

**Annual Report
and
Financial Statement**



2022 - 2023



Wirral Mind

Annual Report and Financial Statement

2022 - 2023

**Wirral Mind is a registered charity No. 1064007
and a company limited by guarantee No. 3404770**

Chief Executive Officers Report 2022/2023

I am absolutely delighted to welcome you to Wirral Mind's Annual Report. 2022-23 was a year of transformation for us; transforming our services within the community and also our organisation to better respond to the needs of our community. As demand for mental health services has grown, our focus has turned to reaching out to the neighbourhoods where people live.

We are proud to be working in partnership with Cheshire and Wirral Partnership NHS Foundation Trust to develop a Floating Support Service. People using mental health services and carers often report there is little help available, to help avert a crisis and potential A&E visit or admission. The Floating Support Service has been integrated into the local crisis care pathway. Taking a collaborative approach, individual packages of care and support are offered that are person centred and tailored to individual needs. The packages are agreed in a way that builds on the strengths of the person and includes all other supportive relationships available to them.

In addition to the Floating Support team, our Mums Matter service continues to deliver perinatal services for women who are dealing with mental health problems linked to early motherhood. The sessions are aimed at women who are experiencing worrying thoughts, anxiety, and early postnatal depression symptoms, and provides them with a collection of tools and reminders to nurture themselves to keep well. The groups are delivered in the communities where the mums live ensuring that our new mum's have access to services in their own communities.

Our outreach teams have also built relationships with key communities to break down barriers and give more people the confidence to reach out and ask for help. We now need to embed this work and ensure everyone can access support when and where they need it.

We strongly believe that our person-centred approach is an important part of people's wellbeing and mental health recovery. But we also know we can go much further in partnership with others. Long lasting and holistic support for people and communities demands that we collaborate, share learning and resources, and work together. In 2022/23, we have enjoyed working with many partners, across the statutory and voluntary sectors, and we thank them hugely for their support. Over the coming year, we hope to do more, and we very much look forward to continuing to work with them.

From early intervention and wellbeing services for people experiencing mild to moderate mental health conditions, through to support for people accessing secondary mental health care, crisis services, and support in early motherhood. We champion the growing awareness of mental health and welcome the reduction in stigma to accessing support, but there is much more to do. We are also conscious that many people are still in need of help. Our task is to reach out to everyone, and ensure that anyone who needs our help, is able to access it and we will embrace the challenge of the coming year.

Of course, none of this is possible without the fantastic contribution of our dedicated staff teams, I would like to take this opportunity to personally thank them for their hard work, resilience, and energy through what has been a demanding year. I would also like to thank our Board of Directors who play a vital role, volunteering their time and expertise to support and steer the direction of our charity. Their unfaltering commitment and support makes such a real difference to so many.

I cannot conclude this year's annual report without noting with sadness the passing of our beloved Ex Chair, President and cherished friend Anthony Mould. Anthony gave so much to Wirral Mind over his twenty-year tenure; under his leadership and compassion Wirral Mind thrived and flourished into the well-respected organisation it is today. He was an outstanding Chairman, and it was a pleasure to work with him and learn from him and an honour to call him my friend.

Sandra Gilbert - CEO

Chair's Report 2022-2023

In last year's report I highlighted the Board's acknowledgement and appreciation of the initiatives and achievements that were made during the year. This has continued to be the same during this year. Management, staff and volunteers have worked with unswerving enthusiasm to ensure that all programmes and activities continue to provide excellent service for our service users. In addition, new programmes have been identified and implemented that underpin our vision to ensure everyone experiencing mental health problems gets both support and respect. At the same time ensuring that our strategic objectives were met.

The Board has reviewed the following Strategic Objectives for 2022-2023

Staff Training

We have continued to ensure that our staff are highly valued and fully trained in compliance with both mandatory and good practice training. The introduction of Online training has enabled staff to access training programmes when they are available to do so.

We have started Autism Training as well as establishing a link with an Aids Charity and they are going to provide face to face training.

Development of Partnerships

Wirral Mind continues to work with a wide range of partners.

Motiv8 has brought several local groups into the project. Motiv8 has been an enormous success. The programme has captured a diverse and wide age range.

We are in the process of exploring the possibility of setting up a presence in Liverpool. This would include Knowsley and Sefton. This will be known as Mersey Mind. National Mind are keen to see this proposal implemented. They have commissioned a scoping exercise to establish the feasibility of this and identify gaps in service.

CWP has commissioned Wirral Mind to provide a Floating Support service beginning in June 2023.

Use of IT in the Service

A bespoke client record management system has been introduced

Beating the BluesTherapy is now established.

The social media programmes have been improved and there are now 10K followers on Facebook, Twitter and Instagram.

