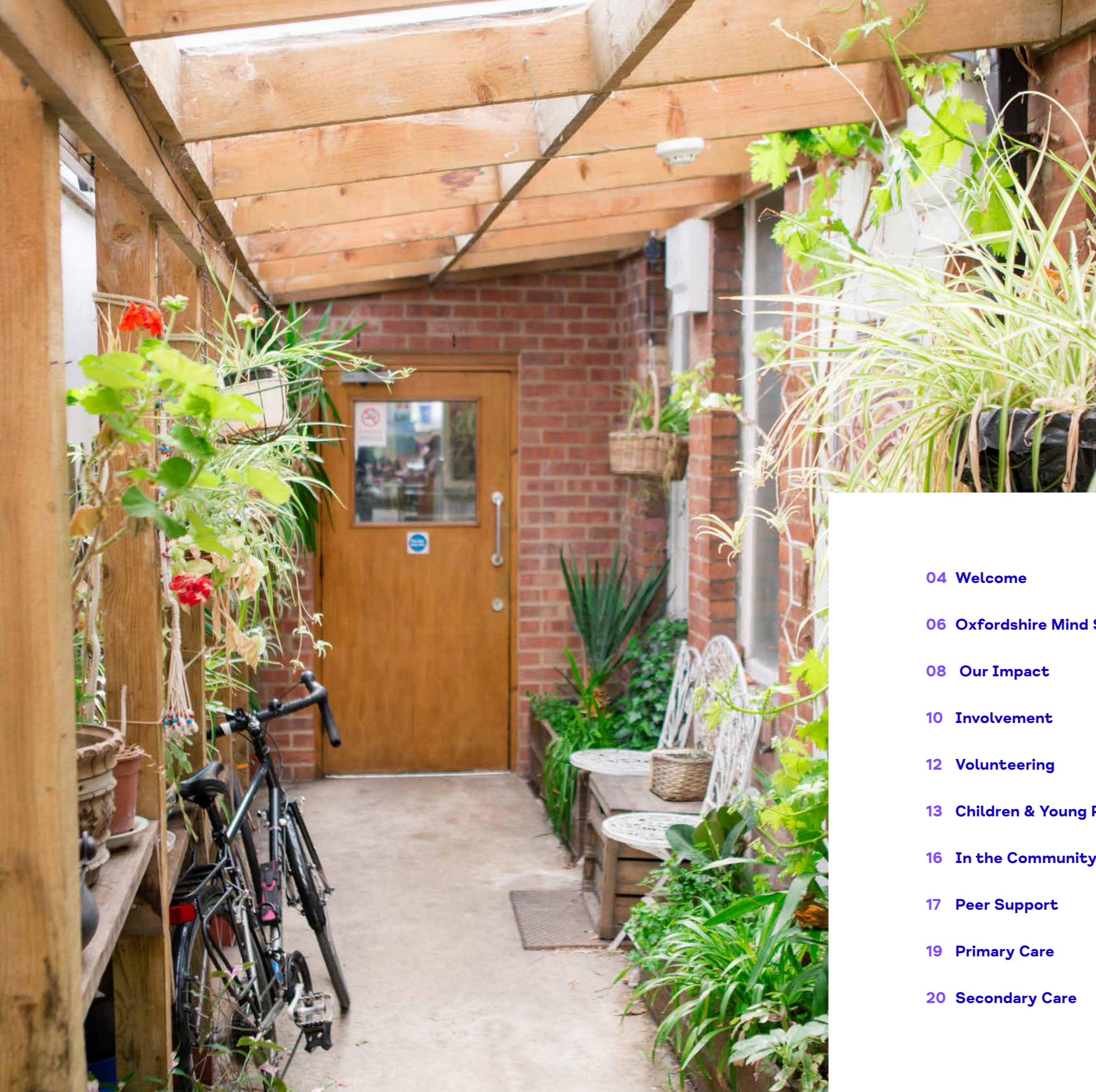


Annual Report!

2021-22



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The year to March 2022 has been another year full of challenge for the beneficiaries of our charity. In this report you will read of how our staff and volunteers have worked with our service users in a whole range of varied and inspirational ways to make the world a better place.

As CEO and Chair we are incredibly proud of all the work undertaken by our dedicated staff and volunteers, and the commitment and resilience shown by our service users. We would like to place on record our thanks and appreciation to them all.

We started this year, in March 2021, in (another) COVID-19 lockdown, and throughout the year have had to cope with lockdown, vaccine rollout, Omicron, working from home, regular increases and reductions in the levels of societal restriction, political uncertainty, the normalisation of facemask use, and not least levels of illness, uncertainty, and change to normal daily life that has led to a significant increase in need for the services we provide. At the end of the year in March 2022 we were entering the “new normal” and facing up to the challenges of the cost-of-living crisis and inflation – yet another significant cause of anxiety and stress to those that use our services.

In this year we made the decision to increase resources through use of our reserves in some key areas in order to respond to the challenges of the pandemic. We invested in our Information Service, Wellbeing localities, and Benefits for Better Mental Health team – and through this were able to help even more people through this difficult time.

The need for what we do has never been greater – and in this review you will hear of ways in which we have continued to do more to help more people in more ways. Some highlights include:

- Expansion of our Involvement work and great input from Experts by Experience
- Our first organisation-wide Equality, Inclusion, Diversity and Equity Strategy
- Expansion of our Peer Support Groups into new communities and locations
- Development of our services in Berkshire West, including the first Berkshire Youth in Mind conference, and an impactful Children and Young People’s Mental Health Forum
- Expansion of the Oxford Safe Haven to a 7-day operation
- Continued development of our Primary Care team – now embedded in over 60 GP surgeries and helping more than 4,000 people per year
- 34 successful move-on transitions from our Housing service
- How Fundraising has made a real difference to our ability to operate at scale

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 trustees all play a vital role in making us what we are today – our thanks to you all.



Daniel Knowles
Oxfordshire Mind CEO



Nick Welch
Chair of Trustees

Welcome

“... we are incredibly proud of all the work undertaken by our dedicated staff and volunteers, and the commitment and resilience shown by our service users.”

Oxfordshire Mind Strategy

This year we have consulted widely on our new multi-year strategy. Our previous Strategy ran from 2017-2022; our new Strategy was signed off by the Board in September 2022 and will run 2022-2025.

Our Vision and Purpose inform who we are, what we do, and our focus as an organisation. Our Strategy builds on our strong history and heritage. Established in 1967 we have continuously grown and innovated and our aim is to become ever more impactful, driven by the needs of our beneficiaries.

Oxfordshire Mind has a strong track record in meeting the needs of our service users through Campaigning, Housing, and Wellbeing services – all underpinned by a lean and effective Central Services operation. This work will continue and strengthen. Virtually everything we do is done with Partners – the NHS, Local Authorities, 3rd sector organisations, and corporates. We aim on building our partnership working with greater strength and depth.

