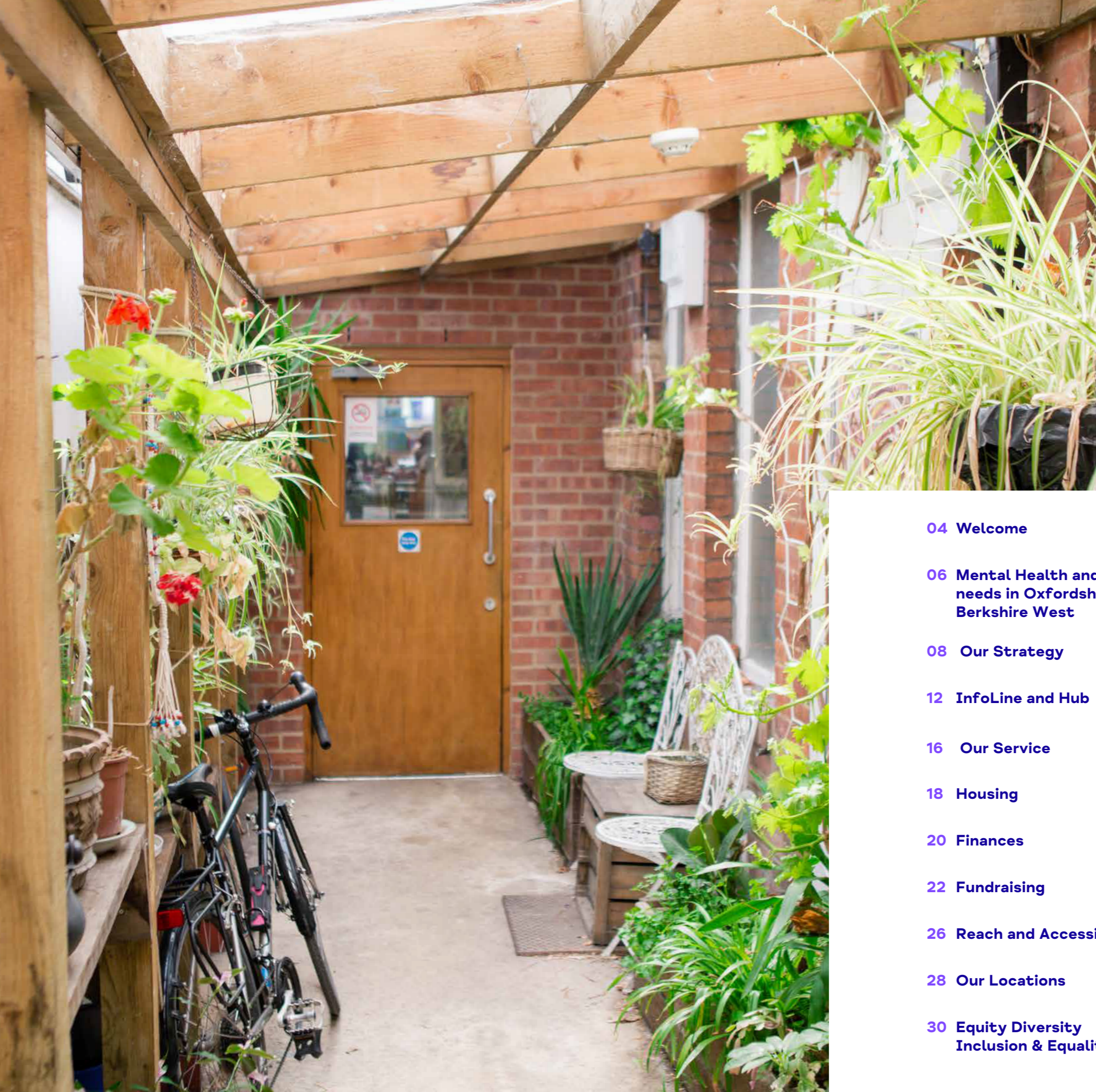




# Annual Report!

2022-23





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We are pleased to share our annual review of 2022-23 with you. The review covers the amazing work which has happened across our communities in Oxfordshire and Berkshire West to March 2023.

We have engaged with over 11,000 people who have used our services to support them to improve their wellbeing and maintain good mental health. As we reflect on the year that led us to this point, it is impossible to ignore the pivotal role our team has had in our success and impact. The unwavering commitment, skill, tireless effort, and innovative thinking of our colleagues have propelled us forward in pursuit of our vision. We thank them for all they have brought to our organisation.

Our thanks and appreciation for his leadership during this time go to Dan Knowles, who was CEO of Oxfordshire Mind until April 2023. Dan was, amongst many achievements, instrumental in growing and developing the charity; ensuring we reached even more people who needed us, including our work with children and young people and extending our offer to people in Berkshire West.

Throughout 2022/23, the way our people – staff, volunteers, trustees, and Experts by Experience – have demonstrated remarkable resilience and adaptability, showcasing professional prowess, indomitable spirit and dedication, is nothing short of inspiring. It has been essential given the impact of the cost of living, the rising demand for mental health support and concerning health inequalities, which strengthened our resolve not to give up until everyone with a mental health problem gets both support and respect.

As we take a moment to reflect on the year, let us also look ahead with a sense of anticipation and excitement. As incoming Chair & CEO, we know the road ahead may present new trials. We are confident that our team, together with our local partners and communities, national Mind and the federation of over 100 local Minds, will meet those challenges. We welcome the opportunity to deliver for people in our communities and realise our vision.

We hope you enjoy learning more about our work in this review.

### Thanks to John Copley and outgoing trustees

John is stepping down now after five years as our first honorary President.

He joined Oxford Mind more than 30 years ago, becoming Treasurer at a time when the charity was struggling with precarious finances and no certainty of continuance. By the time he left this role, the charity had a growing income and a future.

As he believed in that future, he then became Chair – a role he undertook for 25 years. For the majority of those years, John steered and shaped the organisation, with Board colleagues' increasing participation.

John was Chair during the major period of growth for us, developing our services massively to be the inclusive range that they are now. By careful development with the Board, our staff and partners, he oversaw growth to more than £6,000,000 turnover, a huge transformation in our capacity to develop and deliver services to people in Oxfordshire. He also invested a significant amount of time and energy in later years in developing and promoting better governance via a much stronger Board.

When John stepped down from leading the organisation in 2018 he left us all in a much stronger place than the well intentioned but fragile organisation he first joined.

We all owe him our thanks and appreciation.

We also take this opportunity to thank Nick Welch and Nick Georgiou, who are stepping away from the Board. As Chair and Vice-chair respectively, they have had a profound influence in taking this organisation even further forward. We have benefited enormously from the operational, policy and strategic expertise both have brought to bear. We thank them for this and look forward to their continued involvement with Oxfordshire Mind as Vice Presidents.



**Jess Willsher**  
Oxfordshire Mind CEO



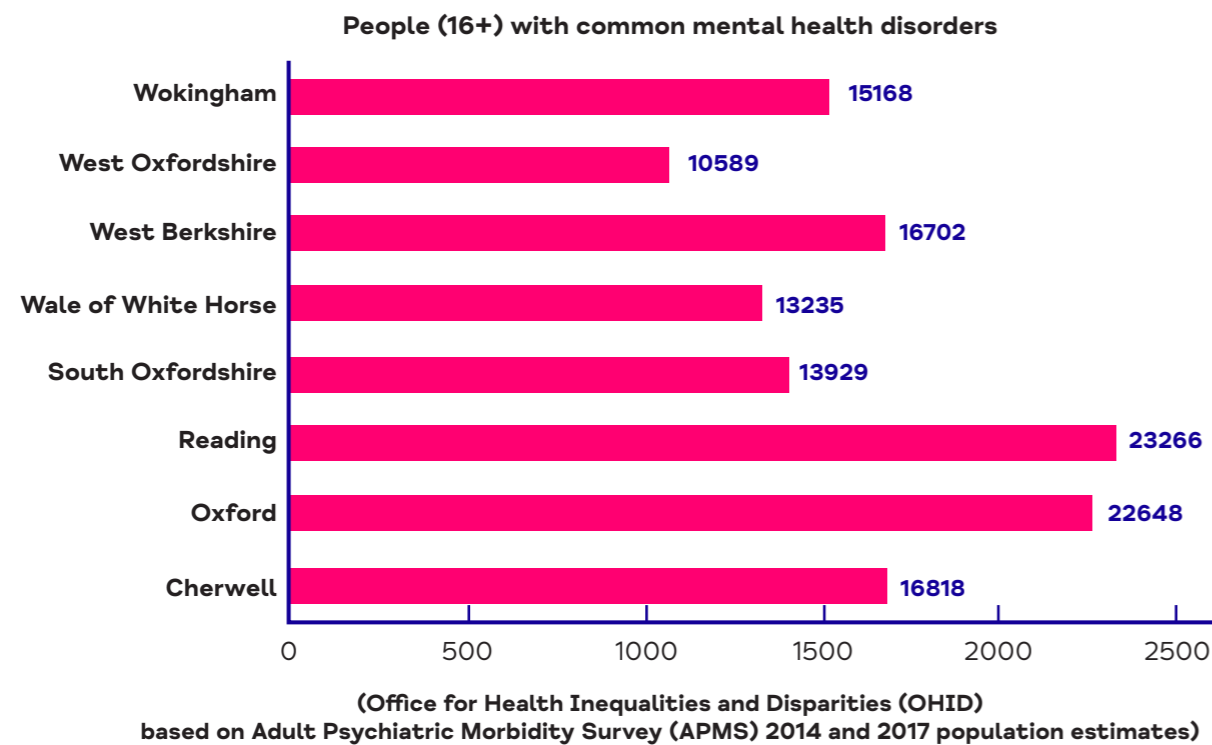
**Dr Alan Cohen**  
Chair of Trustees

# Welcome

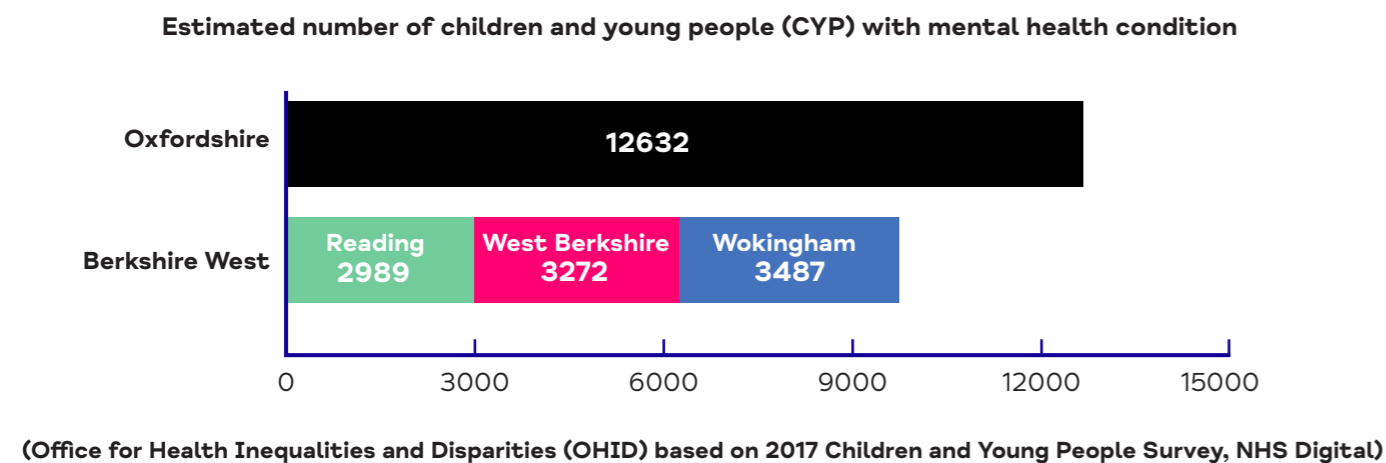
**“... we are incredibly proud of all the work undertaken by our dedicated staff and volunteers, and the commitment and resilience shown by our service users.”**

