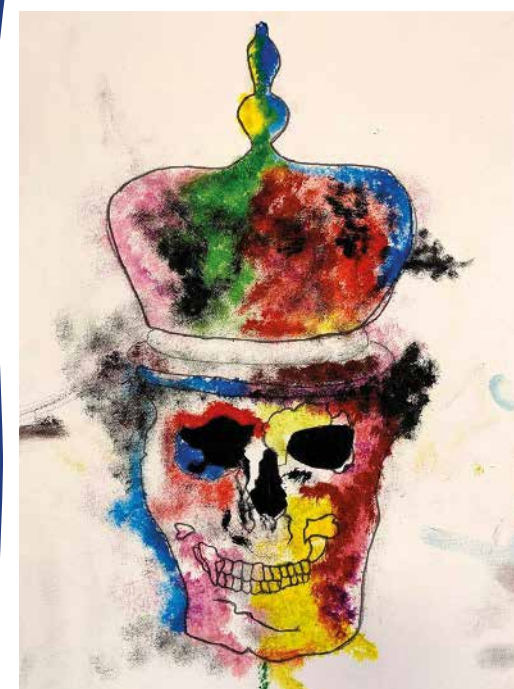
– A Secondary School Teacher, 2018

'X School has a high self-harm rate and the fact that the school are recognising the need for more support is great. By offering the Beginners Fitness and Wellbeing Course and 'getting your foot in the door' it has led to more referrals with appropriate organisations including Oxfordshire Mind and to the existing internal school support services.

Is there any chance other schools can join in, to see the good work and then might be persuaded to join the self-harm forum?'

A School Health Nurse, 2018

- Mental Health Wellbeing Network  
Regular attendance, including presenting at, this school-led network (Aureus School, Didcot).
- CAMHS IAPT Senior PWP from Oxfordshire Mind seconded to the CAMHS IAPT team, Spring 2018.
- Reading University  
Supporter of and input into the Reading University programme "Emerging Mind: Action for Child Mental Health."
- 16-18 age range peer support.



"It was fun and helped for actual scenarios young people might encounter."

– Student Feedback from a Boxing and Wellbeing Workshop, 2018

Oxfordshire Mind has worked in  
**16**  
schools  
over the past  
year



# Volunteering and Peer Support at Oxfordshire Mind

Over 80 volunteers and peer supporters continued to offer valuable support and contributions to our work in 2017/18. Our volunteers and peer supporters were involved in a range of Oxfordshire Mind activities and events which included helping out with our information line, administrative office support, group work

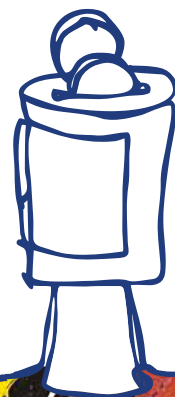
with users of the service, helping out across different services, and campaigning.

All Mind volunteers are fully trained and supervised to support them in their work with us. We welcome volunteers from all backgrounds and local communities to join us.

Volunteering at Oxfordshire Mind means working for one of the largest mental health organisations in the County. Our volunteering roles vary, from working with Benefits for Better Mental Health to volunteering on the Information Line. Our Volunteers are key to the successful running of our work as a mental health charity. If you want to get involved with the volunteering team get in touch today:

 01865 263730

 [volunteering@oxfordshiremind.org.uk](mailto:volunteering@oxfordshiremind.org.uk)



"We would like to take this opportunity to say a huge thank you to all of the Volunteers and Peer Supporters who support Oxfordshire Mind across the County. You all give valuable time, skills and priceless support to Oxfordshire Mind's services. Together you are enabling us to provide more life-changing services to people with mental health concerns."

– The Oxfordshire Mind Volunteering and Peer Support team

# Housing

Oxfordshire Mind Housing has been engaged in developing housing and support services for over twenty years. Our housing options, improve move-on and promote recovery.

Accommodation is provided in various settings i.e. large and small shared houses and self contained flats. The support promotes recovery with the aim of helping people to move on within 2 years to independent housing.