Investment of Funds

Wirral Mind's financial investment is maintained at a low risk level. There are 4 investments which have provided an average yearly return of 4%. At 31 March 2023 the value of our investment portfolio is £22K less than at 31 March 2022, mainly due to the war in Ukraine and the cost of living crisis. The finance committee oversees their performance. We may have to reduce the level of these as we continue to finance some projects ourselves.

The potential for investing in another suitable property remains a key strategic objective.

Raising Awareness of Mental Health Among young People

We continue to provide Mental Health Awareness for 6th form students. Wirral Mind recognises that there could be the opportunity to develop a Young persons service in Liverpool which has a large student population

Board Development

The Board has developed a new recruitment pack for applicants. In addition we have introduced a new Trustee skills audit to assess any training needs. An objective we have for the year ahead is to introduce an Appraisal system.

In future we are going to advertise on local networks for new Trustees. Currently we are looking to recruit 2 new members. In addition we will be looking towards establishing sub groups as required. We aim to ensure that we continue to have direct involvement with our service users.

Fundraising

We continue to have a presence on online giving.

In terms of legacies, we have a legacy leaflet and include this in Wirral Mind's social media.

We plan to make contact with solicitors and funeral directors and provide them with copies of our leaflet.

Fundraising packs are given to corporate bodies.

We also raise funds through External Training and Carrog cottages. Currently we are 85% funded by Wirral Borough Council and 15% by our own fundraising. We would like to reduce this reliance on Council funding.

Relationship with National Mind

The rebranding exercise has been completed.

The MQM -Mind Quality Mark assessment is due on 1st September 2023.

Mums Matter is a co production with National Mind

We are excited to see what progress we can make with Mersey Mind.

Counselling Befriending and Volunteering

The Counselling service is a successful and well-respected service and has become a sought-after placement for counselling students. We now have 30 counsellors.

We have introduced a dedicated Befriending coordinator and we now have 8 new Befrienders and 1 telephone Befriender. The number of people accessing CBT has increased from 6 to 70. As previously mentioned, we are pursuing the exciting prospect of purchasing a counselling and training company in Rodney St. It would offer counsellors a pathway to our training. As well as providing additional income it would fit in with our objectives.

The Fountain Project

The project grows from strength to strength this is reflected in the addition of new activities and groups. The drop-in is receiving 70 visitors a day.

New groups and activities this year include: - Bereavement, PTSD, ADHD, History Group and Men's group. Thanks to volunteers Paul and Colin this group is thriving. More recently an LGBT support group has been added. Motiv8 has been an incredible success. It provides a safe environment and promotes confidence. Most importantly the project has attracted a diverse range of people.

Commercial and Commissioned Training

The Council Commissioned training for Mental Health Awareness and Mental Health First Aid.

Lifelong Learning has been provided for Wirral Council. The aim being to improve Workplace Wellbeing and has been supported by our sessional trainers. The Board appreciated the input by Raw n Real, Sole Survivor and Health Junction.

In relation to Suicide Prevention, we have received a grant for the Highways Campaign. In addition, we have set up a Lived Experience Network For Champs. This now has 60 members.

We have also developed the Cheshire and Merseyside Suicide Strategy.

Wirral Borough Council And Public Health to set up a Lived Experience Network for people with Drug and Alcohol problems in the coming year.

Mental Health Service for Mums

This project has been a great success. During the last year there have been 7 courses of 9/10 mums on each course. Peer support is available and well received by the mums. The mums are also able to access Movement and Bloom Walks, Yoga and Coffee mornings.

The Co-ordinator of the scheme, Mrs Shannon has taken the Singing Mamas training to offer a further option for mums.

A crèche has been set up at one of the venues and 18 mums attend and 28 children hence providing a safe space for the whole family. In terms of expanding this service Liverpool would be an ideal place for expansion.

HealthWatch England had referenced the work Mrs Shannon has been doing in their statistics.

The Board congratulate Mrs Shannon on her achievements

In conclusion the Board are delighted with the development and achievements during this past year. We appreciate the efforts made by everyone that includes Managers, Staff, and Volunteers.

Thanks, in particular to our CEO Sandra Gilbert whose unfailing drive and passion makes Wirral Mind the excellent and well respected organisation that it is.

It's also important that the Board acknowledges the Managers and staff who work in the Supported Living Service.

Finally, thank you to my fellow Board members for their valued commitment and support during this year.

