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WASHINGTON MIND

Annual Report 2021-2022

Welcome to our Annual Report in our 41st year as a charitable organisation

‘Hope at Local Level’



mind Washington

Washington Mind's mission is to work in partnership with our community to promote recovery and improve mental health and wellbeing.



**Our vision is
“A society that understands and is active in improving mental health and wellbeing and building the emotional resilience of people of all ages.”**

CHAIRS INTRODUCTION -



Welcome to our Annual Report for 2021/22 in what is Washington Mind's 41st year of delivering mental health and wellbeing support for our local communities.

When I think about our vision to be a society that understands and is active in improving mental health and well-being whilst building the emotional resilience of people of all ages we should all feel immensely proud it is an incredible achievement for any business, let alone a charitable one in these most challenging of times.

It really is tough times for so many the world around us is changing at a fast pace and more than ever we need a strong, confident, voluntary sector that can help to make a real difference to people's lives.

What makes any organisation a success is our people, we need to as a board look after our greatest resource, we could not be prouder of the achievements of our charitable organisation and the people who make it happen every day. The trustees want to acknowledge this and the importance of looking after our team who are in turn looking after the most vulnerable in our community. Mindful that our team are also facing the continued rise in the cost of living we implemented a much deserved pay increase to provide sustainable, long-term support to our dedicated team.

On behalf of the Committee, we send an enormous THANK YOU to our inspirational staff and volunteers who are working with people to make a difference in so many lives.

Bernie
Cornish



CHIEF EXECUTIVE'S OVERVIEW:

As a team we are all pleased and proud to present this our annual report, which not only highlights the impact of our work during the last year 2021/22 but also celebrates our 41 years as a charity.

Post pandemic we continue to have a very creative approach to mental health, offering therapeutic, social and psycho-educational support to individuals and groups in person, and via telephone and digital mediums, using talking, reading, writing, film, arts, music and exercise. One of the challenges we are all currently facing is the cost-of-living crisis, which is impacting households and families across the country, but especially those who were already struggling and are often the most vulnerable in our society. It is certainly a sign of the times that we, alongside others across the City are offering a 'Warm Space' within our community buildings over the Winter months.

While it is undoubtedly a challenge going forward, we will strive to instill hope at a local level and working together is key to making a difference in people's lives. Our Community Connectors programme is starting to gain momentum, with lots of key partners across the City acknowledging the value of us all linking up. We strongly believe that people who access our support should not be passive recipients and therefore participation and co-production are central to all that we do. A big part of our work is enabling people to better help themselves and helping to equip our society with the skills to support one another.

We therefore look forward with hope and are grateful that Washington Mind have a pool of enthusiastic, dedicated staff & volunteers who help us to achieve our goals as an organisation and support people across the city of Sunderland with their mental health and wellbeing.

Jacqui Reeves

"In the depth of Winter, I finally learned within me there lay an invincible summer" (Service User)



President - Sharon Hodgson MP

"Once again I am incredibly proud to support the work of Washington Mind as President. The trustees, staff and volunteers work incredibly hard to provide residents across Washington, Sunderland and the Coalfields with mental health support, especially given the destabilising past few years and the troubling period we are yet to face given the rising cost of living and the impact this will have on families and individuals. Everyone involved in Washington Mind should be incredibly proud of the foundation this organisation provides for our community. It is a privilege to be part of a charity that inspires change and the best in everyone."



Patron - Gary Bennett

I am once again proud to be one of the Patrons of Washington Mind, a much-needed source of support for our community. Through my links with SAFC, we appreciate the support the ground-breaking Fans Supporting Fans, Match Day Mental Health Hub, provides for our football community. The successful English Football League (EFL) Legacy funding bid will enable Washington Mind to expand on this existing partnership work and assist SAFC and Academy with their wellbeing strategy, crucial work in these current times.



Patron - Norma Wright

As Patron of Washington Mind I am delighted and honoured to once again be part of the annual celebration of Washington Mind's achievements in this their 41st year. Indeed, my involvement with the charity stretches back over most of those four decades.

Throughout my statutory, voluntary and political careers I have always maintained a passion for mental health and wellbeing. This remains the case in my retirement, continuing to support the work of Washington Mind. I cannot praise the trustees, staff and volunteer team highly enough for their passion and their commitment to maintaining support to meet the high demand for our mental health services.

Thank you All.



On behalf of all at Washington Mind we would like to wish Mind CEO Paul Farmer well in his new role at Age UK, and thank him for his passion and commitment to mental health and the Mind network over the last 16 years. We echo the sentiments of Mind Chair Stevie Spring...