# Mental Health and Wellbeing needs in Oxfordshire and Berkshire West

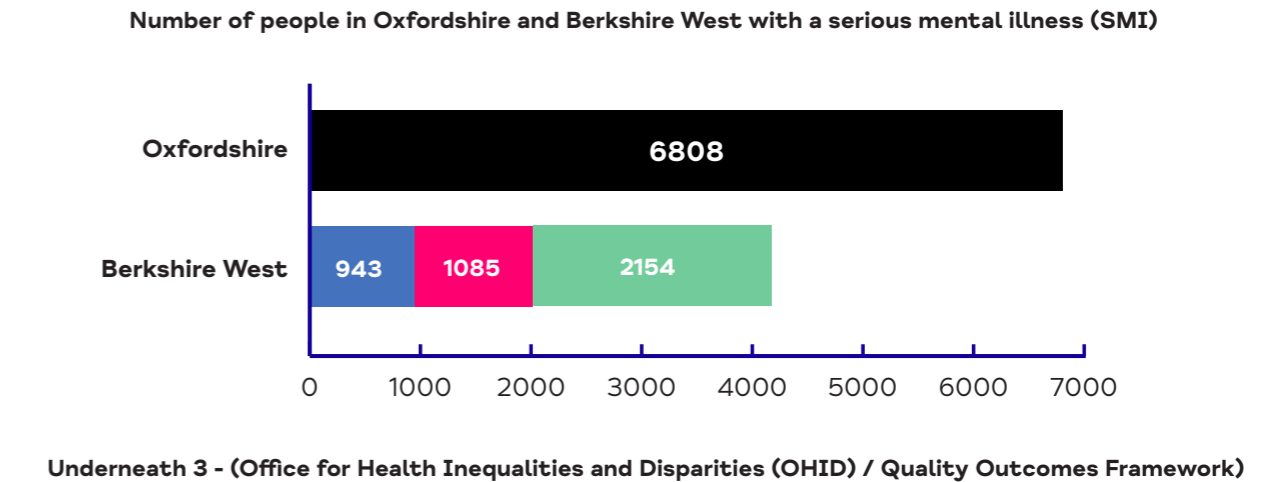
132,536 people in Oxfordshire and Berkshire West are estimated to have anxiety or depression, approximately 14% of the population



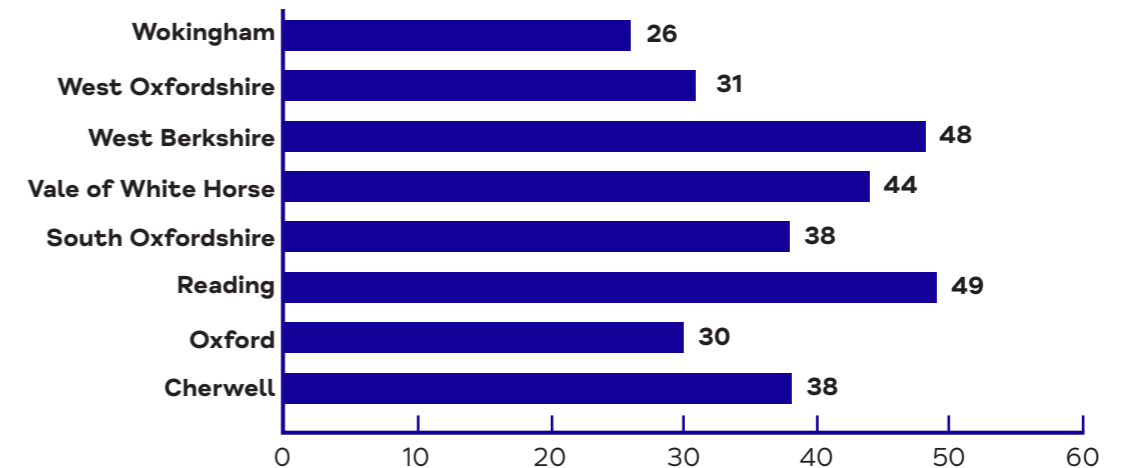
22,381 children and young people are estimated to have a mental health condition



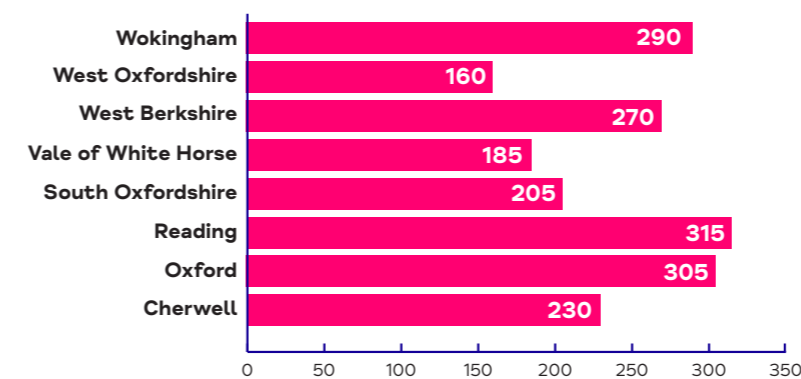
10,990 people have a diagnosis of a serious mental illness (SMI)



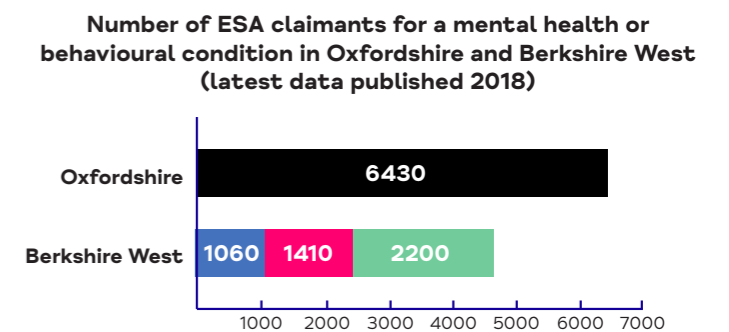
304 deaths from suicide between 2019 and 2021



1960 emergency admissions for self harm in 2021/22



11,100 ESA claimants for a mental health or behavioural condition during 2018



# Oxfordshire Mind Strategy

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.



## Our Values

### 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

We consulted widely with employees and service users to develop our strategy. Service users expressed 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.

# Service Development & Delivery

## InfoLine and Hub

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

### You can ask the service about:

**Mental health challenges**

**Where to get help near you**

**Possible support options**

**Advocacy services available locally**

The Information Service also attend community events, helping to raise awareness around local support services and providing support across Oxfordshire.

## Locality Hubs (incorporating Peer Support Groups and Short Courses)

Our Locality services sit within the wider Wellbeing division of Oxfordshire Mind. Locality services operate across Oxfordshire from our hubs in Oxford City, Banbury, Witney, and Abingdon, as well as other community venues. There are three primary “streams” of work within Locality services - Options sessions, Peer Support Groups and Short Courses.

**Options sessions:** these are one-off appointments with Wellbeing Workers at a person’s local hub or virtually. The aim of the session is to listen to the challenges that have brought the person to Oxfordshire Mind, identify what support we can offer and signpost them to the most appropriate services within, or indeed outside, Oxfordshire Mind.

**Peer Support:** sessions that take place regularly, some with themes (e.g. Art Groups) and others that are more open in their format. Groups are safe, supportive environments for users to share as much as they wish and seek support as needed from their peers, peer support volunteers and staff.

**Education and Skills Courses:** The Locality Service also delivers a programme of mental health education and skills courses.

### There are five different courses of varying durations:

- Exploring Self Esteem (7 weeks)
- Managing Strong Emotions (8 weeks)
- Managing Stress (2 weeks)
- Assertiveness and Communication (2 weeks online/1 day in person)
- 5 Ways to Wellbeing (2.5 hours online/1 day in person)

The year is divided into three “terms” and each course runs at least once each term in each Locality

### Outcomes

Short Warwick Edinburgh Mental Wellbeing Scale (SWEMWBS) is a short (7 question) measure of mental wellbeing, focused on how a person has been feeling in the past two weeks. It is widely used in mental health and wellbeing services to give a snapshot of a person’s wellbeing; it is short and easy to administer, reducing the burden of data collection on service users. It is also non-clinical – it is not designed to identify the nature or extent of mental illness but instead to ask about a person’s wellbeing in a more general sense so that it can be used with a wide range of people.

During the 2022/23 financial year, the average change in SWEMWBS scores across Wellbeing services was 3.23 points. Whilst the amount of change varies from person to person, it is encouraging to see the on average, users make in excess of the 3 point increase typically considered meaningful change.

Of 1,331 follow up records completed during the FY, 1,018 (76%) shows any improvement (1 point or more change). 651 (49%) show a change of 3 points or more.

## Primary Care

Our Primary Care Wellbeing Service works closely with local GP practices to meet people who attend there with mental health need. Our Primary Care Wellbeing Workers provide offer tailored support through the delivery of 1-to-1 sessions for people who are experiencing mental health issues or other social or lifestyle issues that are impacting on 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. The support provided aims to encourage and enable people to link in with existing support services, use the support available in their local community, and develop tools to increase their ability to manage their own wellbeing. Our Primary Care service often acts as another ‘front door’ into other services provided by Oxfordshire Mind.

During the past 12 months the team provided more than 4,000 initial assessments to support local people.

