

Bristol Mind



**For better
mental health**

Annual Report 2003-2004

**Bristol Mind provides and
promotes user – focused services**



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Charity Reg. No. 1085171 Registered Company Number 4214744



Welcome to our Annual Report 2003- 2004

Since last year there have been a number of developments which have resulted in an expansion of the services we offer to the community. These developments are commented on in more detail in the main body of the report.

Our expansion has been made possible by the dedication of our volunteers, staff, advisors and trustees. Their efforts have further strengthened our ability to work with our stakeholders to improve the quality of life of people affected by mental health issues.

I would like to take the opportunity to thank our funding organisations and the many people who have made individual donations to our revenues. Without your help the work that we do would not be possible.

Our continuing expansion has inevitably created administrative challenges, whilst we continually strive to keep our bureaucracy to a minimum by ensuring that our systems are as efficient as possible, good administrators and managers are an essential element in ensuring high quality service delivery. For these reasons it has been especially gratifying to have recently recruited a Director and Office Coordinator and my thanks go to the volunteers who have helped us in this area.

The last year has proved to be eventful year for us with the efforts of our many stakeholders are bearing fruit. Nonetheless there will continue to be challenges and if we are to maintain our success we will need to attract new trustees and volunteers who can bring new a range of experiences and skills to our work in particular we need people who can help us to develop our educational and campaigning work. In return for your time and effort we can provide you with training and the opportunity to develop your abilities in a wide range of areas.

Finally, my thanks go to Suzanne Pearson, Pauline Heslop and Colin Hawkins. Without their professionalism and dedication we would not have made the progress that we are currently enjoying. My best wishes also go to Jeff Walker our newly appointed director.

Gordon Rudston, Chair

Bristol Mind is committed to the principle of Equal Opportunities in all areas of our organisation.

In our role as a service provider and employer, we strive to open the organisation to all people regardless of their ethnicity, gender, sexual orientation, sexual identity, age, disability or religion.

As a user focused organisation we actively promote the involvement of those experiencing mental ill health or emotional distress and survivors in all areas of our organisation.

Directors Report

Bristol Mind is in a stronger, more robust position than it was in 2003-2004 when with Community Fund funding coming to an end in January 2003 the future of the Bristol Mind coordinator was at risk. The potential loss of the coordinators role could have had serious implications for the organisation as a whole, which has grown considerably in terms of both projects and staff. Fortunately, the value of the role has been recognised by the Community Fund (now The Big Lottery Fund) with the provision of funding for a Director and Office Coordinator.

Bristol Mind now has a presence at Eastwood Park women's prison, offering invaluable advocacy to women at the prison experiencing mental or emotional distress. Funding has been secured to establish a research project looking into Assertive Outreach, employing one full time senior researcher and two part time user researchers. Work is well underway in the development of a second drop in for the east of Bristol. Funding has also been secured from Comic Relief for an in-patient advocacy service, to be launched early 2005 at Barrow and Southmead Hospitals.

The Office Coordinator will take on responsibility for running the Bristol Mind administration office and supporting our growing project teams. Meanwhile as Director I will take responsibility for taking forward our 5 year business plan adopted in May 2004 which details our current range of activities and plans for the future.

Whilst we have secured substantial funding to consolidate existing projects and develop new initiatives; we continue to seek additional funding to meet the full funding requirements of our projects and organisation as a whole. In 2004 – 2005 we will be having a recruitment drive to attract more members to the organisation and encourage more people to come onboard as trustees. A comprehensive training package will be developed for trustees new and old.

As well carrying out a review of our policies, procedures and staffing structure to reflect the growth of our staff team, by networking with local, national organisations, minority communities and representing the organisation to the media, I aim to build the profile of Bristol Mind to promote and develop our work within the mental health community and beyond



Jeff Walker, Director

Staff Changes

We were pleased to welcome Claire Barnard to take a lead in establishing the new Outreach Advocacy Service. Jane Mowat has joined our advocacy team as special women's advocate – working within Eastwood Park women's' prison. After working as a volunteer for several months Rachel Greensides is now a permanent member of the admin team. Karen Haas joined as a temporary worker with the Outreach Advocacy Service.

We were sad to say Goodbye to several members of staff this year; Judy Mead moved on to work for Friend in N. Somerset, having run the pilot Independent Complaints Advocacy Service (ICAS) for 11 months. Damian Borg moved from our admin team to pursue his legal training. Tamasin Cottle the Mindline administrator has taken maternity leave while we look forward to her return in 2005, cover was provided by Ruth Sayers who has recently moved on to support mental health user researchers throughout the country. When Jon Fowler, UFM Development Worker left in March 2004 to work for Revolving Doors in London, Jeff Walker took over the UFM development work, whilst continuing to work as a Coordinator one day a week. In July 2004, Becky York was appointed to the role of Office Coordinator with her first task being to participate in a two day interview process involving more than 30 service users staff and volunteers for the recruitment of Jeff Walker our new Director.