"I want to say a big thank you on behalf of the charity and all our beneficiaries for all he has done around mental health. Age UK is lucky to have him."



This year we have seen **1,045** new referrals, but in total **1,449** people have received support throughout the year, including accessing therapies, social support, alternative and therapeutic group work and a variety of wellbeing activities, everything from cycling and dog walking to meditation and yoga.

The Life House itself has seen over **6,363** visitors in addition to our delivery in other community venues across the City. Our small team rely on the support of our partners and volunteers to ensure that we can offer a wide range of activities to accommodate this growing need for mental health and wellbeing support for the community.

1,449

People who have received support throughout the year



Washington Mind
Unique Visitors:

25,135



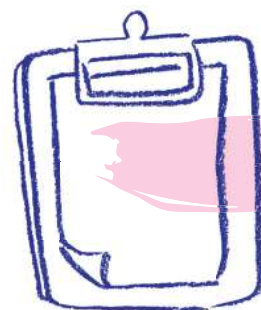
wellbeinginfo.org

wellbeinginfo Unique
Visitors:

127,178

1,006

People Attended
Training Courses



1,045

New Referrals



183

Online support group

2,227

Social support
attendance

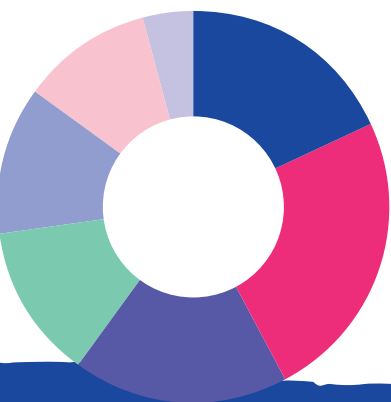
31

Active Volunteers

3,386

Counselling Appointments

Age Breakdown:



0-15	238
16-25	221
26-35	143
36-45	134
46-55	136
56-70	142
71+	32



6,363

Visitors to the Life House

88,937

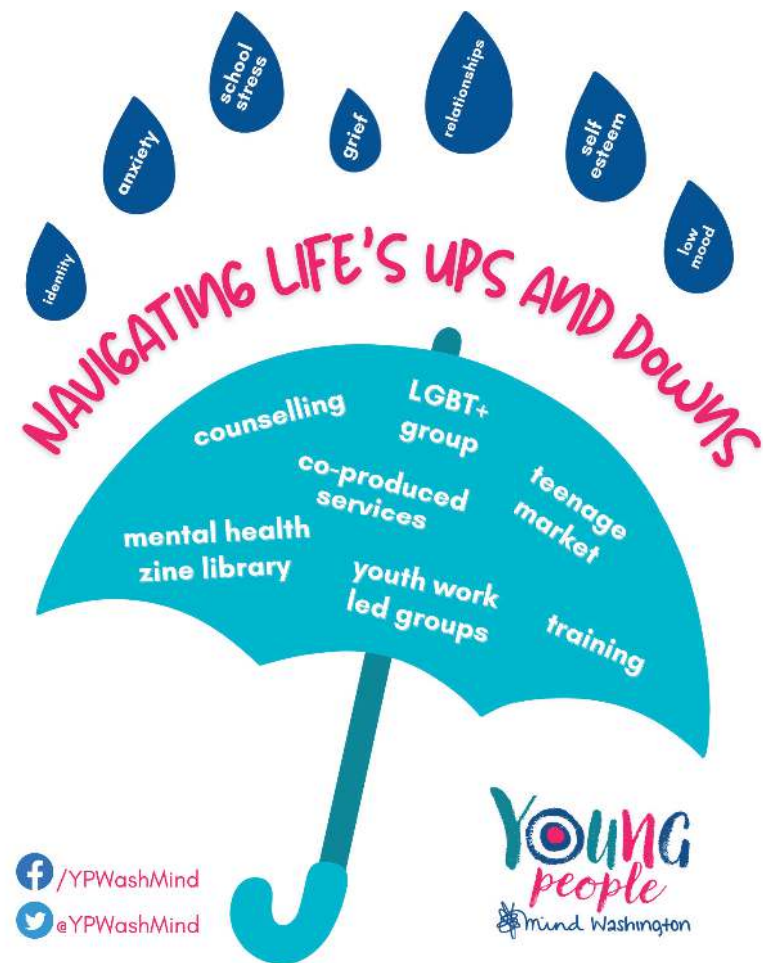
Enquiries



‘The greatness of a community is most accurately measured by the compassionate actions of its members.’