Going forward, Oxfordshire Mind will:

- Be ever-more ambitious for our organisation and service users
- Be proudly non-clinical*
- Be more independent, not afraid to speak out and campaign
- Continue to complement the NHS and work in partnership with the NHS, Local Authorities, and the 3rd sector
- Increase our fundraising in order to foster our scale of ambition and diversify our income streams
- Increase the profile of our organisation, be proud of what we achieve (and say so), and speak out for the Mental Health needs of our service users and all people facing Mental Health challenges

Oxfordshire Mind is and will remain a values-driven organisation. We are defined by being person-centred, driven by the needs of our service users, and recognising the benefits and challenges that come from Diversity. We have employees dedicated to Involvement; Equality, Diversity, Inclusion and Equity; and Peer Support and Volunteering – this is both a manifestation and demonstration of our Values and our person-centred approach.

Our Vision

We won't give up until everyone experiencing a mental health problem gets both support and respect.



Our Purpose

We promote good mental health through the provision of high-quality services and campaigning for positive change.



Open

We reach out to anyone who needs us

Together

We're stronger in Partnerships

Responsive

We listen, we act

Independent

We speak out fearlessly

Unstoppable

We never give up

For the next 3 years we have mapped out four Strategic Priorities; these are described in detail in our Annual Operating Plan:

1. Service development and delivery – ensuring our operating model is fit for purpose with strong and sustainable services
2. Reach and accessibility – ensuring we meet the needs of our service users including via digital service delivery and also expansion into Berkshire West
3. Children and Young People – the most rapidly growing area of mental health need in British society
4. Our people – without whom nothing gets done

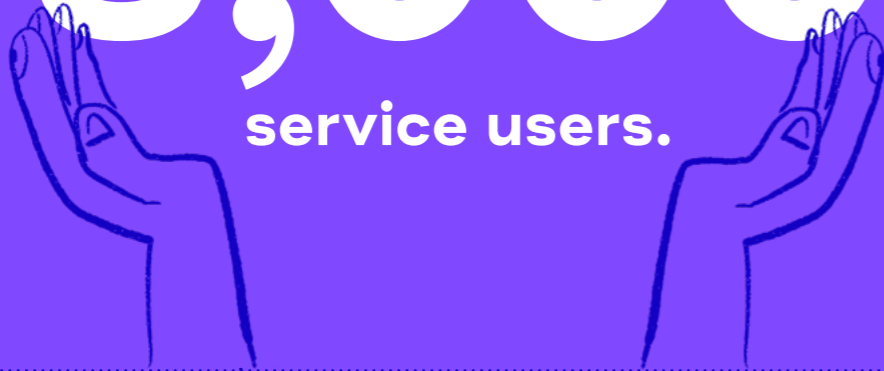
Through this exercise we have consulted widely with employees and service users. A strong sense has emerged from this exercise from service users of gratitude for what we do, a desire for not too much to change, and praise for our employees. Our People (employees, volunteers, trustees, peer supporters) are without fail hard-working empathetic professionals and the world is a better place for their outstanding contribution.

Our Impact

The Wellbeing service supported around

8,000

service users.



34

people were helped to move on (previous year 34)



We delivered a responsive service with **low waiting times**

Within the IAPT TalkingSpace Plus psychological therapy service we sustained referral levels and achieved

47.6%

patient recovery rate



The Information Service had

13,000!

contacts in the year, providing information in a timely and expert manner on the phone, via email and text.

Within the Transitional Housing Recovery Service We housed and supported

116

people (previous year 119)

Our services include:

- Peer support and volunteering
- Education and coping skills courses
- Banbury and Oxford Save Havens
- Physical health, physical activity and wellbeing
- Benefits for Better Mental Health
- Embedded workers in Adult Mental Health Teams
- Children and Young People and Perinatal mental health support
- The Family Solutions Plus Service



94%

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

Within campaigning and influencing we continue to value

working with partners

and in formal partnership across the counties and across the nation.

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.

75+

volunteers continued to offer valuable support and contribution to our work in 2021/22. Our volunteers were involved in a range of Mind activities and events which included helping with our information line administrative office support, and group work with users of the service.

We supported over

14,434!

people this financial year into step 2 treatment (previous year 11,769)



“We see service users as experts.”

Involvement

Oxfordshire Mind’s ethos is to put the voices of those we are designed to serve at the heart of our approach, and wherever possible to return their power to them in making decisions about the support they receive. This ensures that solutions are co-created in ways that are truly effective.

We want people with lived experience of mental health problems, including those who access Oxfordshire Mind services, to engage with, influence and participate in all our work. We are committed to giving people accessible opportunities to inform and develop our services in meaningful ways, working together to shape what is prioritised and how it is planned, delivered and evaluated. We look to influence our decision-making by capturing feedback, such as through forums, surveys, focus groups and advisory groups.

At Oxfordshire Mind, we embed the involvement of people who have used mental health support services at all levels within the organisation, always aiming for a co-productive approach. We aim to ensure that all involvement is recovery and wellbeing-focused, as well as inclusive, meaningful and with a positive impact.

“Involvement is a reciprocal relationship that should be as beneficial to the people with lived experience as it is to Oxfordshire Mind.”

We believe that all people involved with us should feel valued and respected, so we aim to ensure our involvement opportunities are well thought out, clear in their requirements and clear in their benefits to the people involved. They include a clear commitment from Oxfordshire Mind staff to give feedback and share outcomes.

Why we work together

Our ‘Experts by Experience’ have the opportunity to explore and share their own reasons for wanting to be involved with Oxfordshire Mind, and to set their own goals for what they want to achieve through their involvement – such as enhancing CVs, building confidence, learning new skills or meeting an altruistic desire to improve experiences for future service users. We then work together to ensure that the opportunities we offer help them to reach these goals.

Putting this into practice

A wide range of forums and focus groups have been developed for our service users to influence Oxfordshire Mind at service delivery, planning and review levels. Service users have also influenced the organisation at a strategic level through involvement in developing the organisation’s first Equity, Diversity, Inclusion and Equality Strategy in 2021, and the review of the organisation-wide strategy in 2022.

We work hard to make sure all services have a feedback mechanism. Where possible, we build time into our planning for staff to co-produce with and meaningfully involve service users,

although there are times when the need to respond within short timescales makes this challenging. We have formed an involvement partnership with other organisations across Oxfordshire, enabling us to share knowledge, expertise and involvement opportunities across the alliance.

In Berkshire West, we have co-produced a young person’s mental health forum to discuss young people’s mental health priorities and partner them with organisations that can work towards these. We have co-produced an interview training program for people with lived experience, leading to an equal seat on our interview panels. Our ‘Experts by Experience’ regularly work with us on individual projects and use their expert knowledge to raise awareness of mental health, challenge stigma and talk about the work of Oxfordshire Mind. They are a diverse group of people, who receive regular support via group supervision, and never fail to inspire.

“It gives me great pleasure working towards a shared goal primarily concerning mental health, to give back my experiences learned and to work for something much bigger than myself.”

“It boosts my confidence and it’s rewarding”

“I love working co-productively. Everybody brings a fresh perspective to the table and the end result is always so much greater than I could have achieved alone.”

“I learn more than I ever could through books and articles by speaking to and listening to people directly. I am proud to say I work co-productively”

Volunteers give their time free of charge, helping us to provide more services and support more people. In the last year, our volunteers generously contributed 1,131 hours in the form of providing mental health support, administrative help, fundraising and more.