Executive Changes

Both Steve Harnall and Jacek Miotla stepped down as trustee and advisor (respectively) – Steve to pursue his career and Jacek to settle down with his new wife Louise. Pauline Heslop stepped down as a trustee, however she has continued to work tirelessly for Bristol Mind as an advisor – supervising both UFM & MindLine, together with steering the Assertive Outreach Bid through its final stages. After several years as a trustee, David Lovegrove and last but not least Betty Carey stepped down as Honorary Secretary

Meia Allegranza and John Wood have joined as new trustees – Meia comes with a wealth of media experience and John is a long standing member of the South Bristol Mental Health Users Forum

Advocacy



Our Forensic Advocacy Service provided for people at Fromeside, HMP Bristol and HMP Eastwood Park has had a successful first year. Jane Mowat has been a wonderful addition to the project, previously working at Broadmoor, now employed as specialist women's advocate, Jane has withstood the trials and tribulations thrown at her by HMP Eastwood Park, kept smiling, eventually got some keys and is now kept very busy on her twice weekly visits to the prison.

The unique nature of the prison aspect of our work has led to the publication of articles about the service in such organs as Mental Health Today, Prison Report (from the Prison Reform Trust), the UKAN newsletter, and even the Bristol Evening Post. We've also had the opportunity to pass on the benefit of our experience concerning policy, procedure and practice, to a London-based organisation that has been commissioned to run a service at HMP Brixton.

The Outreach project has had a year of ups and downs, Michèle Price moved on to higher things (now on the top floor with Mindline) after the first training course; Claire Barnard worked very hard in establishing three new drop-ins, but has unfortunately been on sick leave for a while, hopefully back in the next few weeks; and Karen Haas who initially joined us as a volunteer has been covering the post for the last two months, restoring its stability and keeping the volunteers busy.

Recently we heard the good news that our bid to Comic Relief to fund an advocacy service for people at Barrow and Southmead hospitals has been successful, although their support falls short of the amount needed, we hope to have a service up and running by early 2005. This was a long process and Leanda Flower, Anne-Laure Donskoy, and Ross Hughes all deserve credit for their part.

Our thanks this year go to; the volunteers who have done some great work in the outreach project; Michèle for all her hard work and commitment to advocacy at Bristol Mind over three and a half years; and Leanda whose experience, knowledge and support has been a great addition to the advocacy services and made our jobs easier.

Finally, I've enjoyed the last year immensely, met some very interesting clients, learnt a lot of new things, at last have a colleague with an interest in football, and above all feel that we've made a very significant contribution to the ongoing debate about mental health and the criminal justice system.

Tom Hore, Advocacy Coordinator

MindLine

Bristol MindLine continues to be busy providing a much needed source of out-of hours support to 2,156 callers in the last year. The monitoring for the year highlights the importance of the helpline for those who are depressed, lonely, isolated and experiencing anxiety in the community. The line is available to those who have contact with other services during the day and also to those who have no other support in the community and so reaches a wide range of people in need of support. A number of calls have also been received from people who were receiving treatment in hospital.

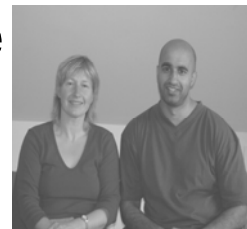
During this period we have completed three volunteer training courses and welcomed 21 volunteers on board. We carried out a survey amongst volunteers involved with the line during the last year to evaluate the benefits of volunteering for Bristol MindLine. This showed that volunteers gain a great deal in terms of personal learning and self awareness, work experience, and opportunities to move on to further training or work within the fields of mental health and counselling.

We would like to take this opportunity to thank the volunteers for taking part in this and all the volunteers for their extremely valuable contribution in supporting callers to the helpline.

Sal Ball and Michèle Price, MindLine Coordinators



Drop In and Outreach Support Service



The Drop in and Outreach Support Service has been going from strength to strength over the last year

We have consolidated and expanded our drop in at Windmill Hill City Farm with a solid core of volunteers and sessional workers ,Jackie Clark, Bianca Petkova and Douggie Wainwright whose contributions have made the Drop in a continuing success .

Bristol Mind is in the process of opening a second drop in at Easton Community Centre . This will be open every Saturday from 10am til 1pm and will service the diverse communities that make up East Bristol and I look forward to reporting on this second drop-in the coming months

The Outreach Support Service has been going well and the coordinator Chris Lowe has been doing an excellent job in setting up the services promotion and in meeting service user needs. Feedback has been positive so far and the challenge for the coming year will be for the outreach services and the various drop-ins to be integrated as one projects with volunteers and service users following from one part of the service to another in order to meet their needs.