The service is part of a pathway of supported accommodation options for people with mental health and housing needs in Oxfordshire. The aims of the service are:

- To promote quality of life, independence and social inclusion.
- To achieve personal recovery and empowerment.
- To prevent homelessness and events leading to homelessness.
- To reduce admissions to hospital and the likelihood of admission to hospital.
- To assist in the process of establishing stable and cohesive communities.
- To work in partnership with, and link Service Users to other organizations, both specialist and mainstream

**"There were so many positives from living at Mind Supported Housing. I will never forget it and the experience feels like a guiding ship and anchor to steer the rest of my life."**

– An Oxfordshire Mind Housing Client





# Financial report

Income for the year was £3,778,111. Expenditure was £3,694,817. The largest single expenditure was staff costs (£2,675,830) which accounts for over two thirds of expenditure.

The principal funding sources during the year have been:

- Funding from Oxford Health NHS Foundation
- Rent (primarily rent related to Mind Housing Projects)
- Grants from Charitable Trusts, Big Lottery Fund
- Legacy Income
- Donations and money raised through fundraising events

We received a significant legacy this year, without this our operating costs would have exceeded income. This legacy has enabled an increase in reserves, which will be invested judiciously in future years to meet our strategic aims.

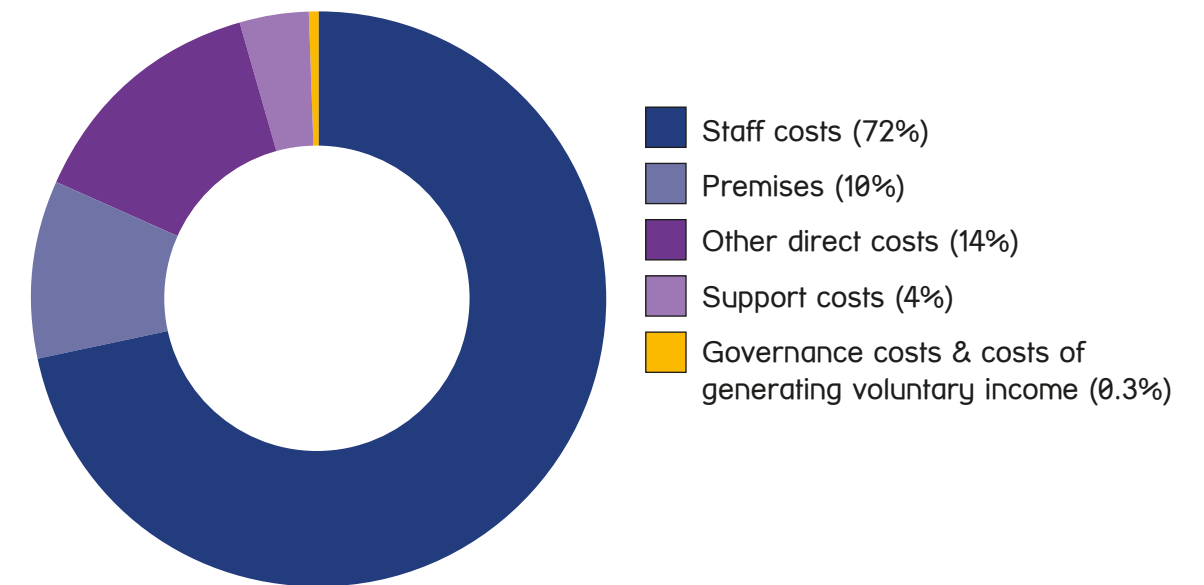
## Income 2018

Partnership contracts	£2,352,879
Rents	£804,180
Grants	£354,628
Donations, legacies	£240,847
Miscellaneous	£21,453
Bank interest	£4,124