But volunteering isn't just about giving. In 2021, over 90% of our volunteers found that helping others through volunteering actively improved their own wellbeing.

The top five things (from our 2021 volunteer annual survey) Oxfordshire Mind volunteers say they get out of volunteering are:

I get to help others



I gain experience



I have fun



I get to meet new people



It builds my confidence and supports my mental health



This year, we look forward to continuing to work alongside our fantastic volunteers, and to developing more inclusive and flexible volunteering opportunities that anyone can be a part of. Come and join us!



“I’m Hamish, and I’ve been volunteering for about nine months on the Information Line. The people on the line are all extremely kind and dedicated, so I’m grateful to be part of the team. It’s quite daunting at first, and it is still challenging as no two calls are the same, but I’d recommend joining us if you want to learn how to support people with their mental health and meet a lot of great people at Mind.”

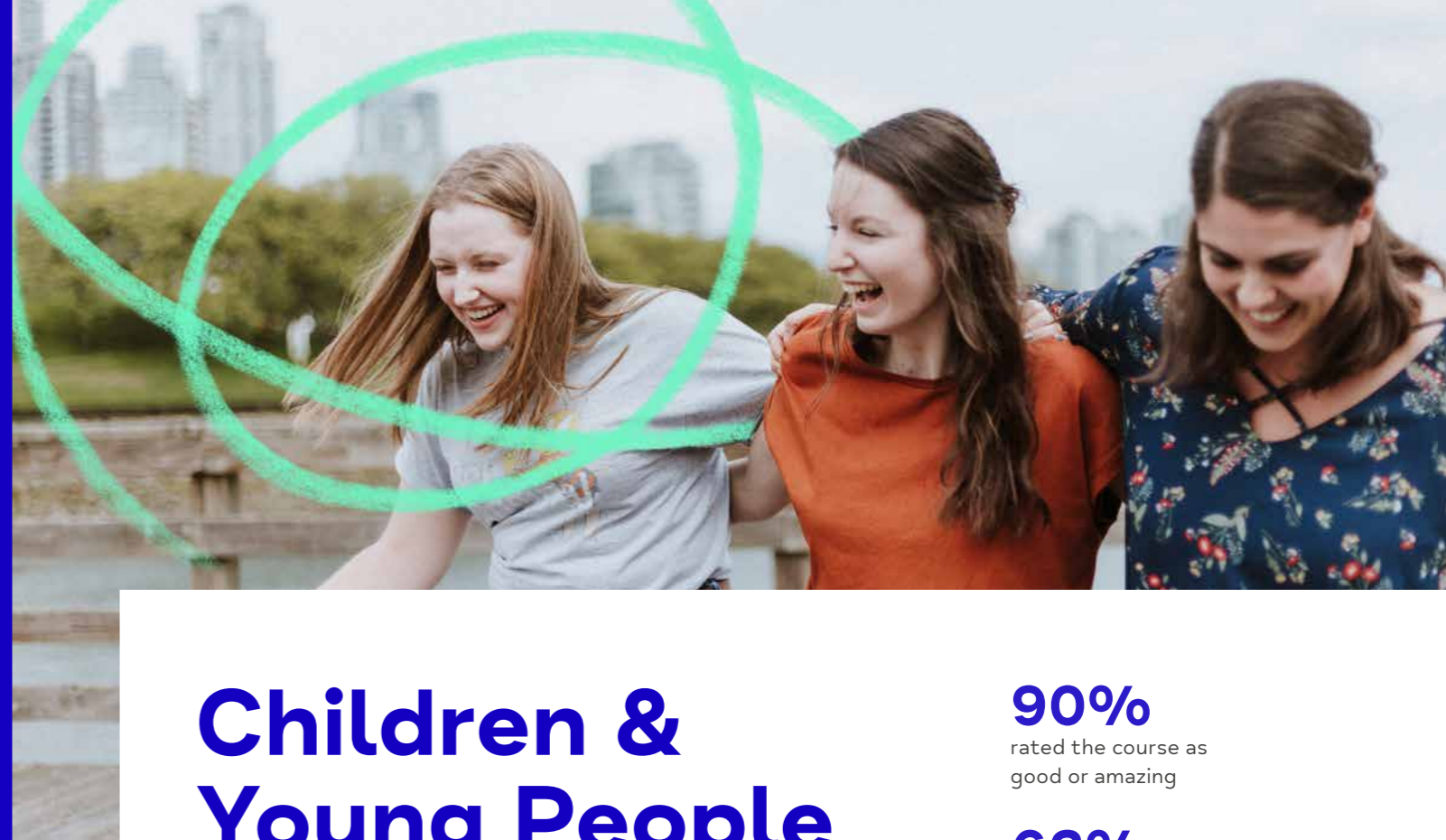
Hamish, Information Line Volunteer



“My name is Laura, and I have been an Admin Volunteer for Oxfordshire Mind for the past three years. I first wanted to start volunteering during my last six months of group therapy. I wanted to maintain structure in my week, and wasn’t ready to go back to paid work yet. Volunteering has helped me overcome my fears and self-doubt, and it has helped me look forward to getting up and out of the house. I can give something back to others, and continue working towards a part-time paid role. Everyone deserves a chance to feel more content, more hopeful and to feel a genuine happiness. Oxfordshire Mind has been a huge part of this for me.”

Laura, Administrative Volunteer

What our volunteers say!



Children & Young People

90% rated the course as good or amazing

63% stated that their wellbeing had improved

80% would recommend the course to others

88% found it fun

Local and national data highlights an increasing need for mental health and wellbeing support for children and young people (CYP), particularly as the impact of the COVID-19 pandemic has hit them harder than many other groups. CYP needs have been recognised within Oxfordshire, as well as within Berkshire West, where Oxfordshire Mind now operates as part of the Mind in Berkshire collaboration (with Buckinghamshire Mind). The Government has made mental health support a key priority, while the NHS long-term plan has recognised that more investment is needed.

Oxfordshire Mind provides a range of services to support young people, families and professionals supporting young people. Some of these include:

- Delivering physical activity and wellbeing programmes in schools, colleges and youth organisations
- Providing one-to-one support and communications to 16–25 year-olds in partnership with the Mental Wealth Academy
- Setting up an online peer support group for young adults
- Delivering bespoke workshops to support mental health and wellbeing among children, families and professionals
- Raising awareness and sharing tips through school assemblies, parents’ evenings and health and wellbeing days

The 2022–2024 CYP service strategy will provide a clear understanding of how the service will be shaped and what priorities will be the focus.

From April 2021 to March 2022, the CYP service delivered physical activity and wellbeing (PAWB) programmes to four primary schools, five secondary schools and one youth organisation. Of over 200 young people accessing the PAWB programmes:

Since taking part in group work:

88% of attendees say: “My awareness about mental health and wellbeing has increased”

76% say: “My understanding of how to manage my own mental health and wellbeing has increased”

71% say: “My ability to manage my own mental health has increased”

90% say: “My awareness about where and how to get mental health support has increased”

“... to support young people, families and professionals supporting young people...”