Tahir Riaz , Drop In Coordinator

The Outreach Support Service held a recruitment drive in July 2004 training has progressed well in September with new volunteers to start in October 2004 this will boost our volunteer numbers to begin work with the increasing number of referrals for befriending services from a diverse range of sources

Chris Lowe , Outreach Support Service Coordinator

User Focused Monitoring (UFM)

One of the first tasks Jon Fowler took on as Development Worker was to Avon and Wiltshire Mental Health Care NHS Trust (AWP) to implement the recommendations of the first UFM report into conditions at the three inpatient units in the greater Bristol area. As well as leading to changes at specific hospital sites, a groundbreaking 'Patient Information Leaflet' and 'Admissions Checklist' has been introduced by AWP across the whole trust area. Much of the work coordinating this initiative came from Rosie Davies, the UFM user-worker.

At the same time, work continued on the research for the second Bristol Mind UFM report into service users during a crisis, over 30 service-user researcher were involved in this research process and my thanks goes out to them for their dedication and commitment to this work . Promoting the findings of the report "Crisis? What Crisis ?" and working with AWP to implement the recommendations of the research will form the cornerstone of our work during the remainder of 2004 and into 2005. This work will be taken up by the new UFM Coordinator working with user workers to identify the topic for the next piece of research , it is also our intention to revisit the research into conditions at inpatient units within Bristol – to evaluate the effectiveness of the work which followed the first UFM report.



Over the coming year we will also see exciting developments in Bristol Mind's role as a research organisation, with the establishment of a three year research project into as-ertive outreach throughout the Avon area.

Jeff Walker , UFM Development Worker Jan—Sept 2004

Information Project and Website

Our Information Project, provides booklets from the National Mind 'Understanding', 'How To' and 'Mind Guide to' free to service users – either directly from our administration office or through a range of access points throughout the Bristol, North Somerset, South Gloucestershire area. In 2004 – 2005 this project will be significantly expanded to become central to a new signposting service to be developed within Bristol Mind's administration department, using trained volunteers.

We also aim to develop our existing website at www.bristolmind.org.uk launched in 2002 to include relevant mental health resources, news and information about Bristol Mind .

Thank You to Staff , Volunteers & Service Users

It has come as a total delight to work every day with people with clear enthusiasm for the work that they do and even the challenges that they face I would therefore like to offer my thanks to all members of the Bristol Mind staff who have welcomed me into an environment with a clear purpose and passion

Bristol Mind would not be able to offer our diverse range of services without a dedicated teams of volunteers Over 200 volunteers currently lend their energy time and commitment to Bristol Mind . Our thanks also go to our decided team of trustees advisors and consultant advisors all of who have given their time and expertise freely to support the activities of Bristol Mind.

Finally , I would like to thank all the Bristol Mind service users who provide the inspiration for all of our activities . Many of the development in this report have come as a direct response to the requests and initiative of service users .

Supporting smaller groups

Our work with small user groups – offering advice, free meeting room space and access to office equipment was central to our successful bid to the Big Lottery Fund who were keen to support this work and see it develop. We now host many regular meetings of small user groups, including the Hearing Voices Group, Southmead Users Network, Bedlam FM, The GLoBe and the Service User Reference Group. Over the next year we intend to expand the groups meeting regularly at our premises, and take forward our plans to develop a package of training and establish a mutual support network between the groups

Financial Report

The accounts for 2003/2004 show that our turnover continues to increase and now exceeds £300,000. After the disappointment last year of not obtaining continuing funding for the Advocacy Project and the tenterhooks on which we have been kept during the 2003/04 financial year as to whether we would secure funding for the Director and Office and Information Co-ordinator, we have now obtained substantial funding from the Lottery for these two posts together with funding for the Assertive Outreach Research Project. The year 2003-04 also saw the start of two advocacy services one meeting the needs of vulnerable people detained within the local prisons and the Regional Secure Unit funded mainly through the Legal Services Commission and the local Mental Health Trust, and the other an outreach service funded through the Opportunities for Volunteering Scheme. It also saw the continuation and expansion of the Drop In service also funded through the Lottery.

However, a characteristic of recent funding initiatives is that they only fund part of schemes resulting in a pressure to properly fund core costs and leaving a shortfall to be made up from other fund-raising activities. As we develop new schemes it is vital that we maintain our core services and ensure that they are adequately funded, as they provide the infrastructure necessary to enable the organization to function properly and support the various projects.

During the past year, we have successfully implemented a Pensions Policy, through which all staff are entitled to receive a contribution of 6% of their salaries towards a personal pension plan. The funding for this has mainly come from funders of schemes but some contributions have had to be made from additional fund raising.

As the majority of our projects have time limited funding, it is important that the organization has sufficient reserves to cover potential problems. These have been steadily built up over the past few years and are now approaching more realistic levels. However, we need to continue to maintain our policy of setting aside a sum each year to sustain them.