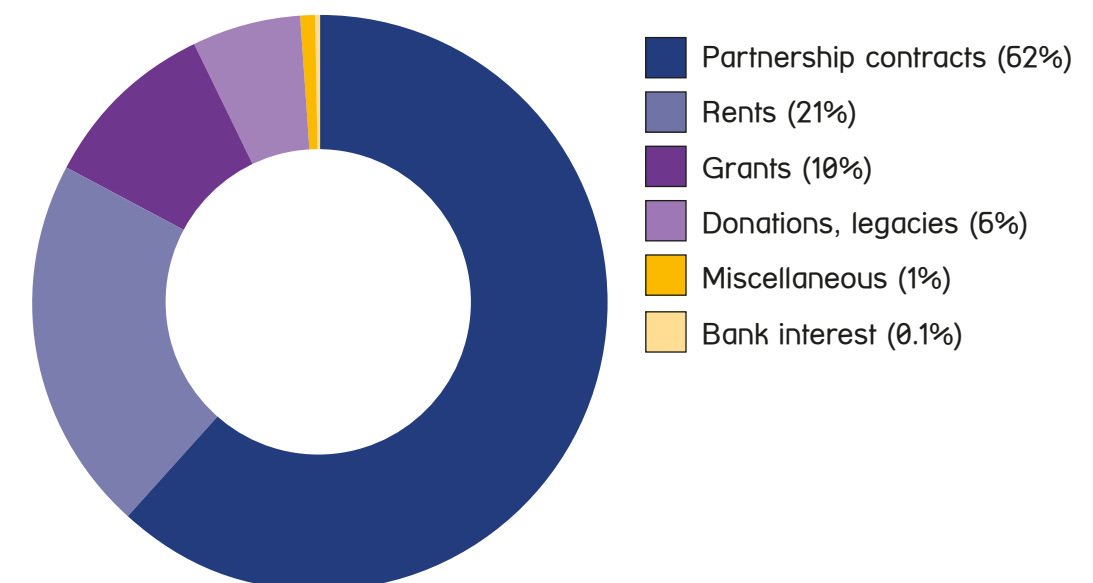
## Expenditure 2018

Staff costs	£2,675,830
Premises	£367,494
Other direct costs	£501,710
Support costs	£138,438
Governance costs & costs of generating voluntary income	£11,345

Where does the money go to?



Where does the money come from?



# Support us

If you'd like to get involved this year we have lots opportunities for you to take part in. RED January combines physical activity, wellbeing and fundraising with the idea of running (or doing any form of exercise) every day in January.

We have a place in the London Marathon in Spring and lots of places in the Oxford Half Marathon in Autumn. There are also lots of different ways fundraise, through your company, at your wedding, hosting an afternoon tea party or a concert, whatever you can dream up – we'll support you all the way.

Every penny you fundraise for us will help us help even more people who are affected by mental health problems, and we're incredibly grateful for any support you can offer.

Please do get in touch if you have any questions.

 01865 263741

 fundraising@oxfordshiremind.org.uk



Jericho Comedy, raised over £8,700 throughout 2017



Brethertons, Annual Staff Conference, raised £450

Spratt Endicott Solicitors appointed Oxfordshire Mind as their Charity of the Year



Lucy Noble, Oxford Half Marathon runner, raised £315



Oxfordshire Weather Watch, raised £230 through a Facebook campaign page

Mia Sarosi and James Winter, Oxford Half Marathon runners, raised £844.95 and £295



 Registered with **FUNDRAISING REGULATOR**



# Thank you

Our work throughout 2017/18 would not have been possible without the kind support of our funders, friends and donors. So here's an enormous thank you to the following trusts, companies, churches and other organisations, who have supported us ...

**TalkingSpace**  
PLUS

Overcoming Anxiety & Depression Together

Partners:

Oxford Health NHS Foundation Trust  
Principal Medical Limited

**WE ARE BETTER  
TOGETHER**

The Oxfordshire Mental Health Partnership

Partners:

Connection Support  
Oxford Health NHS Foundation Trust  
Restore  
Elmore Community Services  
Response

Abingdon & Witney College  
Abingdon Foodbank  
Abingdon Town Council  
Active Oxfordshire  
Age UK  
All Saints Charities  
Asda Supermarket  
Aspire  
Benevity  
Besom  
Big Lottery  
Bodfest  
Brethertons  
British Legion  
Buckinghamshire Mind  
Busby and Lucas  
Cherwell District Council  
Cherwell School  
Comic Relief  
Didcot Methodist Church  
F Wallis Trust  
Food bank at Cottesway Housing  
Health Education England  
Jericho Comedy  
Magdalen College School  
Marlborough Chapter  
National Citizen Service  
National Mind  
OxFizz  
Oxford Brookes Union Oxford Buskers  
Oxford City Council