Partnership working

Kicks Wellbeing workshops

Oxfordshire Mind also delivered the Kicks Wellbeing workshops alongside Oxford United in the Community. This 5-week programme was delivered to Year 7 and 8 students, with Oxfordshire Mind providing mental health workshops and Oxford United in the Community delivering football coaching and games.



Children's Mental Health Programmes

Between 2021 and 2022, we have been fortunate to work in partnership with Cherwell District Council and the Youth Activators to provide a children's mental health programme delivered to primary schools across the Cherwell region. This programme was created by Oxfordshire Mind and the Youth Activators and delivered to Year 5 and 6 classes. It was developed to support Year 7 students making the transition from primary to secondary education across secondary schools in Banbury and Bicester.



Mental Wealth Academy

Oxfordshire Mind provides group-based delivery for the Mental Wealth Academy, in partnership with Response, Ark-T, BYHP, Sofea, Oxfordshire Youth and Abingdon Bridge. These programmes again provided physical activity sessions alongside mental health workshops, and were delivered to selected students who had been identified by staff.



Youth in Mind Conference

Oxfordshire Mind and Oxfordshire Youth collaborated for the 3rd annual Youth in Mind Conference at the Kings Centre Oxford. This included a virtual wellbeing afternoon for delegates, delivered in Summer 2021, and the Youth in Mind talks videos. Mind in Berkshire hosted its first Youth in Mind conference, see page 24 to find out more.



In the Community

The Oxfordshire Mind Information Service provides a free, confidential, and impartial information and signposting service. Staff are experts at supporting individuals, families and individuals.

People can ask the service about:

- Mental health problems
- Where to get help near them
- Treatment options
- Advocacy services

The service also attends community events, helping to raise awareness around local support services throughout the County.

One such event was Move Together, organised by Cherwell District Council in collaboration with agencies including Here for Health and Oxfordshire Mind, with input from the leaders at Banbury Mosque and the Older People's Complex at Bicester.

These events were well attended, because both physical health and mental wellbeing were given equal billing. The public came to have their blood pressure taken, and we had conversations about wellbeing. If someone indicated that they were struggling in any way, they were then signposted to us for a person-to-person conversation. This method worked well, helping us to support currently under-served communities, and we now have regular collaborations.



...everyone's
views and
experiences
are equally
valued...

Peer Support



Oxfordshire Mind operates over 40 peer support groups across the county. Peer support is when people use their own experiences to help each other. It takes different forms, but they all aim to:

- Bring together people with shared experiences to support each other
- Provide a space where people feel accepted and understood
- Treat everyone's experiences as equally important
- Involve both giving and receiving support

In peer support, everyone's views and experiences are equally valued, rather than anyone being seen as more of an expert than others. The amount of support people give and receive can vary depending on what feels right for them at different times.

Peer Support in the community...

"Over the past few months, we've been able to recommence liaising with other groups in Oxford City – a vital element of what we do that was hugely challenging in the face of the COVID-19 pandemic. For example, we delivered a workshop for the Oxford Chinese Community Centre (which led to them asking for a Managing Stress Course and a visit to The Mill, an Oxfordshire Mind Wellbeing Centre), visited Rose Hill Community Larder, and ran a session in Jericho for older adults who attend "Alive and Kicking" a community group, who said, "you are doing a wonderful job in raising awareness for Mind".

In June, we ran a Five Ways to Wellbeing course at Barracks Lane Community Garden, which led one of the attendees to start volunteering there. We deepened this collaboration in September, when we held an activity afternoon in the gardens. The team were able to offer information about Oxfordshire Mind's services to visitors, who also had the option of joining a mindfulness exercise, taking part in an art activity, testing their knowledge in a quiz, participating in a photography workshop or sampling some delicious homemade cakes.

We are about to welcome a Community Outreach Wellbeing Worker to the team, a new role that will enable us to strengthen and develop the community relationships we have already, as well as forging new links with people we are yet to meet." – Adam Clayton, City Locality Manager

“We are about to welcome a Community Outreach Wellbeing Worker to the team, a new role that will enable us to strengthen and develop the community relationships we have already.”



"Peer support in the Cherwell and West locality has helped people in many areas over the last year. Alongside our general peer support for online and face-to-face groups in Witney, Banbury and Bicester, we have launched other offerings. Banbury has seen the return of our art group on a Monday morning, and we have had visiting artists completing projects with service users. Witney has seen groups start back up post-pandemic, with our reading group returning on a Tuesday after a long hiatus. Witney also saw the blossoming of a summer gardening project, with B&Q kindly donating soil, seeds and pots for a variety of fruit, vegetables and flowers.

After a difficult time for young people in Witney, we have started a Young Person's group on a Monday afternoon, with sessions on the Five Ways to Wellbeing, dealing with difficult emotions, self-esteem and social media use. This 10-week pilot will be used as a springboard for potentially offering the same support around the rest of the county.

We identified that attending service provision during the day often isn't manageable for working people, so we launched our online Working Person's Peer Support Group in conjunction with our Oxford City colleagues. Running from 6–7.30pm on a Thursday, the group is open to anyone in employment, volunteering or education. The staff who have facilitated this group agree the peer support is some of the best they have ever seen, with service users supporting each other through the challenges of the workplace." – Patrick Dawson, Cherwell and West Locality Manager

Primary Care

For many people, primary care acts as a 'front door' when mental health affects their wellbeing. Our Primary Care Wellbeing Service works closely with local GP practices to meet people at this point of need.

Our Primary Care Wellbeing Workers offer tailored support in the delivery of one-to-one sessions for people who are experiencing mental health issues (or other social or lifestyle issues impacting their wellbeing). Via face-to-face, video or telephone sessions, we offer a safe space for people to talk, to work out what is important to them and to set personalised goals. This support aims to encourage and enable people to link in with existing support services, to use the support available in their local community and to develop tools to increase their ability to manage their own wellbeing.

Starting in 2018 with a team of eight covering 32 GP practices in Oxford and South West Oxfordshire, the service now has a staff of more than 30 and covers over 60 GP practices across Oxfordshire and Wokingham, Berkshire.

During the past 12 months (to September 2022), the team provided more than 4,000 initial assessments to support local people. The outcomes have been very positive.

85% of service users saw an increase in their SWEMWBS score

- 60% said that they would see their Wellbeing Worker as their most appropriate support if they experienced a similar issue in the future, with an overall 70% naming a service other than their GP – suggesting a potential future reduction in GP workloads
- 93% agreed or strongly agreed that they were satisfied with the service
- 90% agreed "I got the help that mattered to me", which helps us measure person-centred service provision

“I know I have a long road in front of me, but I now know I am on the right road.”

Service user

Oxfordshire Mind delivers several services within the secondary care sector in Oxfordshire and Berkshire.

When someone enters secondary care, they are normally at their most vulnerable. They might be hospitalised, or under the care of the Adult Mental Health Teams (AMHT). This period can be critical for both their mental and physical health, so we have developed our services to deliver help at the point when they need it most.

Being under the care of the secondary care teams can be a scary and confusing time for our clients. Giving them the right information, help and tools is essential to their ability to work on their own wellbeing and transition back to primary care and other services in the community, such as our wider Wellbeing Service.

Focusing on recovery and being able to return to community-based care is dependent on a range of factors, such as arranging benefits and information about what help is available. Without their finances, housing and care plans in place, a person's recovery can be severely impacted.