‘Alone, we can do so little; together, we can do so much’



World Mental Health Day 2022



Make mental health & well-being for all a global priority

While mental health support and awareness is a priority for Washington Mind all year round, one of the biggest dates on the mental health calendar is the 10th October - World Mental Health Day.

'The World Health Organisation encourages us all to work together with partners to launch a campaign around the theme of Making Mental Health & Well-Being for All a Global Priority. This will be an opportunity for people with mental health issues, advocates, governments, employers, employees and other stakeholders to come together to recognise progress in this field and to be vocal about what we need to do to ensure Mental Health & Well-Being becomes a Global Priority for all.' (WHO)

'No one service could possibly meet the demand for mental health support; promoting good mental health and supporting people with mental health issues does not start or stop at the doors of the NHS. We at Washington Mind acknowledge that we very much have a part to play in not only providing services, but in promotion, training and having a presence in our community. This approach is vital to raising mental health awareness and increasing understanding to reduce the stigma and discrimination often faced by those people experiencing mental ill health.

Staying mentally healthy is one of the biggest challenges we all face today. Mental health problems can affect anyone, no matter what their background. In fact, 1 in 4 people experience a mental health problem every year.'
(Mind)



DID YOU KNOW?

We added a self care area to
www.wellbeinginfo.org

DID YOU KNOW?

We have over 100 Ray's corners
across the city....

DID YOU KNOW?

Our training generates income that help
us deliver support services



Looking to improve your own
health and wellbeing, or want to
help a friend, colleague or
a family member?

Don't know where to start...

Visiting wellbeinginfo.org may be the
first step you need to start making
these improvements...

To visit the site go to
wellbeinginfo.org
or simply scan
the QR code on the right...



The story behind Ray's Corner

Following Ray's tragic suicide in 2020
his family donated in his memory to
Washington Mind, to support us in making a
difference. Ray's Corner is part of this legacy.

Ray's Corner is for anyone of us across
our City who are in need of support – for
themselves or for others. We hope that
by working with you to have Ray's Corner
available in workplaces and community
settings across our local area, people will
be able to find the right support. For more
information visit...

wellbeinginfo.org/rays-corner

Our training
services and...



Our experience, expertise and
knowledge surrounding mental health
and wellbeing create a solid foundation
for the bespoke quality training
programmes that we
co-produce, develop and deliver.


Our current training programme includes Mental
Health First Aid (MHFA) 2-day, 1 day and ½ day
courses. MHFA ½ day Refresher course, Youth
Mental Health First Aid, A LIFE Worth Living
suicide prevention training
(ALWL ©), The Stories We Tell Grief Training,
Wellbeing in the Workplace and
1 in 4 Mental Health Awareness.



Warm Spaces

@ 
Washington



 We are now a warm space for people living in Washington Central (Biddick, Glebe, Washington Village and Columbia).



If you are struggling financially, or your health and wellbeing has been affected by Covid-19 or you have been impacted by the cost of living crisis, come in during our opening times.

Come along to The Life House during our opening hours and show your card at reception to sign in to the building. You can then grab a seat in our Café Life and speak to a member of the team to receive the support you need, we can help with; a hot meal, a warm space, a hot or cold drink, free Wi-Fi, charging points, signposting to local support (e.g. financial, housing, mental health, community activities).

If you would like to access a free drink and hot meal, please present your card to the Café Life staff. We have attached Washington Mind's service leaflet for you to find out about all of our current services.

If you have any questions, get in touch on: 0191 417 8043, info@washingtonmind.org.uk or pop in to see us.

Supported by
Sunderland
City Council



Community Connectors Project

Building on the Connectedness Programme that trained people as Community Connectors to tackle loneliness and isolation across Sunderland we have developed this a step further enabling organisations, businesses, and services to become Community Connectors Organisation.

As a Community Connector Organisation with the support, information and resources provided by our Peer Community Coordinators you will support our work across the City of Sunderland to increase knowledge and awareness of community services and activities that support the mental health of the people of Sunderland.

Our aim with your support is to 'wire together' all that is on offer. Sharing information that can and will connect people with their communities.

As a Community Connector Organisation, we will provide you with the 8 steps to connection resource

Online
Forum

Wellbeinginfo

Community
Connectors
Workshops

Networking
Opportunities

Peer
Community
Co-Ordinators

Ray's Corner

Wellbeing
Plus
Newsletter

Further
Training

For more information please scan QR code.



Business Plan: 2021 /22 achievements and plans for 2022/23



Last Year

We continued to deliver a range of support through the Life House to the best of our ability, responding to the needs of our community throughout the COVID pandemic. We offered a 'digital Life House' to those people who were lonely and isolated to ensure they were still accessing support. To enhance the offer we launched our Listening Ear service to offer a safe space for our community to be heard.