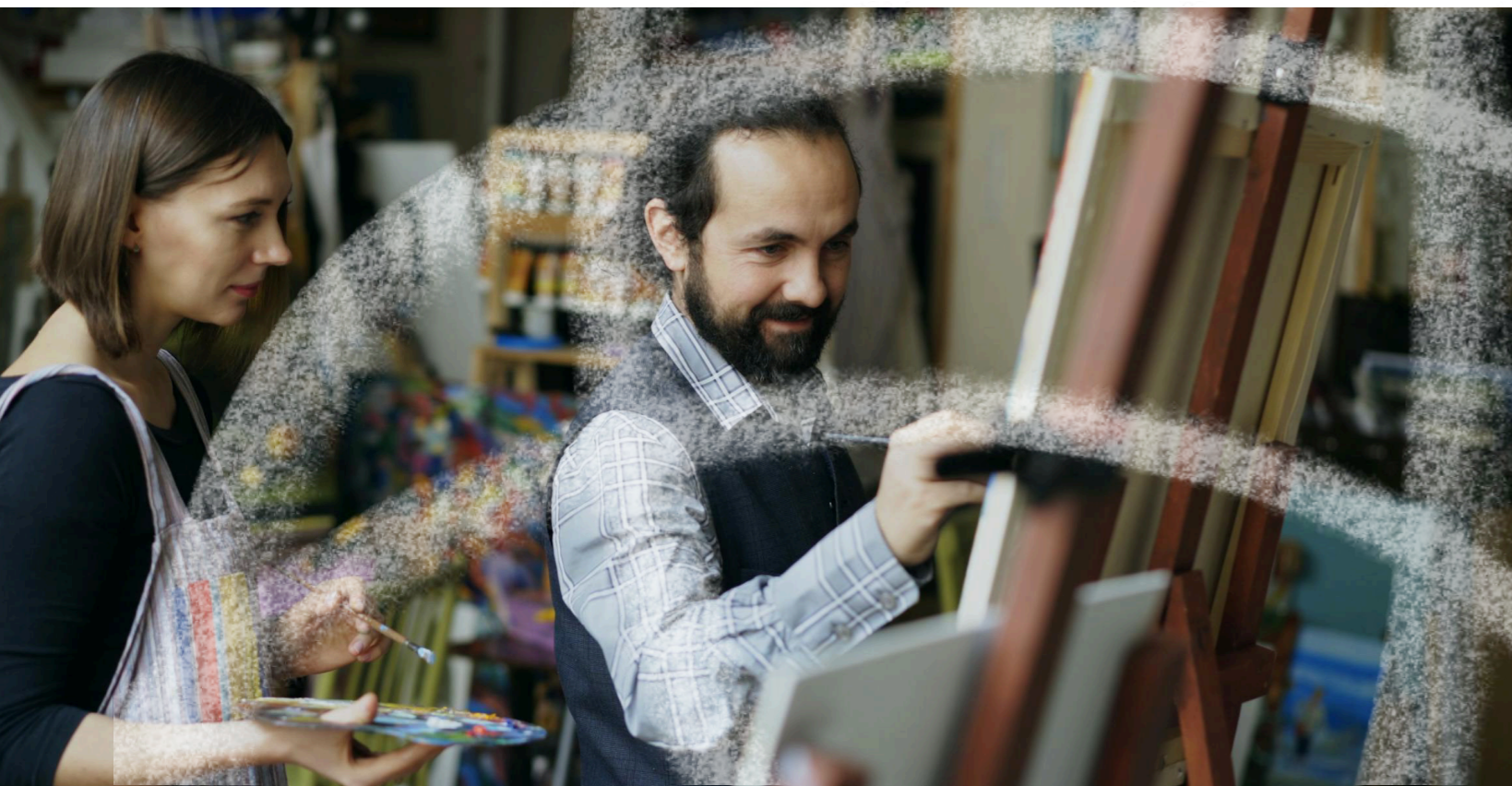
Service Users are asked at the end of the intervention who would be their most appropriate support if experiencing similar issue in future. 30% stated GP and 60% reported

they would choose an Oxfordshire Mind (or Mind in Berkshire) Wellbeing Worker. With 70% of people who received Primary Care Wellbeing support identifying a service other than their GP as their first port of call in the event of future mental health need, the service has demonstrated huge potential to reduce GP workload.

**The average satisfaction rate from users of this service is an impressive 93%.**

**“You have been a real brick over the past few weeks, you have been so kind and patient. I really appreciate all of your support.”**

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



## Crisis Alternatives – incorporating Safe Haven and Community Safety Planning

Our teams in Oxford and Banbury deliver the Safe Haven service - a safe and welcoming space for people who've reached the point where it feels like there's no way out. The service is open 365 days a year with one referral number and phone support during the day, and face to face evening support from Oxford seven days a week and in Banbury Friday till Monday.

The kind and friendly people who work and volunteer at Safe Haven are on hand to listen when people feel overwhelmed, lost or hopeless.

For those struggling with thoughts of self-harm or of ending their life, the team can help people make plans to enable them to feel safer, as well as explaining who they can turn to for help in their local community.

Alongside emotional support, the team will also work with people to help them manage their own mental health so that they can start to feel more in control.

Everyone's different, so the Safe Haven team gives people a choice of ways they might like to receive support and they can decide what's best for them.

### For example, people may want:

**A safe and relaxing space to be themselves and take part in gentle activities such as gardening, reading, journaling, art or games**

**One-to-one support with a member of our team, over the phone or face-to-face, to explore ways to cope and how to manage the crisis**

**Practical advice and information about other services that might be helpful for longer-term support**

Whether people need an understanding person to listen without judgement or just somewhere safe to be when they're feeling at their lowest, they can count on Safe Haven.

Our Crisis Alternatives service expanded in 2022-23 to include Community Safety Planning, which is a service offered to people who have attended the Emergency Department of the Royal Berkshire Hospital because of self-harm or thoughts of ending their own lives. A Wellbeing Worker offers ongoing support to people with this experience who have been discharged into community care.

## Embedded Workers

Oxfordshire Mind manages several projects where we have workers embedded within other organisations, which allows us to offer our services closer to the people who most need them and can access them more easily.

Embedded workers mainly deal with people who have serious mental health issues. This group has a much higher mortality rate than the general population, so our embedded workers offering health and wellbeing sessions are vital to reducing this.

Through the Early Intervention Service (EIS), our workers conduct various physical health checks and continue to do fantastic work. They have seen a continued rise in the number of tests carried out in clients' homes and at their base. Over 80% of the EIS clients are now receiving their checks.

We continue to deliver our wellbeing services within the Adult Mental Health Teams, offering either one-off option sessions or up to 5 wellbeing sessions. Moving with the times, we are starting to move this team over to work with the new Keystone hubs across the county and are looking forward to working with our new colleagues as these hubs open. This is an exciting development and one where we will be able to help clients access our services more efficiently.

## Physical Health Support

Our Physical Health Check programme in Wokingham has been incredibly successful. Working with people with a Serious Mental Illness diagnosis, our team support access to health checks and making positive lifestyle changes. As a result of that team's hard work, we are looking forward to an expansion of the service to cover other parts of both Berkshire and Oxfordshire.

We take every opportunity to support people with mental health challenges to enjoy the benefits of physical activity. We understand that when people are feeling unwell, though, it can be really hard to get started and it can be frustrating to receive advice on the benefits of being more active when that's hard to act on. We support people to get involved in a wide range of activities, and to build that into their routine gradually if that what works best while they're unwell and have other issues to focus on as well.

## Benefits for Better Mental Health

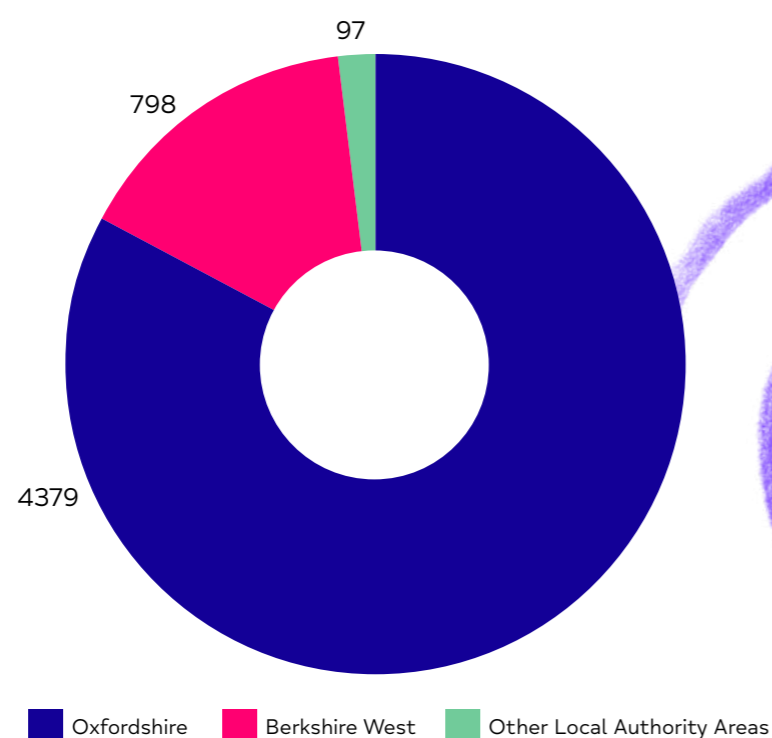
There are several benefits available to support people with mental health problems and their carers. These include personal independence payment, new style employment support allowance, carers allowance and universal credit.

It is sometimes confusing figuring out what people can claim and how. That is why we have an accredited team of experts dedicated to this - the Benefits for Better Mental Health (BBMH) service - to support people through the process.

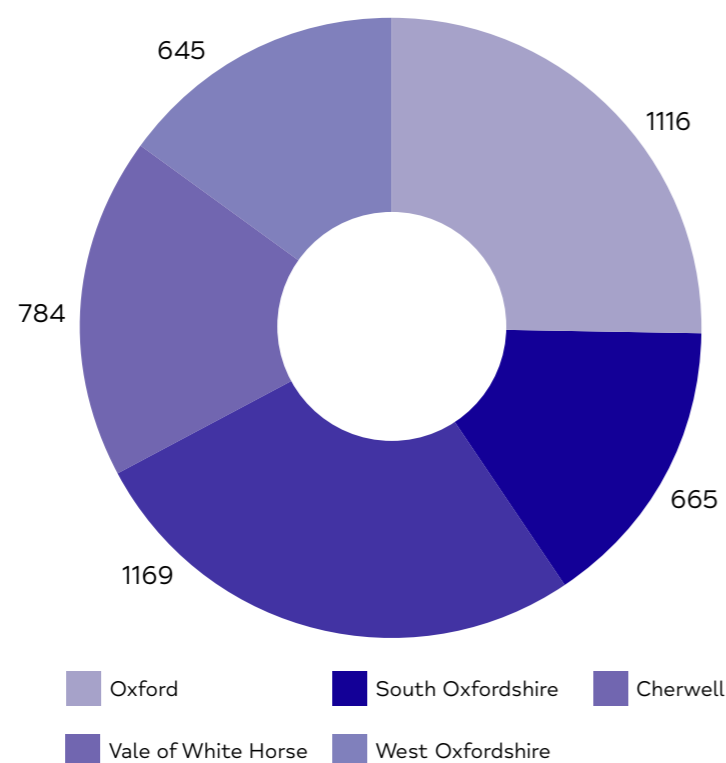
We are the only organisation that offers full help with welfare benefits appeals in Oxfordshire. We hope to continue to evolve and develop the service over the coming years to meet the changing needs of our client base.