Oxford City Football Club  
Oxford Foodbank  
Oxford Law Group  
Oxford Quakers  
Oxford Spires Academy  
Oxford United Football Club  
Oxford Wheels of Glory  
Oxfordshire CAMHS  
Oxfordshire Clinical Commissioning Group  
Oxfordshire County Council  
Oxfordshire NHS Primary Care Trust  
Oxfordshire Youth  
Richard Venables - The High Sheriff of Oxfordshire  
Ruskin College  
Sainsbury's Supermarkets  
Spratt Endicott  
St Michael's  
Stanton Ballard Charitable Trust  
Steeple Barton Church  
Sunnymead Residents Association  
Taylor & Francis  
The Knowle  
The Stone Family Foundation  
University of Oxford  
University of Reading  
Vale of White Horse District Council  
Waitrose Supermarkets  
West Oxfordshire District Council  
Witney Town Charities



# Looking forward: Objectives for 2018/19

## Within the Wellbeing Service

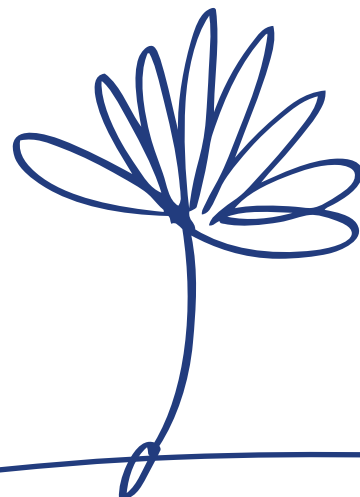
- Provide access to information and advice to over 10,000 people
- Helping develop the Oxfordshire Mental Health Partnership
- Improving the Mind Guide website to make it easier to navigate

## Within the IAPT Talking Space psychological therapy service

- Sustain high levels of referrals and recovery rates
- Provide access for over 10,000 people entering treatment
- Ensure the service is responsive with low waiting times
- Look at increasing referrals through events and social media

## Within the Transitional Housing Recovery Services

- Sustain high levels of successful move-on with 90% of people moving on to stable accommodation within two years
- Sustain low voids at a budgeted level of 5% or below
- Increase the service to over 92 units through investing in additional units of accommodation
- Review the service as part of a wider assessment of Oxfordshire Mental Health services
- Develop integrated access to services with the Oxfordshire Mental Health Partnership
- Focus on quality of customer service and supporting carers



# Looking Further Ahead

## Developing our capacity to inform and influence

We want to be seen as an 'information organisation' that is the first place people turn to for information about all aspects of mental health. Continue to be the voice of the service user in Oxfordshire.

## Sustaining a high priority on the needs of people with more severe and enduring mental health problems

We know that some aspects of our work - like the peer support groups and our supported housing - have been particularly effective in this regard and we will seek to build on this in the future.

## Developing our approach to partnership working

We will continue to work in partnership and collaboration with existing and potential new partners.

Working in partnership work is part of an outward looking approach, to keep costs down, and improve our offer to both commissioners and service users.

## Developing our business capability

We will invest in management and business systems that enable us to meet our responsibilities and survive as a robust, professional, modern and outward looking organisation.

## Developing our marketing and communications

We will prioritise and develop our marketing strategies to make sure that

people know about what we do, how to get help, and how people can help us. We will campaign for all the service users in Oxfordshire.

## Making the most of our membership of the Mind network

Our membership of Mind is a major strength enabling us to be part of a strong federal network underpinned by national campaigning and service development.

## Looking outside Oxfordshire

We will consider working outside the county where there are strong reasons and we can demonstrate the benefits to the whole organisation.

## Balancing continuity and new developments in future service provision

Competitive tendering and short-term funding mean that we can never be certain whether we will continue to be funded to deliver the kinds of services we have developed. However, we will strive to seek some continuity.

## Children & Young People (CYP)

We will look to develop partnerships with other providers, campaigning on behalf of CYP, develop funding streams to enable us to deliver impactful services.

## Diversifying our income stream

We will invest in fundraising



Oxfordshire

---



2 Kings Meadow, Osney Mead,  
Oxford, OX2 0DP  
01855 263730

[office@oxfordshiremind.org.uk](mailto:office@oxfordshiremind.org.uk)  
[www.oxfordshiremind.org.uk](http://www.oxfordshiremind.org.uk)



@OxfordshireMind