Next Year

The Life House will continue to be a well-resourced wellbeing centre offering a range of activities, connecting our communities. We will offer a safe, warm space for our most vulnerable residents, working with other organisations in our area to offer the best support we can throughout the cost-of-living crisis. We will also continue to offer our Listening Ear to those members of our community who need the extra support.

We will also expand our community engagement through the Community Connectors programme. Using a peer support model to work with other trained staff & volunteers, linking up our local community with activities and organisations that can help improve mental health & wellbeing.

"I genuinely appreciate everything you are doing for me and even when I'm just talking about what's going on. It's nice to know someone cares enough to listen."

Listening Ear



Last Year

We worked with our partners to collate community feedback on wellbeinginfo. Utilising this feedback, the site was updated to keep up with the ever-changing digital world and best support our visitors to access health and wellbeing resources and support. We also received organisational feedback to look at ways we can best support their promotion through the directory. Their comments were incorporated into the revamp and we have supported their profile expansion to enable communities to find out about local services.

Next Year

We will utilise the new features available through wellbeinginfo to expand the directory and support our communities. We are looking forward to revamping youngpeopleswellbeing.org to expand the resources which are available to young people, parents/carers and professionals across our communities. Throughout this process we will work with our communities to gain their perspective on the best way to move forward which will allow them to find out about young people's health and wellbeing and access local support.

"Mental Illness is as much as a society problem as a clinical problem. You have to deal with it on a social level, in communities and by bringing people together."

Business Plan: 2021 /22 achievements and plans for 2022/23



Last Year

Post pandemic we were able to start to get out into the community again in our Van. Lots of organisation and workplaces are now using our 'Rays Corner' as a resource to help people find the support they need. Building on the work started in the Connectedness Plan a mapping exercise was started, identifying existing, established networks and resources and identifying any gaps.

Next Year

With the help of our student interns, we will pull together the research findings from our scoping exercise, this will inform the work of our two Peer Community Coordinators. Using a peer support model to work with other trained staff & volunteers, including our local Community Connectors. Taking a collaborative approach to linking ('wiring-up') up our community assets to improve mental health and wellbeing across the City.

"This was training course was very insightful and provided me with excellent guidance and knowledge on listening and how my approach would be in supporting my colleagues and friends."

(TSWT) Talking Therapies

Last Year

Our work co-producing, developing, and delivering training continued. Our existing training programme was further enhanced through a number of opportunities. Working in partnership with Mind and the Co-Op, we co-produced The Stories We Tell And Are Told, a grief training programme that explores understanding grief and offers an alternative community approach as to how we respond. We successfully delivered the Better Mental Health training programme on behalf of Sunderland City Council. Mind and The Football Association (FA) chose us to develop and deliver Mental Health Awareness Training for their grassroots referees. This was a year when mental health was high on the agenda and we rose to the occasion fulfilling our mission.

Next Year

We will strive to continue and build further upon the good work we have done. We will build even stronger relationships with employers, employees, businesses, services and organisations. We will continue our community focus upon challenging the stigma associated with mental health, grief and suicide through our training programmes. We will continue to support the Workplace Health Alliance and the wider suicide prevention agenda through our active involvement in alliances and action groups across the city.



'The content and delivery of this training was genuinely outstanding, especially given it was delivered online. Up there with the best/most enjoyable training I've ever attended, if not, THE best. Thank you!'

(TSWT)

Business Plan: 2021/22 achievements and plans for 2022/23



Last Year

During the last year we have continued to co-produce services with our community, providing counselling across the City and maintaining Service Level Agreements with 7 schools. As part of this we have developed, and piloted 2 new training programmes with young people and school staff. The Mental Health Zine Library has gained momentum - working in partnership with Northumbria University and the University of Central Lancashire, and with our zines being part of events in Bradford, Edinburgh and York. The Teenage Market was launched at PopRecs with free stalls for artists, booksellers and zine makers aged between 13-24yrs.

Next Year

We will remain committed to generating change for young people through further development of the above. We will retain an openness to change and innovation, and will be competent, responsive and transparent in our work. We will remember that mental health is not a stand alone topic; we will listen to our community and work with them to co-produce services that are of value; and we will not doubt our innate capacity to connect and belong.