Pat Chadderton
Chair

Wirral Mind**A Company limited by Guarantee
Statement of Financial Activities
for the year ended 31 March 2023**

	Notes	2023 Restricted	2023 Unrestricted	2023 Total	2022 Total
		£	£	£	£
Income and endowments from:					
Donations and legacies	2	-	44,590	44,590	50,476
Charitable activities	3	-	157,382	157,382	84,053
Investments	4	-	7,906	7,906	5,585
Other-Grants received	5	10,000	1,215,288	1,225,288	1,162,374
Other-Management Fee	6	-	20,840	20,840	21,944
Total Incoming Resources		10,000	1,446,006	1,456,006	1,324,432
Charitable activities	7	10,000	1,555,069	1,565,069	1,335,164
Governance costs	8	-	6,824	6,824	6,984
		10,000	1,561,893	1,571,893	1,342,148
Net (outgoing)/Incoming resources		0	(115,887)	(115,887)	(17,716)
Transfers between funds		-	-	-	-
Recognised gains/(losses) on investments		-	(204)	(204)	247
		0	(116,091)	(116,091)	(17,469)
Revaluation of property		-	-	-	-
Unrealised gains/(losses) on investment		-	(22,207)	(22,207)	73,583
Funds brought forward		-	2,322,466	2,322,466	2,266,352
Revaluation Reserve b/f		-	268,734	268,734	268,734
Total funds carried forward	18	0	2,452,902	2,452,902	2,591,200

The statement of Financial Activities includes all gains and losses recognised in the year.
All incoming resources and resources expended derive from continuing activities.

A Company Limited by Guarantee
Balance Sheet
as at 31 March 2023

	Notes	2023 £	2022 £
Fixed assets			
Tangible assets	12	985,318	975,000
Investments	13	<u>1,064,134</u>	<u>1,086,081</u>
		2,049,452	2,061,081
Current assets			
Debtors	14	143,366	137,551
Cash at bank and in hand		<u>359,618</u>	<u>501,017</u>
		502,984	638,568
Creditors: amounts falling due within one year	15	(99,534)	(108,449)
Net current assets		<u>403,450</u>	<u>530,119</u>
Net assets		<u>2,452,902</u>	<u>2,591,200</u>
Funds			
Revaluation Reserve	18	268,734	268,734
Unrestricted		2,184,168	2,322,466
Restricted		<u>0</u>	<u>0</u>
Total funds		<u>2,452,902</u>	<u>2,591,200</u>

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

For the year ending 31 March 2023 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

P Chadderton

Chair

Approved by the Board on 16 November 2023

Wirral Mind**Schedule to the Profit and Loss Account
for the year ended 31 March 2023**

	2023	2022
	£	£
INCOME		
Fountain Club	117,785	107,002
Volunteers	42,745	37,000
Training	85,684	30,237
Management charge	20,840	21,944
Care	1,064,758	1,010,087
Carrog Mill	53,007	54,215
Conferences and catering	2,354	662
Kitchen Sales	16,337	7,224
Donations	43,920	50,470
Bank Interest	3,390	1,314
Investment income	4,516	4,271
Other Income	670	6
	<u>1,456,006</u>	<u>1,324,432</u>
EXPENDITURE		
Wages and Salaries	1,309,902	1,121,133
Pensions	37,447	31,979
Staff training and welfare	5,149	5,173
Sundry Expenses/ Travel	201	728
Petty cash	11,579	8,296
Volunteer expenses	19,392	8,239
Kitchen costs	17,662	8,113
Rent	1,040	1,040
Rates	5,042	1,861
Light and heat	26,823	15,000
Cleaning	11,823	30,016
Telephone and fax	7,504	6,299
Stationery and printing	11,595	5,185
Subscriptions	4,298	4,641
Bank charges	995	818
Investment management fee	4,052	4,184
Insurance	5,927	4,205
Equipment hire	2,860	8,630
Water cooler	1,330	847
Repairs and maintenance	28,158	40,439
Depreciation	3,440	-
Audit fees	2,772	2,800
Accountancy	4,235	4,049
Advertising	2,386	228
Legal and professional	5,635	6,425
Training expenses	34,111	8,290
Art Group	(654)	320
Socials and holidays for the clients	7,189	13,210
	<u>1,571,893</u>	<u>1,342,148</u>
	<u>(115,887)</u>	<u>(17,716)</u>

Third Sector Connector



Georgina Johns - Third Sector Connector

With an aim to promote and connect service users to the health and wellbeing services which are available in Wirral, Third Sector enables individuals to expand their knowledge of relevant support which is available in the local area in order to improve their mental and physical wellbeing, build social connections, access community groups, and address their immediate struggles with practical support.

Whilst the role of a Third Sector Connector is to offer short-term interventions, clients can also be offered support with regards to working towards achieving their goals, and can benefit from practical and ongoing help in order to achieve these. This can consist of frequent appointments which can span over several weeks. The range of help can vary depending on the needs identified for the individual, and clients will then be signposted to additional appropriate services which can then offer longer term support.

Third Sector liaises with health and social care professionals to identify, support and connect vulnerable adults to services, groups and activities which will encourage community support, promote independence and help maintain continued progression with regards to mental health and wellbeing.

"If I would have lost my income then my Nan wouldn't have been able to keep me I would have nothing left. Thank you for making sure that didn't happen and helping me."

"I feel better just from the few short visits we have had. Something about being listened to makes me feel instantly better before we have even done anything else".