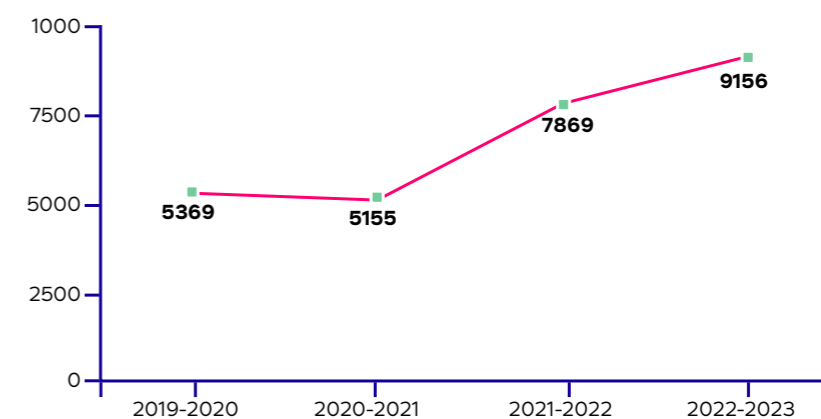
People who engaged with Oxfordshire Mind/Mind in Berkshire West in 2022/23 by place of residence



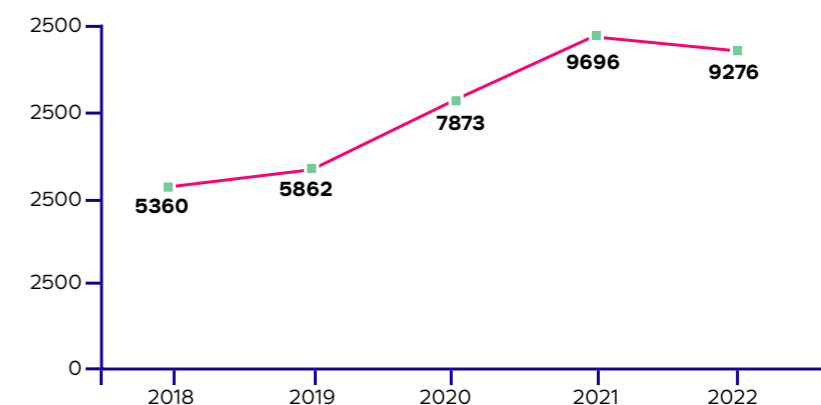
Oxfordshire residents by LTLA



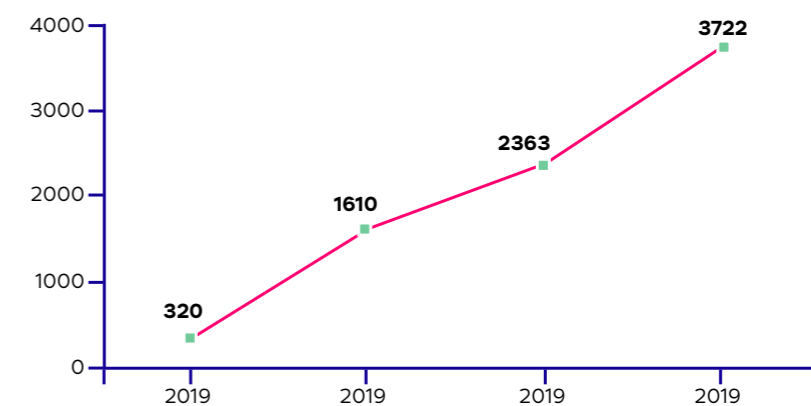
Numbers engaged each year



Information line contacts each year



Number using safe haven each year



We supported over 11,000 people in 2022-23. It isn't always appropriate to collect postcode data, so our geographical analysis is based on a subset of our total user numbers.

In the most deprived areas of Oxfordshire, 10 people in every thousand engaged with Oxfordshire Mind services, compared with 6 per 1000 population across the whole of Oxfordshire. This compares to six in every thousand (or 0.6 in every hundred) across the whole of Oxfordshire OR five in every thousand (or 0.5 in every hundred, or one in every two hundred) in the least deprived areas of Oxfordshire.

# Housing

Oxfordshire Mind supported housing provides day-to-day keywork and practical support in communal living and single accommodation with access to housing workers either in the same premises or in a nearby premises.

Most residents were referred from inpatient and community mental health services and most had been diagnosed as having mental health conditions in clusters 7-12, which include psychotic conditions and non-psychotic challenging conditions. Many residents become homeless while in care/treatment or were unable to return to a family home.

Residents receive regular keywork sessions from a dedicated team based in the house itself or in nearby accommodation. They were encouraged to build a regular routine that incorporated building social networks, taking part in physical activity, hobbies and other activities and spending time outside. Many received support from house staff to access and maintain engagement with other clinical treatment and support. Residents valued close and supportive relationships with keyworkers and house staff. The use of a dedicated house team allows Oxfordshire Mind to provide more consistent, comprehensive, and reliable support to residents that would be possible with remote or floating support and may mean that residents with greater levels of complexity and support needs can be accommodated. As a result, evictions are low (no residents have been evicted in the last two years) and most move-on within the target of two years or less.

Analysis of Mental Health Recovery Start (MHRS) data suggested that most residents made progress towards recovery outcomes during the time in which they were resident (54% improved between first and most recent recovery star). Average scores increased in each individual domain except 'addictive behaviour', suggesting that alcohol or other drug use may have an impact on overall mental health recovery. Alcohol and other drug use and barriers to collaborative working with drug and alcohol support services have also been highlighted in previous reports, as has providing support to individuals with autism and learning disabilities. In addition, there was some

evidence that accommodating individuals with increasingly complex health and social needs may have an impact on residents' experiences of living in supported housing.

88% of residents moved on successfully and two thirds of those who moved on moved into social housing. When residents did not move into their own accommodation, destinations included accommodation shared with family or friends, or other supported accommodation. Amongst people resident during 2022/23, the median time spent in Oxfordshire Mind housing up to 31st March 2023 was 80 weeks (approximately 18 months). The cost of Oxfordshire Mind supported housing is low in comparison to costs of hospital inpatient or social care accommodation from which residents are often referred. OMHP (Oxfordshire Mental Health Partnership) and district councils spend £111 per bed week for Oxfordshire Mind housing, compared to a weekly cost of between £2,387 and £4,809 for inpatient care (based on PRSSU data, 2022). This equates to a weekly saving of £2,297 and £4,698 per week during a person's residency within Oxfordshire Mind supported housing.

Savings to the health and care system continue in the longer term. Mental health recovery and successful moving on to independent living is associated with savings of £1,600 per person from primary care and £5,800 savings in inpatient costs each year. (So, for the 103 people who were resident in Oxfordshire Mind housing since 2020 and who successfully moved on, costs to the system may have been reduced by over £700k.) (Killespy et al, 2019).



# Finances

The 2022/23 financial year saw recently unprecedented economic circumstances, impacting our communities and our organisation. Our financial results demonstrate our commitment to delivering our vision that everyone experiencing a mental health problem can access support. As an independent local charity, we would not be able to provide the services we do without our inspirational supporters, wonderful community, committed funders and partners. Thank you to everyone who has contributed throughout the year.

The total annual income amounted to £7,207,463 which was 11% lower than in 2021/22 mainly due to the planned transfer of one contract back to Oxford Health NHS Foundation Trust. We have seen across the voluntary & community sector, that as increased living costs and other pressures influence spending decisions, fundraising for charities has become increasingly challenging. This year has therefore also seen a change in terms of charitable donations from members of the public, as cost of living pressures impact people's ability to support at the same level.

At this time of both income and expenditure pressures, the Board of Trustees has invested to ensure we are there for people who need us; enabling us to continue our service provision and activity across Oxfordshire and Berkshire West.

Our expenditure in 2022/23 reached £8,130,255, resulting in a deficit of £993,776 which was covered by reserves. These reserves have been built up due to previous financial prudence and generous support. Reserves enable us to ensure uninterrupted services and delivery against the charity's objectives regardless of short to medium term fluctuations in patterns of income and expenditure or unforeseen financial burdens.

Staff costs continued to be the largest single expenditure item at £5,601,223, constituting over two-thirds of the total expenditure. This significant allocation underscores the pivotal role of our people; the skilled colleagues who make up our organisation. The prominence of staff costs is due to our commitment to maintaining a highly competent and dedicated workforce. This strategic investment plays a vital role in the organisation's effectiveness, including our ability to adapt in challenging times.