Recovery interventions

We refer to our teams in secondary care as “embedded workers”, but this hardly does their work justice. They provide a series of recovery-based interventions that allow the person to understand and take advantage of the help available to them.

Oxfordshire Mind delivers three different types of recovery interventions. We deliver Wellbeing and Information Options sessions, provide specialist physical care and health checks and offer independent benefits advice and support.

The teams work both from the different AMHT bases across the county and from the three hospital sites in Oxford. They can meet clients either in a clinical setting or in the community to ease their journey to accessing primary care and community-based help.

The Adult Mental Health Wellbeing Team exists to support people who are starting the discharge process from the AMHT. They are offered either a one-off Options Session or a more in-depth series of up to six Wellbeing Sessions. Every client has different levels of need, and in offering these two types of session, we are able to provide them with the right level of care and support.

Over the last year, we have delivered 172 Options and 126 Wellbeing Sessions. These help the person to identify what help is available and where to access it. It is based on the ideas and wishes of the client – a person-centred approach that helps them to identify and focus on what they want to achieve. Working with them on their goals, our team has been able to gain an almost 100% satisfaction and trust rate with our clients.

“I’m very happy that you’ve taken the time to make me feel worthy to be spoken to. Thank you.” – service user

The impact of physical activity and health on mental health recovery is well documented, so we work closely with our colleagues at Oxford Health to build this into the recovery and discharge process.

As well as providing community-based services such as Walking for Wellbeing, and signposting people to a wide range of activities aimed at increasing their physical fitness, we also have dedicated teams who provide physical health checks. These allow the person to improve their mental health and plan for a longer and more active life in which they are better able to self-care.

We have two workers based in the Early Intervention Service and the Community Mental Health Framework hubs to support clients and care coordinators, and we have seen take-up of physical health checks reach over 178 in the last year.

Benefits for Better Mental Health

As well as embedding Wellbeing and Physical Activity workers, we also embed members of our Benefits for Better Mental Health Team within the AMHTs and on the hospital wards at the Warneford, Littlemore and Churchill sites. Last year, we were able to help and support 76 clients.

“I don’t care what anyone says: the fact is that when patients are admitted, when they are on the road to recovery, their main worries are going to be surrounding finance, which is why I truly believe that your service is totally underrated.” – Ward Care Coordinator

This is especially critical work, as in-patients need help and support to ensure that their benefits are in place to enable them to afford to be discharged. We work closely with other embedded workers to ensure other aspects of the person's needs are met. In-patients often find it very confusing to access and understand their entitlement, so this is vitally important.

As well as our work across the different hospital sites, we also offer direct support to those being discharged from the AMHT service. Our interventions at this point mean that clients are best prepared to transition to community-based services and ensure that they are able to access all the help they need.

We closely coordinate our secondary care service and work with colleagues from other organisations for the benefit of the client, who sits at the centre of all our work. Allowing the coordination of these services means that we can share expertise and develop services to meet our clients' needs.

Crisis Service

Oxfordshire Safe Haven is a safe and welcoming space for when you've reached the point where it feels like there's no way out. We're open 365 days a year, and you can think of us as being like A&E for your mental health.

At the beginning of last year, we received the exciting news that we were successful in applying for more funding to expand Oxford Safe Haven. The Oxford and Banbury teams worked together to start providing support every day of the year and merged into Oxfordshire Safe Haven.

Oxfordshire Safe Haven now operates with one referral number and phone support during the day, with face-to-face evening support from Oxford seven days a week and Banbury from Friday to Monday.

This news was received with support from colleagues in Oxford Health, with whom we work in a close partnership to provide a network for mental health crisis provision in Oxfordshire and continuity of care to those struggling to cope. We are currently in the process of looking for a building to move into together with the Crisis Resolution Home Treatment Team.

Feedback from service users indicates that the service is needed every day of the week, as people cannot choose when they might need support:

"I'm so glad it is open more now – sometimes (quite a lot of the time), service users like me need a place to go to at the end of the day – exactly like Safe Haven – where one can just be with others. This is so, so, so important for mental health, especially when feeling in crisis" – Safe Haven service user

As part of this expansion, we have recruited 12 new Safe Haven workers and expanded the management team. Between them, they supported 551 people over 2,801 support sessions (1,723 over the phone, 1,071 face to face and 7 online) in the last year.

One member of staff, Jenny, says:

"I love the fact that every shift is different at Safe Haven – you never know what the day or evening is going to hold. But whatever happens, you have the confidence of knowing that you have a totally supportive team behind you at every step. There are so many opportunities to build on existing skills and develop new ones. It's a great place to work!"

As part of the expansion, we are planning to recruit volunteers and paid peer support workers to work alongside service users, helping them to understand and manage mental health crisis. We are also very proud to work jointly with Elmore, who help support Safe Haven service users in accessing long-term support in the community.

Housing

Oxfordshire Mind's Supported Housing aims to develop individual's independence whilst also providing the support they need to live successfully and safely.

Our services provide clients with a safe and warm home as well as access to support from our team of highly trained recovery workers.

We work on a one-to-one basis to help develop the skills and confidence of an individual to move on to independent living in the community.

- **96%** of residents likely or very likely to recommend Oxfordshire Mind Housing if they needed supported housing
- **96%** of residents said the support was helping them to achieve their goals
- **92%** of residents rated the Oxfordshire Mind Housing service as Good or Excellent (Excellent was the most common response)
- **0%** of carers were dissatisfied with the support offered to either their loved one accessing the housing service or the support provided to them as carers (44 carers surveyed in all)
- No-one rated the services negatively, with the most common answer to the question:
- 'Overall, how would you rate Oxfordshire Mind's services?' as 'Excellent'

"My transition from a mental health unit, to supported housing, was made easier by the Garden House staff at Oxfordshire Mind. They were always very supportive and reassuring.

I felt very anxious at first after leaving hospital, the Oxfordshire Mind staff were always available to chat. During my two year stay at Garden House I started gardening. I really enjoyed transforming the garden into a wildlife sanctuary feeding the birds and squirrels.

The garden became a place for all residents and staff to enjoy! I grew my own vegetables and flowers to encourage the bees and butterflies.

Last year I was offered this lovely council house by the canal, it was becoming clear to the staff and myself that I didn't need to be at Garden House. I was ready to live independently, with support from my key worker. Since living in my lovely house I'm enjoying having my own garden, I sit by the canal daily and feed the ducks. I no longer feel anxious and I'm enjoying my independence.



Mind in Berkshire

Mind in Berkshire is a collaboration between Oxfordshire Mind and Buckinghamshire Mind, working together to increase mental health support across Berkshire. Oxfordshire Mind is working in the West of the county and Buckinghamshire Mind across the East.

By coming together as two independent local charities operating within the Mind Federation, we have the flexibility to set and work to local priorities while drawing on the expertise of National Mind and the 114 Local Minds involved in a range of partnership arrangements across England and Wales.