Quotes from service users

"I feel welcome at Mind, and I feel as though I can come here and take part in things without worrying."

"I didn't know this kind of support was available and so close to home. I am really grateful to everyone at Mind."

The Housing Project

Nicola Conroy - Registered Manager

In the aftermath of the disruption that COVID brought to the lives of so many, I am happy to report that the last year in our supported living projects has been settled, happy and COVID free.



With the world getting back to normality we took the opportunity to organise some holidays for the service users. All four supported living houses went on holiday to Wirral Mind's respite holidays in Carrog. The staff said it was lovely to stop and spend time with the service users away from the hustle and bustle of their busy lives and it was nice to see the service users relaxing and having fun. The staff team did an amazing job at coordinating the holiday on such a large scale and have already started to plan their next holiday to Blackpool.

With the success of rolling out our staff questionnaires via survey monkey last year, we chose to use the same data collection method again. Over 60% of the staff responded to the online questionnaire and the results were very positive. Over 97% of the staff team said that they are very satisfied with their jobs at Wirral Mind, they said they felt valued, experienced personal growth and that they felt recognised as individuals. We also carried out 'easy read' questionnaires with our service users in the learning disability service and once again the feedback showed myself and the supported living teams that they were doing a great job and that the service users felt safe and happy living with Wirral Mind.

'I am happy here because I was sad and lonely before and didn't do anything'

'There is nothing I would change, I love living here '

'I am very happy with the staff and the help they give me every day'.

Training the staff teams has been a priority of the Support Housing service this year and I am pleased with the progress that all staff have made. We have established our mandatory training program and have included some bespoke training which has come about through staff supervision. The Leadership Team and all support staff have completed, medication refresher training, safeguarding, infection control, fire safety, health and safety, autism and learning disabilities, mental capacity, principles of care, information governance and mental health first aid.

One of the biggest achievements this year has been the partnership work with health and social care to support a Telehealth Pilot with our learning disabilities service. The Telehealth Service we are piloting is designed to routinely monitor a number of vital signs that are largely indicative of a person's physical health. They include blood pressure, blood oxygenation, body weight and temperature. Generally, these characteristics are measured using the standard medical tools, however for some people the use of a novel handheld device called CarePortal is more acceptable to the person. Careportal is also able to measure heart activity (ECG) and breathing patterns.

This telehealth approach tailors routine, anticipatory healthcare around the specific needs of a person, rather than "force-fitting" people with learning disabilities into processes and procedures that they find distressing or uncomfortable. Along with the care worker's knowledge of a person's general behaviour and habits, we believe this gives us a much better insight into the early signs of health deterioration and being able to intervene earlier, thereby reducing the acuity of any health condition. Overall, the aim is to begin to tackle some of the longstanding health inequalities experienced by people with learning disabilities.

Wirral Council has also loaned Wirral Mind an interactive projector to offer stimulation, interactive entertainment and learning opportunities for residents. The device consists of a camera, linked to a projector and sound to offer new ways for people with learning disabilities to interact with their environment and others in a different and safe way. We have seen very positive changes in behaviour such as increased socialisation with other residents and staff and service users being open to new experiences that they would never have had the opportunity to explore.

The Housing Project

I would like to take this opportunity to welcome Abi Molloy to the West Wirral Supported Housing Team. Abi has taken up the post of Assistant Manager. With her nursing background and extensive experience of supported living services, Abi will be a great asset to the team. There are many more exciting opportunities planned for this year, and I would like to say a big thank you to all the staff who work with compassion and dignity to support the health and wellbeing of the people they support.



Wirral Mind's Motiv8! program aims to help people find the physical activity that's right for them, so they can enjoy the physical, social and mental benefits of being active. Physical activity doesn't have to mean running marathons or training every day at the gym. Motiv8! offers an exciting mix of classes and activities in a supportive, friendly and judgement free environment.

The Motiv8! Program has well established partnerships with several physical health providers on the Wirral. The partners we engage with were carefully selected to ensure that Wirral Mind had a cross section of expertise from mental health/ wellbeing coaches to mainstream physical health providers. Everyone involved over the past year has shown a strong commitment to providing support and guidance to all service users who are starting on their physical health journey. Motiv8! is now in its second year and is more popular than ever and we continue to see high attendance figures at all sessions, with an average of 400 participants a month.

In 22/23 we were fortunate enough to continue to fund the Motiv8! Program with a £10,000 grant from Merseyside Sports Partnership's Together Fund. This allowed us to add different sessions onto our times table and to extend the sessions that people loved so much. The sessions provided are aimed at providing a holistic approach to health and wellbeing and not always focused on the physical aspects. Our provision includes, yoga, box fit, Tai Chi, chair fit, table tennis, walking group, Pilates, men only and female only sessions.