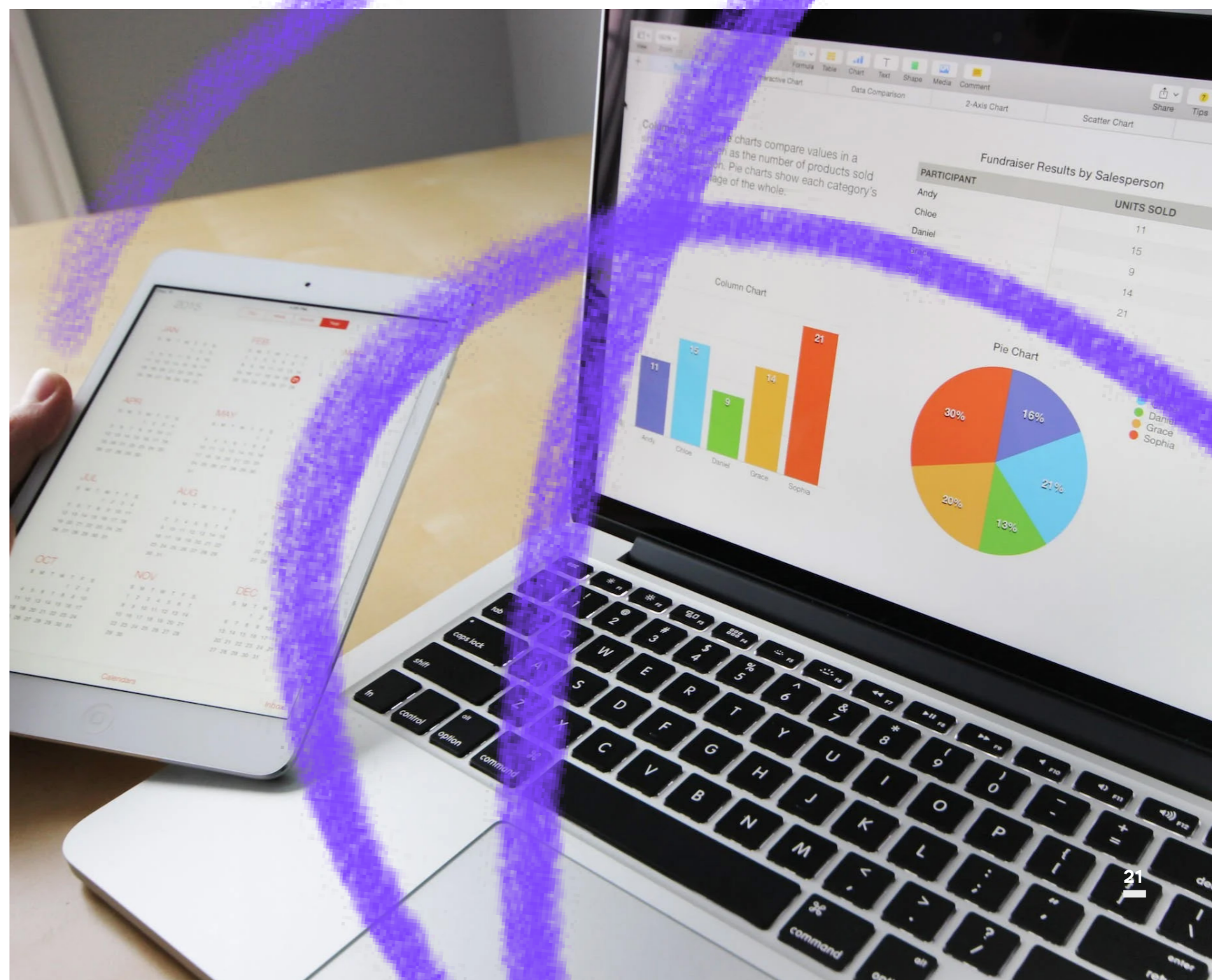
Diverse revenue streams sustain Oxfordshire Mind's financial ecosystem, and we will maintain and develop that diversity as part of prudent financial planning, taking a proactive approach to protecting our financial viability and sustainability. The principal funding sources in 2022-23 were: NHS contracts - including Oxford Health NHS Foundation Trust, Berkshire West Clinical Commissioning Group (now part of the Integrated Care System) and a number of Primary Care Networks across our geography; rental income associated with Mind Housing Projects; and local authority funding - from Oxfordshire County Council, South Oxfordshire and Vale of White Horse District Councils, Wokingham Borough Council and Reading Borough Council.

Our income sources also include grants from charitable trusts and foundations, the Big Lottery Fund, donations and legacies.

Fundraising events provide us with additional opportunities for community engagement, which we welcome in support of our mission to raise awareness and understanding about mental health. The organisation actively involves the community in achieving its vision and its economic sustainability, fostering a sense of shared responsibility and support.

Our Workplace Wellbeing offer of training and bespoke consultancy is another important source of income, as well as providing us with the opportunity to share our expertise and foster healthier workplaces.

In summary, Oxfordshire's Mind's financial results for 2022/23 demonstrates our resilience. Strategic investment, and a diverse range of funding sources underscore the organisation's commitment to deliver high quality services in support of its purpose and charitable objectives. We continue to collaborate with a range of stakeholders and won't give up until everyone experiencing a mental health problem in Oxfordshire & Berkshire West gets both support and respect.



After a couple of tough years raising funds throughout the pandemic, we have been humbled and delighted to see more people return to fundraising activities supporting the work of Oxfordshire Mind and our service users. The cost of living crisis and the effects of the war in Ukraine have continued to impact fundraising and donations, however, and we're a long way off the levels of support we saw in 2019-20. Still, signs of a re-engagement are on the horizon, and we can't thank our supporters enough for everything they do to help

Siemens Healthineers <https://www.siemens-healthineers.com/> took part in our workplace wellbeing training and had this to say about their experience with us:

**“The Mental Health First Aid Training provided by Oxfordshire Mind was a watershed moment for our business and marked the start of an ongoing journey to improve workplace mental health, which makes me proud to work for Siemens Healthineers.”**

- In October, 81 runners raised £27,849 at the Oxford Half Marathon. Our annual Comedy Gala saw two sold-out shows in January, raising £34,747 - a record year of fundraising from our incredible partners at Jericho Comedy.
- And a spotlight on one of our Corporate Partners, Finders Keepers, who displayed colossal creativity and enthusiasm, raising a fantastic £20,149. Their team baked lots of delicious goodies, ran up mountains in fancy dress, cycled, walked, quizzed, kicked footballs, hosted auctions and sang for Oxfordshire Mind as their 'charity of the year' in recognition of so many family and friends affected by mental health struggles in one way or another.



**We had some real highlights throughout the year!**

North Cotswolds Golf Club members held a Golf Day in memory of one of their members, Andrew Helby, raising over £2,550. They plan on making the day an annual event!



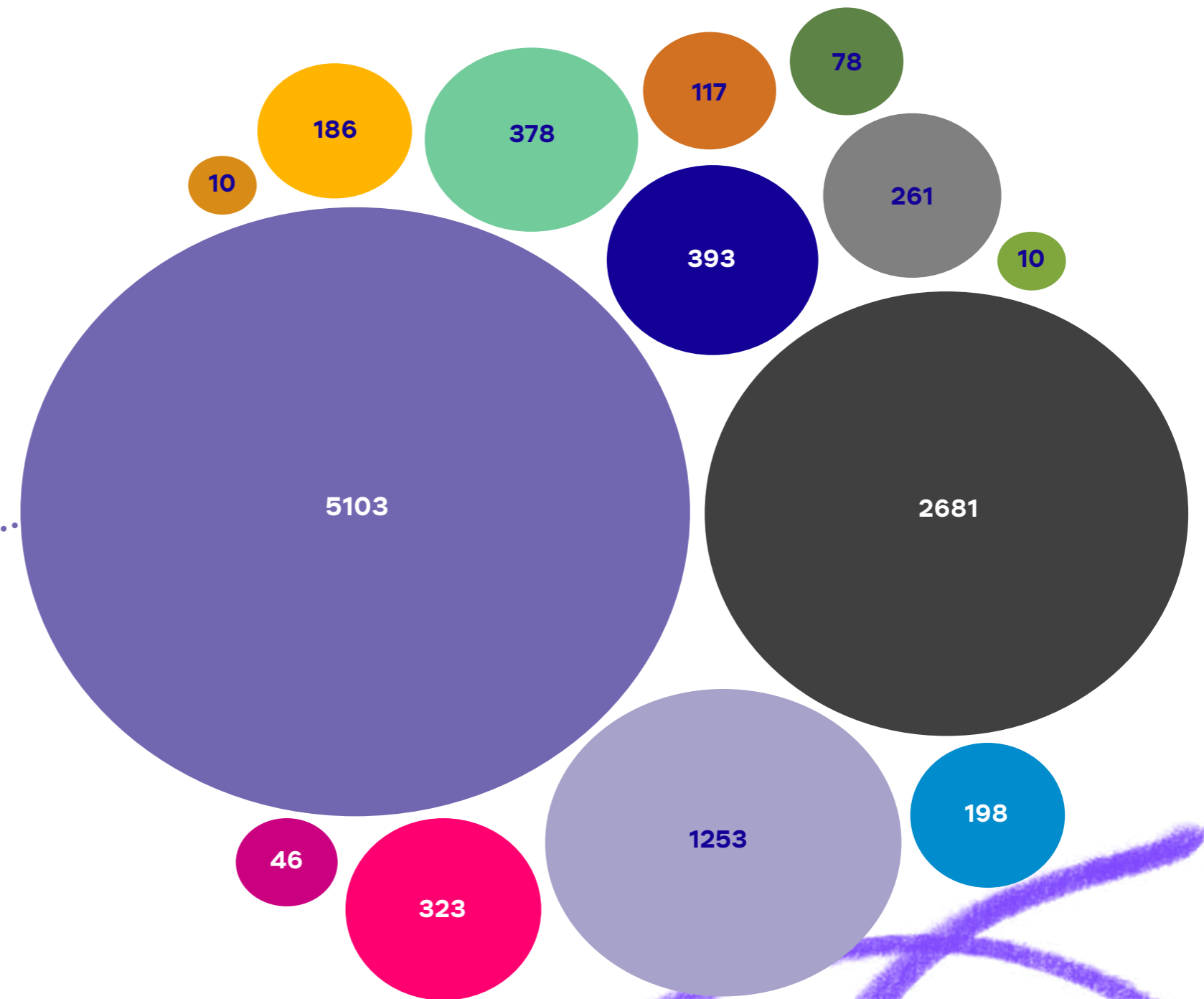
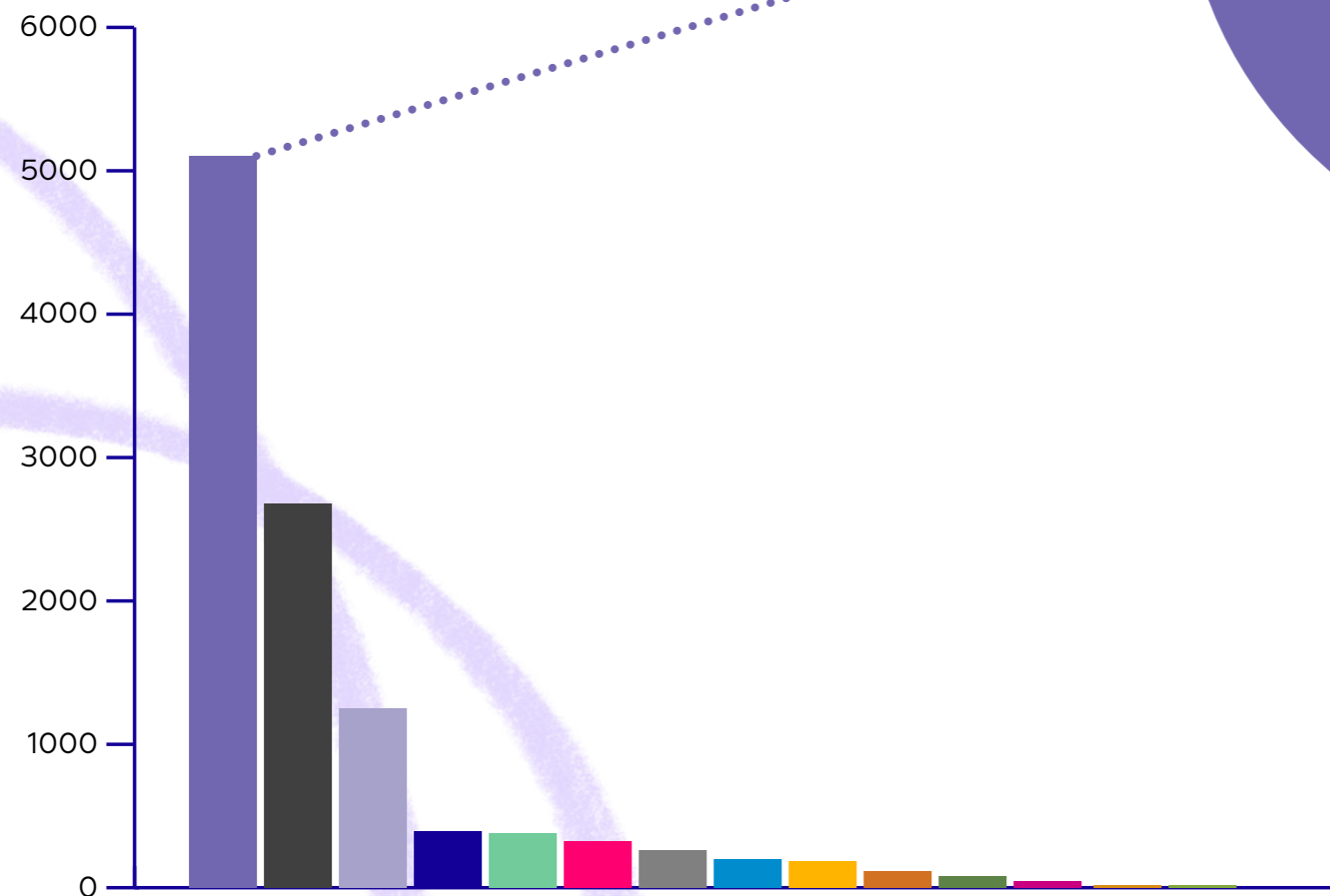
# Reach and Accessibility