We have Berkshire-based teams focused on their local area representing local knowledge and experience alongside strong connections to Oxfordshire-based expertise. We're dedicated to exploring how we can use our skills and experience to develop solutions where gaps and opportunities are identified. Working alongside existing providers to facilitate the sharing of knowledge and skills and the enhancing of capacity is fundamental to our way of working and creating truly impactful change

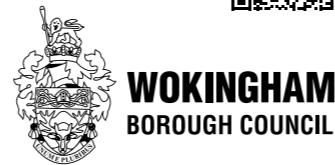
"You have been a real brick over the past few weeks. You have been so kind and patient. I really appreciate all your support."

Wokingham Wellbeing service user



Wokingham Wellbeing Services

Our Wellbeing Workers offer free one-to-one sessions that help service users take practical steps that can help them manage everyday stress and wellbeing difficulties. The service is for people aged 18 and over in Wokingham, and has proved popular since its launch in April 2021. Support is available at all GP practices in Wokingham, as well as at the Wokingham Charity and Community Hub via face-to-face, telephone or video sessions.



Mental Health First Aider Forum Wokingham

Wokingham Mental Health First Aider (MHFA) Forum provides a space for MHFAs to connect, refresh their knowledge and discuss how their invaluable skills – individually and collectively – can be used as a force for good in the future. It's also an opportunity for people to check in with each other about their own wellbeing, to share experiences and to talk about any recent experiences of using their MHFA skills.



Mental Health & Wellbeing Community Alliance Wokingham

This Alliance, facilitated by Mind in Berkshire, aims to improve the experience of people accessing mental health and wellbeing provision in Wokingham. We work together to identify and address needs in the community. The Alliance is for all voluntary organisations, groups and services with an interest in supporting Wokingham residents with their mental health and wellbeing.



Youth in Mind Berkshire Conference 2022

Our Youth in Mind conferences are for people in statutory and third sector organisations working in Berkshire to support young people's mental health and wellbeing. Delegates include teachers, education leaders and support staff, local authority health and social care workers, staff from the NHS, public and voluntary sector staff, volunteers, faith groups, and local businesses.

Youth in Mind conferences offer opportunities to learn, share, network, deepen existing connections and discover new ways of working together. Drawing on extensive research and the lived experience of young people, the conference programme is designed to support us in our aim to provide children and young people with the best support and guidance to keep them safe and happy.



Children & Young People’s Mental Health Forum

Our Children and Young People’s Mental Health Forum is accessible to all Berkshire West senior schools, and young people’s voices have shaped plans to develop the Forum. They play a key role in setting up the forums, agreeing how they should work, the choice of topics, what communication channels to use, how often they should meet, the ground rules for the forums and how to monitor and evaluate them.

Outreach continues to ensure representation across all parts of Berkshire West, including different year groups, schools with varying levels of external mental health support and student populations from a wide range of backgrounds and identities.

Workplace Wellbeing

Mind in Berkshire is supporting organisations with their workplace wellbeing through a range of our courses. We have developed three delivery partnerships with key infrastructural organisations, each seeking to better the mental health support and experience of their staff in and around the workplace.

“An opportunity to connect with others and bring the power of nature and creativity together to support wellbeing.”

Our first Equity, Diversity, Inclusion and Equality (EDIE) Strategy

We launched Oxfordshire Mind’s first EDIE Strategy in December 2021, written following significant consultation with service users, volunteers, trustees and staff. The strategy provides a blueprint for us to work towards becoming a truly anti-discriminatory organisation through its six strategic aims:

1. We will be open and transparent about our approach to challenging inequity in access to and experience and outcomes of mental health support, positively inviting challenge to develop our thinking and learning
2. We will take an evidence-based approach to setting our priorities and tracking our progress towards becoming an ever more representative organisation, reflecting the communities we serve through our staff, volunteers, trustees and service users
3. We will develop our human resources, volunteering and trustee recruitment processes to attract and retain more diverse talent, continuing to monitor access to pay and progression opportunities so we can address any inequalities within our organisation
4. We will equip our workforce with the skills, capabilities and support to advance equity, diversity, inclusion and equality
5. Our services will be co-designed, co-developed and monitored to reflect the diversity of communities we aim to support
6. We will offer and promote services in inclusive ways



Community Involvement

Mind in Berkshire has joined with partners at a variety of events to help raise awareness and understanding of mental health, as well as helping people to link with support when they need it. This includes Flackstock, which took place in West Berkshire in July 2022. The event was organised by the family of Caroline Flack and was also an opportunity to link with other organisations supporting mental health and wellbeing. The Wokingham Wellbeing team have had a presence at events in their area including Chalk About It – an opportunity to connect with others and bring the power of nature and creativity together to support wellbeing. Mind in Berkshire also took part in Wokingham Refugee Welcome Day – a community day arranged to bring Wokingham together to build connections and provide information about services and schemes.

Pride 2022

We were very proud to attend Pride celebration events in Witney and Oxford, where we took part in Pride marches and hosted a stall showcasing our services. Oxfordshire Mind is proud to work with and serve people of all genders and sexual orientations, and attending Pride was a brilliant opportunity to show our solidarity. We met a huge number of people who were looking for mental health support, particularly young people, and we also had the privilege of hearing from service users attending the events, who shared their feedback on our services and even created one of our Pride banners.

Co-creating federation-wide change

Oxfordshire Mind is playing a vital role in creating change across the Mind federation, which spans England and Wales. As members of the federation’s Diverse Networks and Design for Equality groups, we have been working together to progress equality initiatives using co-production. This means that wherever someone chooses to access Mind’s services, we are making meaningful progress in achieving National Mind’s three key strategic aims:

1. Becoming a truly anti-racist organisation
2. Supporting young people, with a focus on trauma
3. Fighting for people in poverty

“Oxfordshire Mind is proud to work with and serve people of all genders and sexual orientations, attending Pride was a brilliant opportunity to show our solidarity.”

Pam's Story

Pam was referred to the Wellbeing Service for support around low mood. She had been experiencing chronic pain as an unexplained side effect of a medical procedure, along with reduced mobility. She was finding it hard to adjust to her new circumstances and find joy in her daily life. She had lost enthusiasm for hobbies that she used to enjoy, and was also feeling unmotivated to cook, often eating biscuits instead of regular meals.

After sharing that she was feeling a lot of frustration and anger, Pam and her Wellbeing Worker looked at using tools such as cathartic journalling and a 'no send' letter. They also spent some time identifying what was within and outside Pam's control, using a tool called 'Circles of Control'. After her initial session, Pam also took away a pain toolkit. Using the list of distraction and breathing techniques provided, she was able to identify music as a good distraction option.

During follow-up sessions Pam worked on goal-setting with her Wellbeing Worker, deciding that she would like to set a manageable daily goal for herself around doing something for her own wellbeing. This included listening to music, cooking or taking a bath. After discussing what would encourage her to maintain healthier eating patterns, Pam also felt able to start using a meal delivery scheme. She subsequently shared that she had noticed an improvement in her energy levels.