The next chapter for Motiv8! is very exciting as we have been successful with National ASICS Get Active Connector Fund. This funding will provide the Motiv8! Program with a Physical Activity Connector who will work locally with social prescribers and physical activity community providers. They will look at connecting with communities not currently engaged in physical health activities through outreach programmes and more importantly will enhance the provision within our own service and provide more taster sessions and opportunities to explore the health and wellbeing of those whom we support.

A massive thank you to all involved and for those coaches who also volunteer their time to support Motiv8!'s aim of making all session free and accessible to all.

Fountain Project

Gaynor Hewitt — Fountain Project Manager



Queens Platinum Jubilee

We had a fantastic weekend celebrating the Queen's Platinum Jubilee!

Thanks to everyone (staff and service users) who joined us for our community festival on Saturday 4th June- what a fantastic day!

We joined our friends at Make it Happen - Birkenhead, Wirral Methodist Housing Association and Crea8ing Community and celebrated together such a special day.

Chester Zoo

This year we have had several day trip's out which have all been free of charge because of the huge fundraising efforts and kind donations we have received. Our aim was to fundraise enough to get everyone to Chester Zoo but after a lot of cake making by our service users and coffee mornings, we managed to cover the cost of the entrance too!!!!!!



Market Trips

We have managed three coach trips this year to different markets over two months leading up to Christmas. The first was in November to Bury Market with 49 service users and staff enjoying the chance to start their Christmas shopping.



The second market trip was to Wrexham Victorian Xmas Market which was so much fun, with all the stall holders dressing up in Victorian clothes, and the third market trip was to Chester on the 21st of December, here we got to spend longer shopping as it was so close to home. All trips were full and a huge success.



Fountain Project

Sadly, Martin left us for retirement earlier than we expected. Because of a nasty fall on the ice, he managed to break his arm and cut his face. It was a long recovery for him, but he did manage to get in to see us while he was recovering and has popped in to see us regularly since. We had a new chef Lee for a short while, this didn't work out, so we now have an amazing chef called Aeron who has fitted in amazingly! Service users and staff love him as he is a very kind and gentle guy who has got time for everyone, he will get involved with everything, and will try and accommodate everyone. (very similar in nature to Martin, so a perfect fit). We also have a new support worker called Angie that has fitted in well with the tenants next door to the club as well as the drop-in clients too.



This was a new attempt at having a men's group! as you know we have tried over many years to have a successful men's group, but this has always fizzled out. With the magic of Paul and Colin, we seemed to have cracked it! The group has grown and is always open to new ideas and LOTS OF BISCUITS SEEMS TO BE THE KEY!

The drop-in is as busy as ever, with lots of new faces and old ones too. Our groups are all well attended that much so, that we have had to repeat a couple of the groups throughout the week because we cannot fit everyone in our rooms.

The CAB has been such a huge success that we now have an extra drop-in only session too.



As usual Christmas was a busy fun packed festive period, we delivered 100 Christmas presents to Clatterbridge for patients who were hospitalised over the Christmas period. This was very much welcomed by the staff there who are always so kind and hardworking.

Christmas day was heartwarming and much appreciated by everyone, whether they were working or enjoying the meal the atmosphere was amazing. Everyone had a meal, received a Christmas present and card, some also had a takeaway meal too for boxing day, this was all covered by kind donations.

Training Department

We are delighted to report that over this last year the Training Department has continued to develop and provide many exceptional recovery opportunities for our extended community. We have had endless support from Wirral Mind and our regular trainers who have generously given their time free of charge to provide training courses and workshops.

The last few years have been tough for all of us. The months of lockdown and loss of the pandemic followed by the cost of living crisis, have had and continue to have a huge impact on our mental health. According to Mind's research we know that more than half of adults and over two thirds of young people said their mental health got worse during lockdown. We know that many have developed new mental health problems as a result of the pandemic and, for some of us, existing mental health problems have become worse.

Prioritising mental health has never been more important than it is now.

Community Outreach

Throughout the last year we have continued to support our wider community by attending events, giving talks and providing information to a wide range of individuals, groups and organisations.

We have met some amazing community organisations and businesses who are all aiming to increase their awareness of mental health and tackle prejudice and stigma. It is brilliant to know that so many more people are talking about and wanting to support their community in raising awareness of mental health.



Community Training Programme

Wirral Mind were really pleased to be awarded further funding from Wirral Lifelong Learning Service to support the delivery of our fantastic community training programme. Our courses and workshops enable people to learn and develop safe and effective strategies which can help to actively manage and prioritise their mental health and improve their wellbeing.

This year we have successfully facilitated a full programme of courses and workshops, offering both in-person and virtual sessions on a range of topics including Understanding Anger, Sleep Awareness, Wellness Tools for Anxiety and Wellness Tools for Depression to name a few.

If you have any thoughts or suggestions of additional sessions you might like to see on the programme please let us know and we can explore this.