'I'd just like you to know that it has been a real pleasure working with you. I'm very proud to say that I've been able to take part in something meaningful, with a group of individuals that are clearly passionate about what they do and are all interested in helping change society for the better!' (Intern)



Last Year

We appointed a new clinical lead into post. We have continued to offer a flexible approach for clients with telephone, video and face-to-face appointments available to best meet the needs of clients and have adapted to meet the increasing demand for more face-to-face appointments to return following the pandemic. We have strived to meet our targets and have been able to keep the waiting time for counselling to a minimum. We have continued to offer support/signposting and advice via the SAFC Match Day Hub. Partnership work continued throughout the year to increase our staff teams to provide accessible counselling across the City.

Next Year

We will continue to actively work towards our performance targets and strive to keep waiting times to a minimum despite increasing demand for services, strengthening our IAPT partnership with a single point of access and improved data systems. We have submitted our service accreditation renewal to maintain our BACP service accreditation. We will be recommencing our volunteer counselling programme which was put on hold during the pandemic. We will continue to work with the BLC to offer support and signposting via the Match Day Hub. We are planning to increase the options of the support we can offer clients by developing therapeutic group work.

Friends of...



Washington Mind CIO is a membership organisation, we have over **500** Friends supporting our organisation. If you would like to be a member, subscribe to our newsletter and receive regular information about organisational events and Life House activities and services please contact **info@washingtonmind.org.uk**

or download a Washington Mind membership application form from our website **www.washingtonmind.org.uk**

Membership is free; we welcome new members to support our work and help to shape the future direction of the organisation.

Help us make a difference



Fundraising for Washington Mind and tips to help you fundraise

As a local independent charity Washington Mind rely on funding and donations to continue reducing mental health stigma, improving wellbeing and promoting mental health recovery. We're incredibly grateful to all individuals and companies who choose to fundraise on our behalf - Thank you! But we also know there are still lots of people, organisations or groups out there who would love to get involved with fundraising for Washington Mind. Just get in touch and we'll arrange to drop off a box.

Ways to fundraise could include;

- Displaying a charity tin or bucket in your building, organising a charity fundraising event, a sponsored walk, nominating us as your charity for the year, or sign up to a national campaign (e.g. World Mental Health Day, World, Suicide Prevention Day, Mental Health Awareness Week).

If you're looking to fundraise for Washington Mind but don't know where to start, our dedicated fundraising coordinator can support you, send us an email to:

alaine.robson@washingtonmind.org.uk
to access fundraising support.

Our fundraising pack is a great resource to help you to raise vital funds. Please scan the QR code below to find out more information and to find out how you can donate to our charity.



Scan the QR to donate now...





Finance

Thank you to the wide range of partners who support our charity through commissioning services and training, providing grants and working in partnership with us. Without you our charity would not be able to thrive in these most challenging of times.

This year's report reflects our continuing achievements during the financial year ending 31st March 2022. The voluntary sector is competing for funding more than ever, we have all been affected by the pandemic and the current cost of living crisis and demand on mental health services continues to outweigh capacity across all sectors. To enable us to deliver the support needed in our community we have continued to explore other avenues of funding, including the recruitment of a designated Fundraiser to help us to not only generate income, but also raise the profile of the organisation and mental health awareness.

David Wright, Treasurer

Thank you to those of you who have fundraised for us and made donations in memory of your loved ones.


Sunderland
City Council


Redcar and
Cleveland





Arnold Clark


South Tyneside Council



together for
children
SUNDERLAND


Northern
Gas Networks

MARKS &
SPENCER


North East and
North Cumbria


University of
Sunderland


Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust


Sunderland College


HM PRISON
SERVICE
DURHAM


Community
Foundation


LOTTERY FUNDED


LLOYDS
BANKING GROUP


OpSec
SECURITY


Community
Foundation


The Sir Jules Thorn
CHARITABLE TRUST


Castle View
Enterprise
Academy


Your
Sunderland*
*Students' Union


Sunderland
Counselling
Services

Kasai


HM Revenue
& Customs


ST. ANTHONY'S GIRLS'
CATHOLIC ACADEMY


SOAR TO THE HEIGHTS
TOGETHER


SUNDERLAND AFC
BRANCH LIAISON COUNCIL


St. Anthony's Girls'
Catholic Academy

**H A D R I A N
T R U S T**


Rocketmedical


50 YEARS


Virgin
media


Ways to Wellness

**The Life House
Grasmere Terrace
Columbia
Washington
NE38 7LP**



Fax: 0191 415 1593

Web: www.washingtonmind.org.uk

As a member of the Mind community thank you for being with us.



WashingtonMind



TheLifthouseWashington

#REASONS2  yppreasons2

Find us at
[**www.facebook.com/**](http://www.facebook.com/)



wellbeinginfo.org










YP WashMind



To view our year in pictures go to: www.washingtonmind.org.uk/annual-reports/