26

# Reach and Accessibility

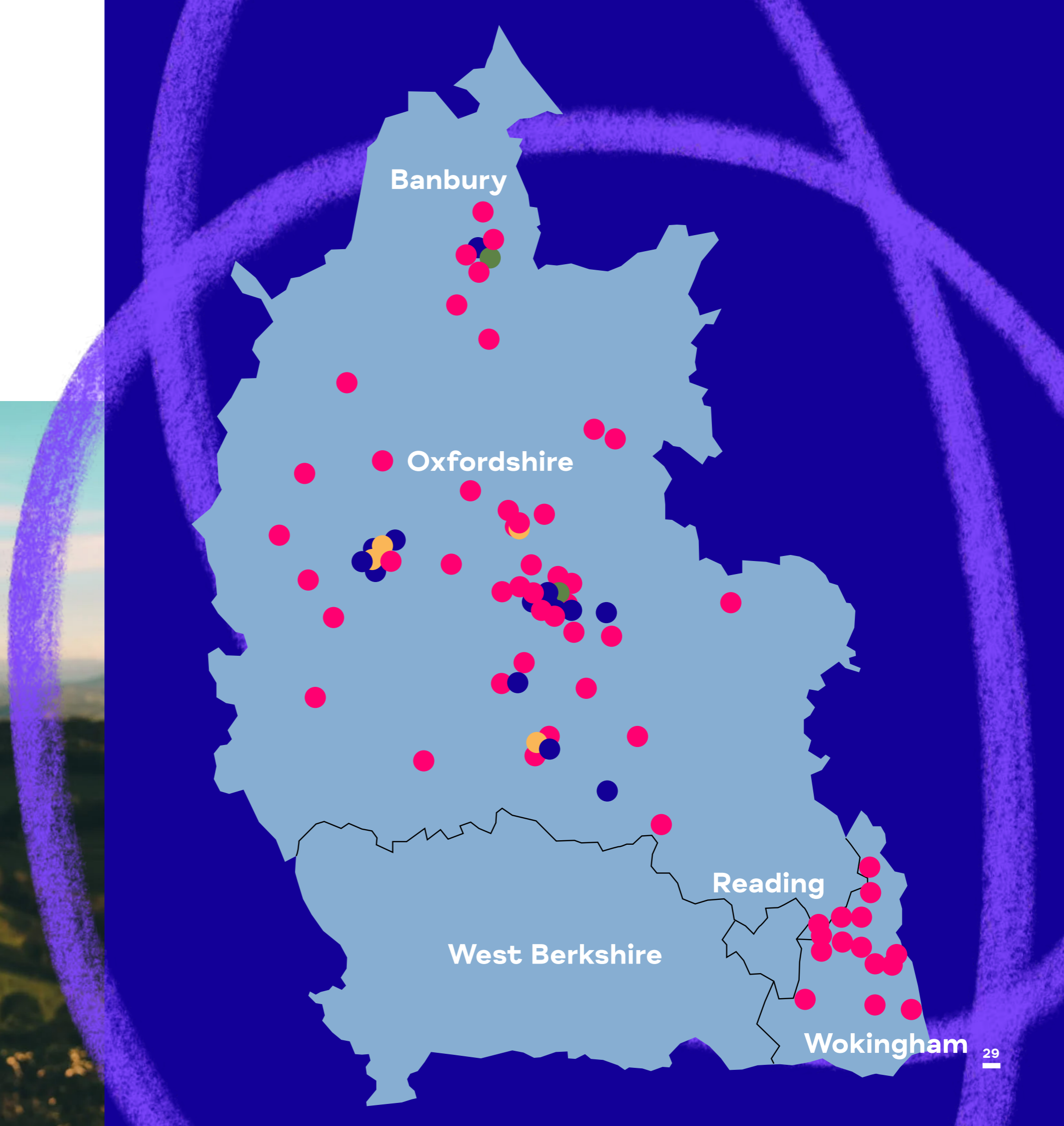
Oxfordshire Mind Services Number of People

- Primary Care
- Information Line
- Benefits for Better Mental Health
- Oxford City Wellbeing Hub
- Cherwell & West Wellbeing Hub
- South & Vale Wellbeing Hub
- Safe Haven
- Family Solutions Plus (FSP)
- Adult Mental Health Team - Wellbeing service
- Housing
- Walking for Wellbeing
- RAF Benson
- Perinatal Wellbeing
- Physical Activity (distinct from WFW)



# Our Locations

- Housing
- Primary Care Service
- Safe Haven
- Wellbeing Hub



# Equity Diversity Inclusion & Equality

## Equity, Diversity, Inclusion and Equality (EDIE) are everyone's business

At Oxfordshire Mind we hold the position that matters of EDIE are everyone's responsibility, and that by working together, we can create a fairer, more diverse and inclusive organisation for everyone. In our bi-monthly Action Group meetings, open to all staff and trustees, we've been looking at how we can practically apply the values and principles of EDIE to our work, leading to tangible and meaningful progress.

## Community Outreach work

We received funding for a community outreach worker to support our work with racialised communities. This has allowed us to create and strengthen our relationships with people of colour and migrant communities across Oxfordshire, including people who are seeking refuge and asylum here. Working alongside organisations such as Asylum Welcome and Oxford University Hospitals, we are striving to achieve our organisation's vision: to never give up, until everyone receives good mental health support and is treated with respect.

## Maiden Erlegh Reading discrimination and mental health project

We have been supporting whole-school wellbeing through our work at Maiden Erlegh Reading school. By exploring with students and staff the impact of discrimination on wellbeing and the increased pressures on young people and education staff in recent years, we're striving to support everyone's right to good mental health and help to pave the way for a healthier future. This project arose directly from our engagement with students through our Youth Mental Health Forum, and handing over a filmed slot to these students as part of the first Youth in Mind Berkshire conference.

## EDIE training

Following requests from a large corporation, our EDIE Manager has been delivering bespoke EDIE training and workshops to businesses, charities and local authority staff. These interactive sessions go beyond the basics of legal compliance, taking a deep dive into what these principles really mean, their relevance in our sectors, how we can hold ourselves accountable without shame, allyship, bias, privilege and power, intersectionality and much more. The training also unpacks how we can apply our learning in practical and achievable ways.



# Mind in Berkshire

There has been a continued Local Mind presence in Berkshire this year through the Mind in Berkshire collaboration between Oxfordshire Mind and Buckinghamshire Mind. We are working to increase mental health support across Berkshire, with Oxfordshire Mind focused on the West of the county (Reading, Wokingham and West Berkshire) and Buckinghamshire Mind focused on the East. 'Mind in Berkshire' is our shared trading name for Berkshire activity.

Our Berkshire-based teams are very much focused on their local area, and responding to local need, but able to draw on the experience and expertise of colleagues in Oxfordshire, where we have been operating for much longer.

## Wokingham Wellbeing Service

Our Primary Care Service includes the Wokingham Wellbeing Service, which successfully concluded its second year. Workers offer free one-to-one sessions which help service users to put practical things in place that can help them manage everyday stress and wellbeing difficulties. The service is for people aged 18 or over in Wokingham. 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.

In 2022-23, the dedicated team assisted 771 individuals and received 1,165 new referrals. Notably, a substantial number of those referred continued to engage with the service into its third year.

In this year, 74% of individuals who completed the intervention, along with a concluding questionnaire, reported a noteworthy increase in their overall wellbeing. This positive outcome underscores the service's effectiveness in fostering meaningful change for many participants. Impressively, 59% of this group identified their Wellbeing Worker as the most suitable source of future support for similar issues. In comparison, only 24% identified their GP; this highlights the potential for a reduced burden on GP practices in the future.

## 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. The Alliance is for all voluntary organisations, groups and services with an interest in supporting Wokingham residents with their mental health and wellbeing. The forum facilitates active engagement and fruitful discussions on strategies to support local individuals facing mental health and wellbeing challenges. Significantly, the initiative was developed collaboratively with individuals who have experienced these challenges themselves.

## Mental Health First Aider Forum Wokingham

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

## Community outreach

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 an opportunity to promote offers of support and link with other organisations supporting mental health and wellbeing.

Other events to provide Berkshire residents with valuable advice and information on mental health and wellbeing included Wokingham Town Council's 'Chalk About It,' the Wokingham Wellbeing Festival, a 'Wokingham Borough Welcomes New Arrivals' gathering, and sessions on Carers Rights and Learning Disability awareness.