External Training

Wirral Mind were thrilled to win a bid with Wirral Borough Council to deliver our training sessions to their staff and the wider community working in frontline services. The aim of this project was to raise awareness, challenge stigma and discrimination, and upskill our community to be able to better support those who might be struggling with or experiencing poor mental health and know where to signpost people to for more support.

We successfully delivered a range of training including Wirral Mind's Mental Health Awareness Training, Line Manager Training and the NO MORE Suicide Community Training as well as the 2-day Adult Mental Health First Aid Training. The feedback we received delivering these sessions has been amazing. It's been a pleasure to work with the trainers and with organisations to help create happier healthier workplaces in our community.

As part of this Wirral Mind also successfully launched our new learning portal for workplace wellbeing. This website brings together a whole range of downloadable resources for the workplace to support wellbeing including information on our training and workshops, self-care resources, and access to further training materials.

All our training, and now are learning portal, are available for individuals and organisations seeking to improve the health and wellbeing of their workplace. We are really excited to see how this develops over the coming years.



Schools and Colleges

Over the last year we have seen an increase in the number of requests for information and support for schools and colleges in our area.

We have loved continuing to build our relationship with Wirral Met College and been able to provide information and support sessions for both their pupils and their staff.

It has been a privilege to work with some of the young people in our community and we really look forward to developing this further next year.

A special thank you!

Thank you to our amazing volunteers and trainers who support the training department; each one brings their unique talents, expertise and contributions to share with the project, and we value each and every one of you enormously!

A huge thank you to Laura and Helen for continuing to work tirelessly to achieve what we have, and also a thank you to Leslie for supporting the Lived Experience Network for six months this year.

I would also like to extend my thanks to our Chief Executive, Sandra, all Wirral Mind staff and all our board members who support the department in its continued work. It really is an honour and a privilege to work for an organisation that makes a real difference to people's lives. I am very much looking forward to what the next year brings.

Rachel Gilbert – Training Manager

Lived Experience Networks

Cheshire and Merseyside Lived Experience Network for Self-Harm and Suicide Prevention

I am excited to share with you an update of the Cheshire and Merseyside Lived Experience Network (LEN) for Self-Harm and Suicide Prevention. Funding from Champs Public Health Collaborative has been approved for another year! This is amazing news and means that the LEN can continue to have its voice heard and shape service provision until the end of March 2024!

The LEN is about giving people with lived experience of self-harm and/or suicide a voice. Whether you have had thoughts of suicide or have made attempts, have self-harmed or had thoughts of harming yourself, if you have been bereaved by suicide, or have been affected in any other way, your experiences are important.

The LEN aims to bring together a group of people across the region with a range of experiences to co-develop and co-deliver on the aims of the NO MORE Suicide Prevention Strategy. There are different ways members can get involved including reading and commenting on proposed strategy documents, attending focus groups, attending the NO MORE Suicide Partnership Board, task groups, Local Authority meetings, or taking part in specific workshops influencing a particular piece of work.

Over this last year we have increased LEN membership to a total of 59 members across the region. Members have actively contributed to a number of pieces of work including at national, regional, sub-regional and local levels. One of the main pieces of work the LEN have actively been involved in is the development of the new suicide prevention strategy. The LEN members were involved in the different elements of the consultation and the development of the new strategy including a primary research survey, a primary research workshop, testing of strategy ideas, and reviewing the initial draft of the new strategy. LEN members contributed artwork and creative content/poems that were included in the design of the strategy document. Further to this, members of the LEN were also involved in the launch event for the strategy. Some of the artwork was used in the visuals for the launch event and one member read out their poem. The launch event focused on key priorities for men, self-harm, children and young people, and health inequalities. For each of these sections there was a talk from a professional working in the relevant area and a talk from a LEN member.

"From a general point of view, being able to contribute actual lived experience to mental health plans from various sources has been invaluable. Putting your own experiences to good use to help formulate plans and initiatives is incredibly rewarding and hopefully useful." (LEN Member).

What's Next?

Funding for another 12 months (until March 2024) for the Suicide Prevention LEN ensures that we can support the delivery of the Cheshire and Merseyside Suicide Prevention Action Plan, can support the development and delivery of Local Place action plans, as well as continue to embed co-production across all activity.

The success of the Suicide Prevention LEN has resulted in Wirral Public Health commissioning Wirral Mind to develop and coordinate a lived experience network for substance and alcohol misuse. This is launching in April 2023. For more information please contact us.

How can I sign up?

We continue to recruit to the LEN, so if you or anyone you know have lived experience and want to use that experience to have your say in what services and activities are needed in your area around self-harm and suicide prevention, then please get in touch with the LEN team at Wirral Mind on 0151 512 2200 or email learning@wirralmind.org.uk.



Counselling

Wirral Mind Counselling Department

Wirral Mind runs a BACP accredited counselling service with all our volunteer counsellors working to the professional standards and ethical guidelines of this association.