Pam also explored some challenging thinking patterns with her Wellbeing Worker – such as feeling as though she was a 'burden' to her friends, and that needing support for her wellbeing made her 'weak'. Pam and her Wellbeing Worker looked at the evidence for

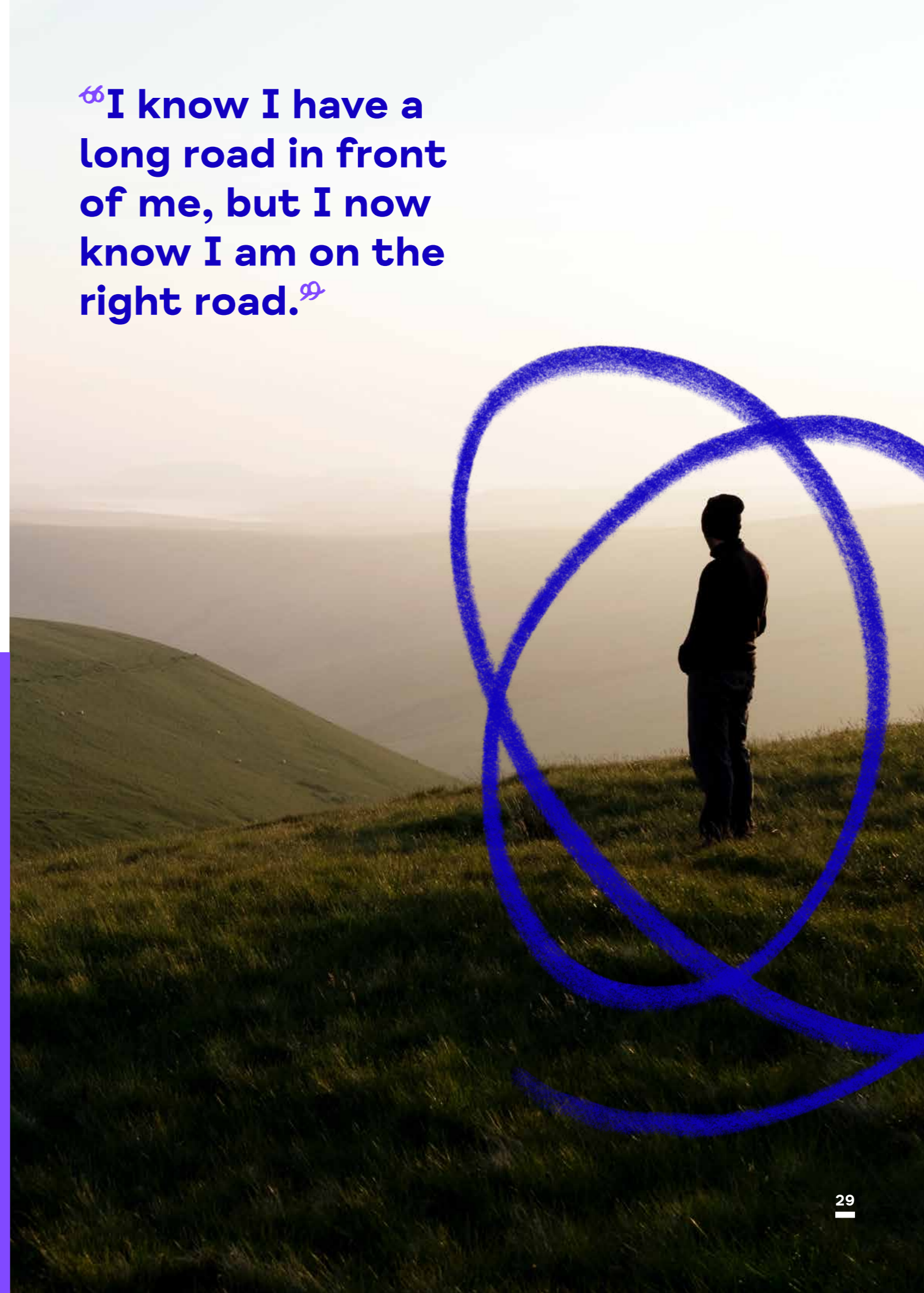
and against these beliefs, and Pam was able to identify that she felt her friends and family liked being able to support her. This helped her to feel less anxious about accepting their support.

During her final session, Pam shared that she had regained her motivation, was regularly taking part in activities she enjoys and was feeling optimistic about the future. Pam felt that her overall mood had improved.

Pam had a significant increase in her Wellbeing score, from 12 at the start of the intervention to 27 at the end. She also identified her Wellbeing Worker as the most appropriate source of support for wellbeing concerns in the future.

“...she had regained her motivation, was regularly taking part in activities she enjoys and was feeling optimistic about the future.”

“I know I have a long road in front of me, but I now know I am on the right road.”



Impact of Giving

£16,894

raised through in memory fundraising. Donating or fundraising in someone's memory is a very special and meaningful way to remember them – honouring their life and helping others at the same time. We're always incredibly touched and grateful to receive these donations.

Corporate partnerships:

£47,170

raised through corporate partnerships. We are so grateful to businesses in Oxfordshire who chose us as their charity of the year, put on fundraising events for us and made donations.



Training/Consultancy:

£95,518

We delivered training courses such as Mental Health First Aid, Understanding Mental Health & Tools for Managers and workshops on the Five Ways to Wellbeing. We also delivered our initial piece of workplace wellbeing consultancy work to Oxfordshire Advanced Skills (OAS) which was very successful and the recommendations are being put into place. This is an area of expansion for future years.

Blenheim 7k 2021

£5,639

Bike Oxford 2021,

£2,203

Sporting events



Oxford Half Marathon 2021

£104,542



Oxfordshire Mind is lucky enough to have inspirational supporters from across Oxfordshire and Berkshire West – people who go above and beyond to help raise the crucial funds we need to do our invaluable work. One of those supporters is Iraj Maghounaki, who took on a series of impressive cycling challenges in aid of Oxfordshire Mind in 2021.

After a frightening spell in hospital with a mystery illness, Iraj began pursuing studies in counselling with the aim of dedicating his life to helping people with mental health issues. He saw cycling as the ideal way to raise money for mental health support, at the same time as improving his own mental health. "Cycling has helped me with my mental health journey," he says. "When I ride, I feel as free as a bird and my mind is calmer and more focused."

Iraj took on his first challenge in support of Oxfordshire Mind on 12 June 2021, when he cycled from Oxford to Dover. He was joined by friends including Al, Val, Phil, Adrian and many more, but this was just a warm-up challenge: far greater feats of cycling endurance were to follow!

Next, on 6 July, came Iraj's departure for two much bigger challenges: John O'Groats to Lands End, and coast to coast from Sunderland to Whitehaven – a total of around 1,150 miles. Along the way Iraj spoke to many people, raising awareness of Oxfordshire Mind and mental health generally, and talking about his own experiences. But there was more still to come.

From August to October 2021, Iraj took on his biggest challenge yet: cycling from Oxford to Tehran. The epic 6,500km journey took him 65 days and saw him cycling through twelve countries, passing through France, Belgium, Holland, Germany, Austria, Hungary, Serbia, Bulgaria, Turkey and finally Iran.

Iraj says: "65 days, 6,500 km: without your support, I wouldn't be able to do it. Thank you everybody, all of you, my loved ones, my friends, family, colleagues, anybody that I passed in twelve countries, the people I met. I am so, so happy that I made it – I made it in one piece and I'm really, really grateful."