## Children & Young People's Mental Health Forum

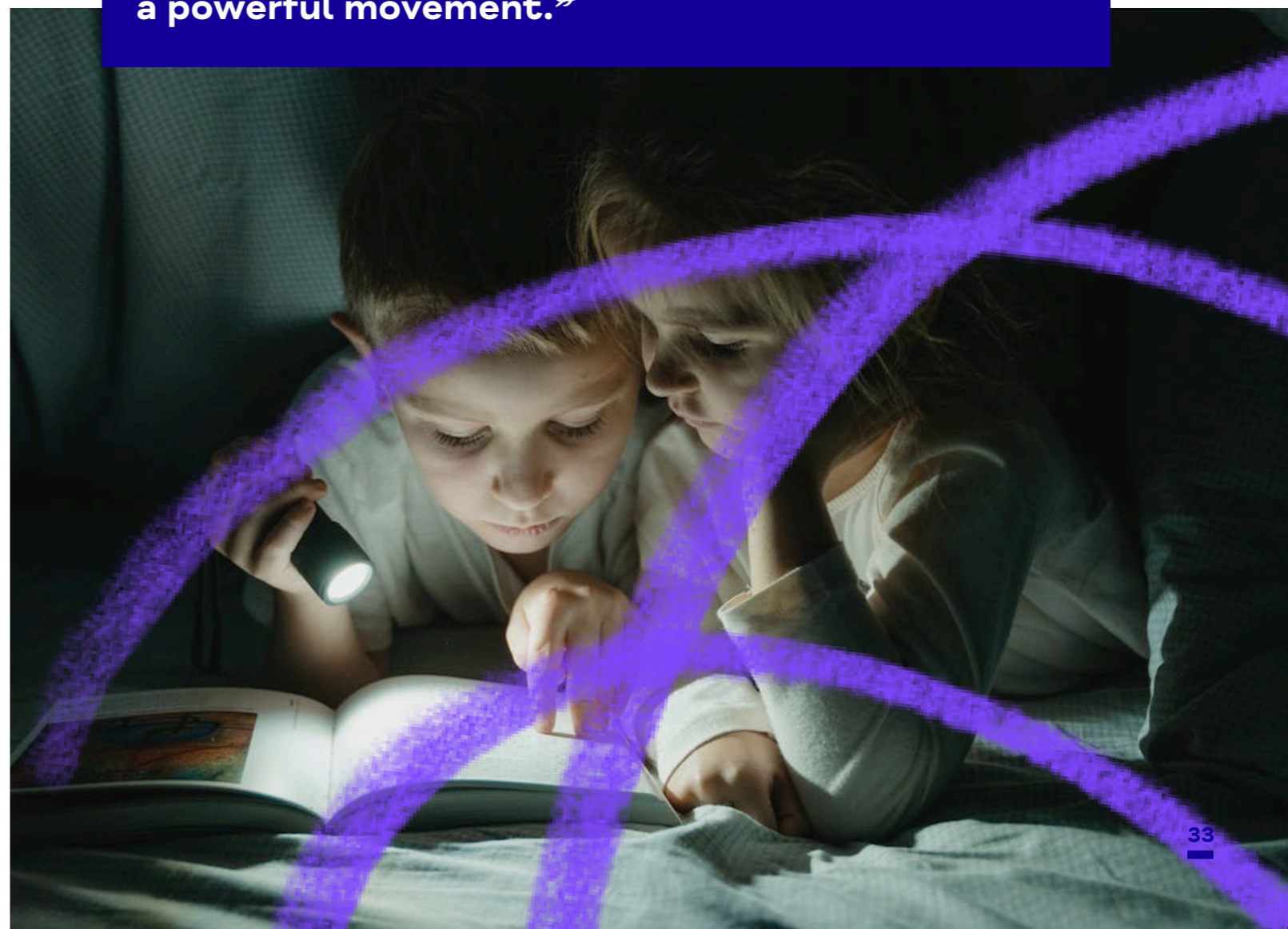
Mind's ethos is to put the voices of those we are designed to serve at the heart of our approach. This is so that solutions are co-created in ways that are truly effective. This ethos is at the heart of our Children and Young Peoples' Mental Health Forums.

Young people 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.

Young people's voices shaped our first Youth in Mind Berkshire conference and plans to develop mental health support for young people.

Our Children and Young Peoples' Mental Health Forum is accessible to all Berkshire West senior schools. Outreach continues to ensure representation across all parts of Berkshire West, different year groups, from schools with varying levels of external mental health support, and with student populations from a wide range of backgrounds and identities.

**"I've found the Forum very helpful. I think young people taking about mental health and actually being heard and listened to is a such a powerful movement."**



## Royal Berkshire Hospital Safety and Wellbeing Service

Our Crisis Alternatives service now includes the support of a Safety and Wellbeing Worker for people who have accessed the Emergency Department of the Royal Berkshire Hospital for their mental health, and who may be feeling suicidal or at risk of self-harm and need follow-up support.

### A Safety and Wellbeing Worker can:

- **Work with people to develop a comprehensive safety plan to help them seek support if they feel like this again.**
- **Encourage connection with others to help reduce feelings of isolation.**
- **Tell people about coping skills they can implement to support their wellbeing.**
- **Provide educational strategies to help manage triggers of self-harm or thoughts of ending life.**
- **Find services that are most appropriate in supporting wellbeing.**

## Physical health support for people with Severe Mental Illness

We understand that looking after your physical health is just as important as taking care of mental health, and that challenges in one area can make it harder to manage others. We are proud to be delivering the Physical

Health and Wellbeing Service, supporting Wokingham GPs to help people accommodate an annual physical health check, and signpost them to appropriate services to support their mental and physical wellbeing.

The workers take blood pressure, blood glucose and cholesterol level measurements then discuss lifestyle issues with people, including medicine management, alcohol consumption, smoking, substance misuse and weight management. This service is available to anyone who is registered to a Wokingham catchment GP Practice and on the Severe Mental Illness register.

## Workplace Wellbeing

As Mind in Berkshire, Oxfordshire Mind has also supported organisations with their workplace well-being through a range of courses and bespoke consultancy.



**“At the point I went to my GP and came into the service I felt quite broken, and it was an immense relief to speak to someone without judgement. I feel like the service has supported me to find a positive outcome. It feels like I have glue back on my cracks.”**

**“I was really blown away by how quick you contacted me after the initial referral, and how much I have benefitted from these 6 conversations.”**

**“My Wellbeing Worker was amazing. She was compassionate while also knowing how to focus my thoughts in the right way to understand my problems, and how they could be addressed. Her direction was tailored and targeted and drove me to the right solutions.”**



# Children, Young People and Families

## Children and Young People

This year saw the continued delivery of the Beginners Fitness for wellbeing sessions; six programmes took place with 86 young people participating in the mental health and fitness offer. Other areas supported by the CYP team include attending various freshers' fairs across colleges and carousel days at secondary schools. Working with the locality hubs, the team established young adult peer support groups (for 16-25 year olds) based in Abingdon, Banbury, and Witney.

The highlight of the year was establishing the Supported Self-Help offer for CYP. The Oxfordshire Mind team secured funding from National Mind to deliver a Test and Learn pilot of this one-to-one offer to 11-17-year-olds. As a result, this led to us employing a CYP Wellbeing Worker based in the Didcot Primary Care Network and in Bicester, working with an age bracket of 7-17 years and supporting parents with referrals and appropriate signposting. The offer is delivered in person at GP surgeries, offering evening sessions to help meet an unmet need. We have had further interest from other PCNs across Oxfordshire looking to invest in the CYP Supported Self-Help service and will be looking to expand the service in the next financial year.

## Case Study

In October, we were informed that a student at a secondary school died by suicide, and we were asked to visit the school to support the students and staff impacted. We provided information-based resources and offered advice on helping both themselves and others. The school raised money through a charity day, with Oxfordshire Mind using that funding to deliver a series of wellbeing sessions, co-facilitated by a student support worker, for the friends of the student and others impacted by what had happened.



## Family Solutions Plus

Our Families Solutions Plus (FSP) team works with the Perinatal Mental Health Team to provide one-to-one, valuable support to women/birth parents in the perinatal period (conception to 12 months post birth) and, particularly, individuals who are from minoritized ethnic backgrounds, such as refugees or asylum seekers, who may face barriers to accessing services. FSP provides a safe space for parents to identify positive changes they want to make, and steps they can take towards this, for both them and the infant. Through reviewing closure case studies, Oxfordshire Mind and Oxford County Council work together to identify positive impacts on the welfare and care of children.



## Case Study

A mother with long-term mental health issues brought on by past trauma and abuse had her three children removed from her home. She was unable to visit them due to the impacts of her post traumatic stress disorder (PTSD) and anxiety, as seeing them became triggering. The team supported her in understanding her own mental health needs better, that her welfare needed to take priority, and that improvements were made. By the time of her final session, the mother had a better understanding of both her own and her children's needs. This gave her a firm foundation to nurture her relationship with her children on the basis of living separately from them.



# Youth in Mind

Oxfordshire Mind has partnered with Oxfordshire Youth since 2019 to deliver Youth in Mind conferences, an annual cross-sector event for anyone who works with children and young people across Oxfordshire. Drawing on cutting-edge research and the lived experience of young people, the one-day conference aims to improve the mental health of Oxfordshire's young people by equipping attendees with resources and toolkits to support youth mental wellbeing. A diverse range of speakers, creative artists and young people fill the programme.

The 2022 Youth in Mind Oxfordshire event attracted 400 delegates, and included 13 young people in presenting / facilitation roles.

In 2022, the Youth in Mind concept was taken into Berkshire for the first time. Oxfordshire Mind (as Mind in Berkshire) identified the need for a networking event which brought Berkshire West stakeholders together to talk about mental health and emotional wellbeing for young people and unlock new opportunities. In collaboration with Berkshire Youth, a Berkshire event was designed based on the Oxfordshire model.

Themes for the Berkshire conference were identified through a youth co-production forum, additional in-reach with schools, and wider cross-sector stakeholder engagement, including community engagement and outreach to hear and amplify the voices of smaller groups involving or supporting children, young people and families/carers.