The service is free of charge to all. We offer counselling with no limit on the number of sessions a client may have, so allowing people the time and space they may need, whilst utilising a range of therapeutic styles including Person-centred counselling, Psychodynamic Therapy, Cognitive Behavioural Therapy (CBT), Integral Eye Movement Therapy (IEMT), Transactional Analysis (TA), Psychotherapy, Counselling Psychology, Mindfulness and Integrative Therapy.

Wirral Mind Counselling is recognised as being one of the premium placement organisations for counselling training in the region. We maintain close links with all local counselling training organisations, both private and education authority, in order to maintain a varied pool of counsellors.



Counselling Client: "I feel safe, respected and understood. This service has been a life changer".



Counselling Client: "Keep doing what you are doing, it's working".



From April 2021 to March 2022 the number of sessions provided per week increased from 47 to 58 including zoom counselling from locations such as Finland, Nigeria, Spain and Barbados.

The source of our referrals has continued to change and by the spring of 2023 self-referrals made up only 27% of all referrals with the remaining 73% coming from the likes of social Prescribers, GP practises, the single point of access team, social workers and Mental Health Practitioners. This has led to an increase in the level of complexity of clients we work with.



Volunteering



Gordon Wheatcroft—Counselling, Befriending and Volunteer Coordinator

Volunteers work throughout the organisation in roles such as befriending, counselling, receptionists, administration, peer support, telephone support,

fundraising, event support, training, therapy, leisure activities, and not the least is the dedicated work of our Board of Trustees.

This team of 70+ volunteers, of all ages from 18 to 85, support the work we do across Wirral making a difference in people's lives, their mental and physical health, and getting something good from the experience themselves. Ask any volunteer and they will tell you it is a chance to make a difference in both their life and someone else's life.

Many Wirral Mind services simply could not operate without the dedication of our amazing volunteers, as volunteering is an essential part of the delivery of our services.

We love our volunteers and Wirral Mind takes this opportunity to thank each of our volunteers past and present who keep enabling us to do the work we do.



Volunteer Comment: "Will continue to volunteer even though I am now working, I love it".



Volunteer Comment: "Gave me the experience, skills and confidence to start looking for a new job".

Befriending



Throughout 2022 and into 2023 Wirral Mind's Befriending Service remained committed to offering a high quality, social support service to adults living in the Wirral community aged 18+ who were experiencing, or had experienced, a mild to moderate mental health problem. Befriending is tailored to the individual and aims to meet their needs, these being to prevent isolation, promote social inclusion, improve independence, increase confidence, build trust, and improve wellbeing both physically and mentally.



From late 2022, with the end of Covid restrictions, we started to look at how to build the befriending service back up to pre-covid levels and beyond. In October 2022 Wirral Mind recruited a new Befriending Administrator Heather Hawthorne. Recruitment of volunteers was ramped up, and referrers were notified of our intentions to expand the service

By Spring 2023 we had 8 new volunteers matched with 10 clients befriending by phone, face to face visits at home and meeting in social situations. Recruitment and matching can sometimes be a lengthy process but the service continues to grow at a steady pace.

Befriending Client: "I love getting out and doing things I haven't done for ages".



Beating the Blues



Beating the Blues Co-ordinator - Tracy Bee

Beating the Blues is a online Cognitive Behavioural Therapy programme that can help a user to gain techniques and skills to manage their own mental health in relation to issues such as depression, anxiety, and stress.

Client: "Easy to follow and staff explained it clearly. Everyone has noticed I am less pessimistic".

The programme can be accessed by clients from anywhere. The service can also be delivered as supported sessions by volunteers at Wirral Mind for those who do not have either the equipment or internet access or IT skills to access independently.

The Beating the Blues programme has been run by Tracy Bee the Coordinator since June 2022 and the programme has steadily increased in its uptake and by the spring of 2023 had 131 people registered on the service, who had accessed the programme a total of 1409 times.

Mums Matter

Lisa Shannon — Mum's Matter Coordinator



Mums Matter 71 mums have now completed the programme. Between then they have 119 children who have benefitted from the “ripple effect”. We use the clinical tools GAD7, PHQ 9 & SPS 10 to monitor the mum’s progress. They consistently report improvements of 7 or more*. However, increases of 10 to 12 are more common. The perinatal NHS team and Talking Together Wirral advise that their patients typically see improvements of 2 – 3.

There is a programme of ongoing peer support both within the groups and also the wider community. Each cohort is encouraged to set up a “Whats App” group to stay in touch and support each other. The wider community is brought together in a Facebook Group and regular emails are sent out with updates for those not on social media.