As well as achieving a long held ambition, Iraj's mammoth cycle ride raised an incredible £12,860 for Oxfordshire Mind.

Feeling inspired?

If you would like to do some fundraising for Oxfordshire Mind you can get in touch with our team on fundraising@oxfordshiremind.org.uk or call 07927 586977 / 07803 520359



Community Fundraising

Oxford Half

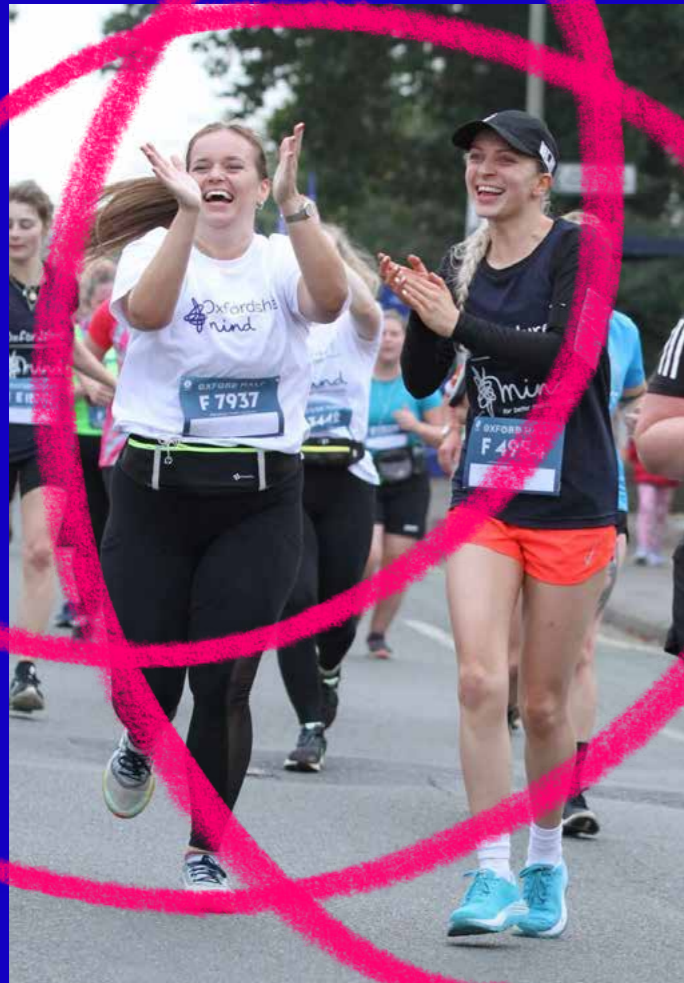
We had a record number of nearly 300 runners signed up to support Oxfordshire Mind by running the Oxford Half Marathon, who together raised

£104,542

for the charity. It's with thanks to the generosity of our supporters that Oxfordshire Mind can provide these vital mental health services to people in Oxfordshire.



“I'm passionate about improving mental health provision because Oxfordshire Mind are a fantastic charity that do so much work for people suffering with mental health issues.”



“My reasoning for supporting Oxfordshire Mind is because now more than ever it is incredibly important to look after our mental health and wellbeing...”



“Because of previous depression and despite not using Oxfordshire Mind myself I know how important it is to have such services available.”



34 Training and Consultancy

Our Workplace Wellbeing Training sessions are designed to sit alongside an organisation's Learning and Development and Health and Safety strategies. Each session tackles a specific mental health topic relevant to the workplace, and can take place in person or online. Delivered by our experienced mental health trainers, the training aims to promote understanding of mental health and wellbeing, reduce stigma and provide practical tools to support mental health in the workplace.

Created to instil positive, lasting change within organisations at every level, our bespoke consultancy approach to partnerships begins with an assessment of core strategic needs. We survey and interview teams to identify pain points, which might include issues such as burnout, high staff turnover, lack of trust or a poor sense of psychological safety. We then relay positive and negative trends to senior leadership, along with a series of recommended actions that we then work with them to execute.

Training Courses 2021/2022

The Training team at Oxfordshire Mind is going through a growth spurt and expanding its courses constantly, with new courses on Men's Mental Health, Destigmatisation, Menopause and Coping with Change all being developed.

In 2021 and 2022, we delivered a suite of sessions and courses to workplaces all over Oxfordshire, with partners including Oxford University, Oxfordshire County Council, Belmond, Bibby

Financial Services, OAS and Oxford Biomedica. The courses ranged from 1.5 hour workshop sessions to two-day intensive courses resulting in Mental Health First Aid certification

In 2021 and 2022, we trained 166 Mental Health First Aiders, two of whom say:

“I’m happy I agreed to take this course. I’m more confident now on how to communicate with my patients, colleagues and everyone around me by being an active listener, non-judgemental, offering support and not giving advice.”

“I feel empowered with knowledge after this course. I have had to unlearn and learn a lot of things about mental health. The group discussions and activities were helpful, as Katie made them very engaging. It would be prudent to have everyone in a leadership role undertake this course to help and support not only our teams, but also ourselves.”



Finance

At Oxfordshire Mind we believe good governance in charities is fundamental to success. We adhere to the Charity Governance Code and apply the principles in the following areas: Organisational Purpose; Leadership; Integrity; Decision Making, Risk and Control; Board Effectiveness; Equality, Diversity and Inclusion; and Openness and Accountability.

We have a Risk Management Policy which is approved by our Board and aims to ensure that our strategic, project, financial and operational risks are adequately and regularly assessed and reviewed. The Trustees have considered risks and risk management throughout the year as part of the business of the regular Trustees' meetings. A formal strategic risk assessment and risk management register is reviewed and kept updated. The principal risks and uncertainties for the charity during the year remain the changing environment of NHS and local government commissioning, sustaining culture and values in partnerships, loss of major funding or contracts, further impacts of Brexit, serious health and safety incidents related to our work, COVID-19 and impact on staff wellbeing. We have a detailed risk management plan in place to mitigate for these which is regularly reviewed by senior management and trustees.

Raising and Spending Money

Income for the year was £8,094,643. Expenditure was £8,261,135. The largest single expenditure was staff costs (£6,177,442) which accounts for three quarters of expenditure.

Where our income exceeds our expenditure we have the opportunity to add this to our reserves. These funds enable us to develop and grow and ensure that we have sufficient funds should there be a reduction in our income. Our reserves have enabled us to respond to the challenges and costs of the COVID-19 pandemic. Throughout the year we have been able to invest in our resources through the increase in our reserves.

The principal funding sources during the year have been:

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

£8,094,643
in Income

£8,261,135
in Expenditure

£6,178,442
in staff costs

Our Partners



Oxfordshire Mental Health Partnership



Overcoming Anxiety & Depression Together

TalkingSpace Plus



Oxfordshire County Council



Youth in Mind



Mental Wealth Academy



Response



Restore



Connection



Elmore Community Services



Recovery College



Mind in Berkshire



National Mind



Oxford Health NHS Foundation Trust



Oxfordshire Youth



Berkshire Healthcare NHS Foundation Trust



Wokingham Council



Active Oxfordshire



**We have been fighting
for better mental health,
for everyone in Oxfordshire,
for over 55 years.**

**For support. For respect.
For you.**



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