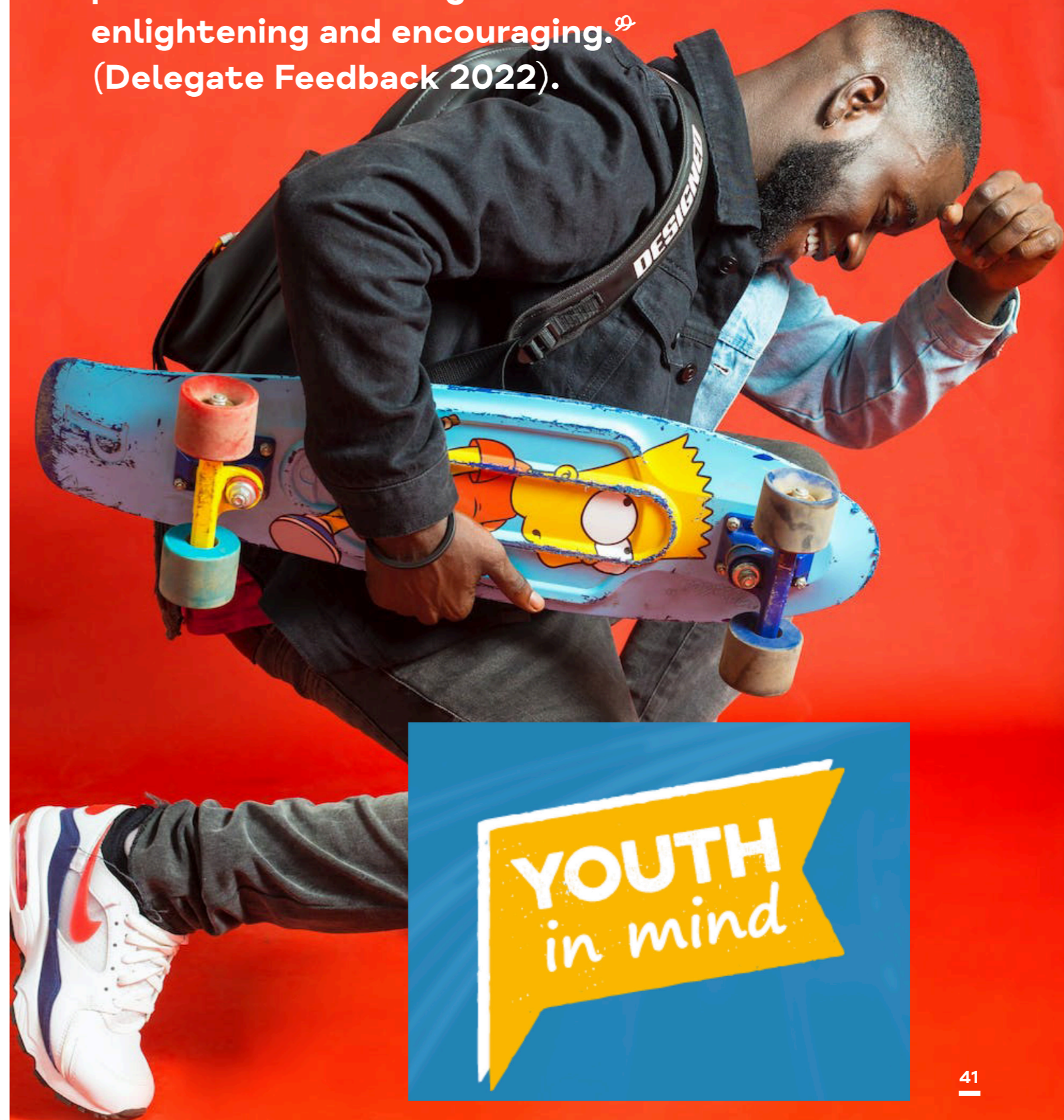
Young people's involvement in the conference was a priority. There were some challenges with this because of ongoing COVID-19 transmission and schools struggling with staff shortages. However, we did secure the involvement of students representing 6 local schools, 2 from each of Reading, West Berkshire and Wokingham. This took the form of pre-filmed pieces, volunteer roles on the day, and young people's engagement in Q&A slots at the sessions they attended. significantly, Youth in Mind Berkshire 2022 began and ended with the voices of young people. The final session was a film created by students with the simple brief to tell us what they wanted conference delegates to hear, and how best to listen to and support them.

Youth in Mind Berkshire 2022 attracted 210 delegates.

Delegates fed back that the 2022 conference deepened their understanding and awareness around children and young people's mental health, helped them feel part of a wider network which supports children and young people, and gave them tools to strengthen their work for positive change around children and young people's mental health.

Front line staff were able to attend an affordable conference with tailored learning development workshops, facilitated networking sessions and an exhibition area.

**“The subject matter and content of the workshops was excellent, being well delivered. Working in the youth mental wellbeing space I am relatively well informed on mental health issues, but hearing from practitioners working in different areas was both enlightening and encouraging.”**  
(Delegate Feedback 2022).



# Impact of CYP services



**6**

beginners' fitness for wellbeing programmes



**553**

supported students at carousel days – Resilience Workshop  
Youth In Mind Guide 2nd Edition



**90**

young people and trusted adults triaged & signposted



**973**

young people supported



■ Young adult peer support groups based in Abingdon, Banbury & Witney

■ Young adult communication steering group

■ Established CYP supported self-help based at PCN's



**66**

young people receiving the 1:1 CYP SSH offer



**Attended higher education fresher fair events**

Oxford city, Banbury, Abingdon & Witney Colleges



**86**

young people accessed projects Partnership with Oxford United in the Community



**29**

young people accessed the Mental Wealth Academy 1:1 offer (16-25y)

**New CYP & families strategic plan**



# Our People

# Our People

It is, of course, through our people that our organisation operates. Oxfordshire Mind is a local employer, a provider of high quality volunteering opportunities, and a champion of using Lived Experience of mental health challenges to shape support. We are immensely grateful to all our people – staff, trustees, volunteers and Experts by Experience – and aim for their various experiences of working with us to be rewarding and fulfilling.

Through our EDIE Strategy, we have committed to becoming more reflective of the people we aim to serve. It follows that we commit to ensuring our processes support this so that people with different lived experiences and identities feel motivated to work with our organisation, whether in a voluntary or paid capacity, and that once they have joined us, that they feel happy, safe, respected, and fairly valued so that they want to continue supporting us to achieve our goals. We have a strong commitment to Social Value principles – working with people to support local communities, help to reduce inequalities, and achieve maximum value from every pound invested in our organisation.

## Our staff

Our core values as an organisation shape our commitment to fostering a positive and supportive work environment. We recognise that work can be a protective factor for mental health (as well as a risk factor in some circumstances) and this informs our approach to our own staff as well as our Workplace Wellbeing delivery to external organisations. At the end of 2022-23, we were employing 211 dedicated individuals across Oxfordshire and Berkshire West.

We take pride in our robust employee support initiatives, including a generous sick leave policy and strong Occupational Health support.

Oxfordshire Mind promotes a culture of openness around health and wellbeing. This is reflected in the approach to individual supervision, learning and development including group reflective practice sessions, and a range of employee forums. The take-up of our Employee Assistance Programme at 42.5%, compared to the average benchmark for charities at 8.2%, demonstrates the impact of this approach.

Our dedication to fair compensation is set out in our new approach to pay and reward, featuring job evaluation and local salary benchmarking. The new policy was developed in 2022-23 with staff, and 99% endorsed the changes through formal consultation. During 2022-23 we made preparations for becoming an Oxford Living Wage employer, to take effect from the beginning of the new financial year. We are committed to supporting local people who wish to do so to be able to work locally. Although we operate beyond the city of Oxford, we have taken the highest Living Wage rate across our geographical footprint and committed to this as our minimum remuneration rate for all paid workers in the interests of fairness and supporting flexibility of deployment.

As we continue to grow and evolve, our overarching ambition is to be recognised as a great workplace, fostering engagement among our dedicated employees and volunteers. Each team member plays a crucial role in contributing to the broader goals of our organisation, and we are unwavering in our dedication to mental health and wellbeing for all.





## What have our volunteers been up to this year?

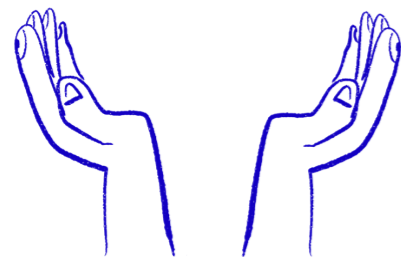
This year, 125 volunteers contributed a total of 2,254 hours! That's double last year and is the equivalent of:

**1,127**

Peer Support Groups

**4,508**

Options Sessions



**5,880**

Information Line calls!



Volunteers help in many different roles across Oxfordshire Mind and Mind in Berkshire. From facilitating groups in our Wellbeing Hubs and Safe Havens to fielding enquiries on our Information Line to fundraising and administration, they are always busy and bringing positive energy. In return, volunteers receive comprehensive training and ongoing support, and we hope they feel the benefits of volunteering for their own wellbeing and personal goals.

**“I love being a Peer Supporter in the groups. I feel like I'm part of something, and I've not felt so well in years. It's inspired me to want to work in this field.” – Peer Support Volunteer.**

## What was new this year?

The Youth in Mind Berkshire Conference saw our first volunteers in Berkshire and our first Youth Volunteers, who joined us from local schools to ensure the conference ran smoothly.

In September, we launched our Parkrun Volunteer role, working alongside Parkruns to encourage the community to get active for their mental wellbeing.

## Volunteer case study

In August, we said goodbye to one of our long-term volunteers, Wendy, who had been with Oxfordshire Mind for over 11 years.

Wendy established and led the Reading Group in Witney. This group has welcomed service users to enjoy literature in all its forms over the years. Wendy is a testament to the long-lasting impact volunteers can make on the lives of others, and, as a thank you for her dedication, the Cherwell and West Team got her a special leaving gift.



## 50 Lived Experience Involvement

People who use mental health support services are not just data; they are real people who are all experts in their own lived experience and have much to offer. Involvement at Oxfordshire Mind is about holding the voice of lived experience at the heart of everything we do. And we realise that we must go beyond listening to those who have used our own services for involvement in projects; we actively seek diverse voices. We are ever mindful of the 'inverse care law', first described by Jullian Tudor Hart, a Welsh GP, which is that people most in need of services often have the least access. If we only listened to our service users, we would ignore the voices of those who may have felt unable to access us in the past, for whatever reason.

Our involvement Lead, and EDIE Manager work closely together to ensure that we constantly question and challenge ourselves to actively seek involvement beyond our current offering in a fair and meaningful way. This open and inclusive approach to involvement has connected us with fantastic individuals who have never used our services, as well as many superb individuals who have, and brought a fresh approach to our work. For us, involvement is all about being open-minded to the idea that you don't always know the best answers.

Our Experts by Experience work with us in many ways - as members of recruitment panels, presenters at forums, contributors to training, or part of development projects. We aim to match people to opportunities which match the skills they bring as well as those they want to develop. Where we offer sessional paid work to our Experts by Experience, this is remunerated at Oxford Living Wage rates.

### Case Study: 'People over Projects'

We worked with four of our Experts by Experience (EbEs) to create a short film on being seen and heard and their experiences accessing mental health services. The project was to co-produce an inclusion and involvement workshop for Oxfordshire Mind Staff. As with all our involvement projects, a proposal was sent to our EbEs detailing the project parameters, timescales, payment, support and benefits. The workshop was discussed with the group, and they decided that they would like to produce a film showing what it was like to be seen and heard, and times when they hadn't felt seen and heard. One of these early conversations coined the term 'people over projects'. The resulting film is compelling and has been used with our EbEs' permission for a BOB ICB place workshop.

The feedback was incredible. The facilitator said, **'It galvanized people and surfaced new energy to work together to make things different and better.'** The power of the film comes from people having a voice and the autonomy to use their experiences to effect change.

We work hard at Oxfordshire Mind to ensure that involvement forms part of all our work and that we live and breathe 'nothing for us without us' and always remember that we are all people, not just data points.



# THANK YOU

Thank you to our funders, volunteers and friends, who make what we do possible.



The Dennis Family Trust



Newbury  
Building Society



The Cumber Family Charitable Trust



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

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



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