There is a monthly check in session held by Zoom at 8pm to ensure it is after most of the children’s bedtimes. These sessions take the form of a workshop, and we choose one of the topics included in the programme to revisit as a refresher. For example, in week 2 of Mums Matter we explore ‘Basic Needs’. During the workshop we dig deeper into what our ‘Basic Needs’ are, the reasons why we may not take care of them for ourselves and, the impact not doing so has on the children. In collaboration with Movement & Bloom we have a weekly social walk. This is an opportunity for our community to reap the benefits of gentle exercise and get outside with their little one (s). There is usually me and volunteer available to help mums with multiple children to ensure everyone is included. Afterwards, we go to the community room at Charlotte’s Brightside for hot drinks and cake. We struggled to find a suitable venue to meet up around Woodchurch and so we started our own weekly coffee morning in the community room at Ganneys Meadow school. It is very well attended by mums across the Woodchurch groups and the wider Mums Matter community.

In collaboration with Crea8ing Communities, we have regular afternoon teas. It’s a wonderful opportunity to get mums together from two troubled areas on the Wirral, to have a chat and share a cup of tea while their children play together, in a safe environment. In the school summer holidays, we also held community wide picnics in Birkenhead Park and Arrowe Park. There was also a coffee afternoon in St James centre, a stay and play in Seacombe Children’s Centre, many walks with coffee and cake afterwards and, weekly session of Singing Mamas.

Singing Mamas was consistently attended by 12 -14 mums each week. Including one mum who came without her children straight from a night shift in Arrowe Park and another, who took her lunch hour at 10am to attend. Just like Mums Matter, Singing Mamas is aimed at supporting the mum. The songs chosen each week focused on healing, reconciliation, and empowerment. They were all new to the mums and the children seemed to really enjoy them too. The groups were very much about the experience and not the performance which appeared to help mums feel comfortable.

One mum described using the songs to calm her and her children after a particularly trying incident and, another told of how she used the songs to help relax her children as part of a new bedtime routine. At the end of the five-week run, the participants described the sessions as “Restorative”, “Calm”, “Bonding” and “Inspiring”.



I will forever be grateful to Lisa and the other mums for sharing their stories, wisdom and techniques and for just being there for me and making me feel seen. If I can ever give back to Mums Matter through volunteering or anything else, it is a cause I believe in and would be so proud to lend my support.

Carrog Mill Cottage Holidays



The Carrog holidays this year were excellent and enjoyed by all, we travelled to Betws-y-Coed, Llangollen, and Conwy etc. We have done boat trips, visits to castles and markets. We have enjoyed eating out at the pub, taking packed lunches out and eating in with Karaoke and parties galore. Everyone on the holiday noticed the new windows and doors in the cottages straight away as these have made a huge difference to how warm the cottages were and how bright the rooms are. Alison has done amazing with the upkeep of the cottages as they were all spotless and well maintained.



Fundraising 2022/2023

As a local charity providing essential mental health support to people across Cheshire and Merseyside, we are extremely grateful for the support and generosity of our community. In fact, we could not do what we do without your help!

We would like to extend our heartfelt thanks to everyone who has supported Wirral Mind during April 2022 - March 2023. Whether you have baked a cake, ran a marathon, hosted an event or donated your time; you have helped us to make a real difference to the lives of those experiencing poor mental health in our community.

We would love to be able to mention every single person who has supported us this year but that's just simply not possible. Below is a small selection of our community who have gone above and beyond in the fight for better mental health.

Thank you!

Liverpool Medical Student Society (LMSS)

Summer Strum

Wirral Metropolitan College

Asda Arrowe Park

Wirral Wellness Events

Kate Robinson

Albas Adventures

Marco Modena

Soroptimist International

Owen Drew England

Arrowe Park Anesthetist Team

C Malthouse, M McGee, M Crozier, P King, S Wardell, M Davies & C Quinn

Sprouts Band

Angi Hawker

Louie, Dominic, Dan, Eleanor & Niamh

Daniel Ludbrook & Nathan Rowe

Spinoffs Band

Angela Macaulay Therapies

John & Bobby (J&K Travel Ltd)

Cal Ruddy

Emma Wharton

Jamie Neale

Make it Happen Birkenhead

Owen Fegan

Daniel Wharton





Wirral Mind would like to acknowledge the support of:
Social Services and Wirral Borough Council.
National Mind

**Wirral Mind would also like to acknowledge
their partnerships with:**

**Cheshire and Wirral Partnership,
Liverpool City Council, Champs,
Prima Group Housing Trust,
Onward Housing Trust,
Age UK Wirral, WIRED,
Headway, Barnados & Health Junction**

**Wirral Mind would also like to acknowledge
the support of**

**Angela Macauley Therapies,
Jackie Williams, Core Movement,
Everton Red Triangle Boxing Club,
Wirral Met, Sole Survivor
RawnReal, Julia Baxter Fitness**

Wirral Mind
90 - 92 Chester Street
Birkenhead
Wirral
CH41 5DL

0151 512 2200
www.wirralmind.org.ok