Colin Hawkins , Treasurer

Business Plan

In May 2004, Bristol Mind adopted a far reaching 5 year business plan, a copy of which can be obtained on application to Bristol Mind or downloaded from our website at www.bristolmind.org.uk.

The business plan, which was central to our securing funding for a director and office coordinator, sets out our current range of activities and plans for the future, includes the aspiration of establishing a mental health resource centre for Bristol.

Bristol Mind Statement of Financial Activities for the year ended 31st March 2004

	Unrestricted Funds £	Restricted Funds £	Total £	2003 £
Incoming Resources				
Grants and Donations				
Community Fund		85,109	85,109	82,951
Local Authority Grants		17,313	17,313	16,936
Other Grants		89,311	89,311	29,800
Health Authority Grants		119,117	119,117	109,868
Donations	5,599	-	5,599	4,899
Activities for Generating Funds				
Membership	337	-	337	156
Sales and shop income	450	-	450	6,479
Fundraising and other income	3,952	3,629	7,581	329
Investment Income	2,329	-	2,329	2,790
Total Incoming Resources	12,668	314,479	327,147	254,208
Resources Expended				
Direct Charitable expenditure	3,328	295,175	298,503	239,851
Management and administration	5,378	-	5,378	2,072
Total Resources Expended	8,705	295,175	303,880	241,923
Net incoming resources				
- Net income for period	3,963	19,304	23,267	12,285
Total Funds at 1 April 2003	34,115	28,709	62,824	50,539
Total funds at 31st March 2004	38,078	48,013	86,091	62,824

Bristol Mind Balance sheet as at 31st March 2004.

	£	2004 £	2003
Tangible Assets			
Current assets			
Debtors and prepayments	29,958		3,044
Cash on deposit at bank	62,200		62,200
Cash at bank and in hand	<u>8,162</u>		<u>6,262</u>
	100,320		71,506
Current Liabilities			
Creditors : amounts falling due within 12 months	<u>(23,154)</u>		<u>(16,656)</u>
Net current assets		<u>77,166</u>	<u>55,850</u>
Net assets		86,091	62,824
Reserves			
Unrestricted funds			
General Funds		11,078	5,546
Designated Funds		27,000	28,566
Restricted Funds		48,013	28,709
Total Funds		86,091	62,824

Auditor's statement with summarised accounts

As audit of the company I have reviewed the summarised accounts above and consider they are consistent with the full accounts on which we gave our opinion

Dick Maule Chartered Accountant and registered Auditor
12 Picton Street Bristol BS6 Dated 6th October 2004.

A copy of the full accounts is available on application to Bristol Mind

Services Provided

Information Project: Mind leaflets supplied to mental health outlets free of charge.

Sunday Drop-in Every Sunday, 2-5pm at Windmill Hill City Farm Bedminster.

Outreach Support Service: Reaching out to isolated individuals in the community working on conjunction with the drop-in service.

MindLine: Telephone helpline for people in crisis needing a listening ear. Open Wed.-Sun inclusive 8pm - 12 midnight - staffed by trained volunteers.

Advocacy Service: An outreach service training volunteer advocates to assist isolated individuals to communicate their needs and wishes, provide information about local services and users' rights within the mental health system.

Advocacy InAction: a groundbreaking service offering advocacy within Horfield and Eastwood Park prisons and Fromeside secure unit.

User-Focused Monitoring Project: Researching users' views on mental health services.

Principal funders:

Bristol North PCT

Bristol South & West PCT

Community Fund

Bristol City Council

South Gloucestershire Council

Avon & Western Wiltshire Partnership
Mental Health Trust

Greater Bristol Foundation

Lloyds TSB

Tudor Trust

Legal Services Commission

Department of Health

Mind

We are also indebted to the many individuals and small groups who donate money and gifts

Paid Staff

Director : Jeff Walker (from Oct '04)

Co-ordinator: Jeff Walker (until July 04)

Office Coordinator : Becky York (from July 04)

General Administrator: Rachel Greensides

Admin Assistant: Jeff Osbourne (until June 04)

Finance Officer: Tania Workman

UFM Development worker: Jon Fowler (Mar 04)

Jeff Walker (until Oct 04)

MindLine Co-ordinators:

Sally Ball and Michèle Price (from Oct '03)

Mindline Volunteer Support Worker:

Gael Rowan (from April '03)

Mindline Administrator: Tamasin Garland

Ruth Sayers (until Sept 03)

Advocacy Dev Worker: Tom Hore (until Mar '03)

Volunteer Support Worker / Outreach Advocacy

Michèle Price (until Sep '03)

ICAS: Judy Mead (until Aug '03)

Advocacy In Action Tom Hore (from April '03)

Drop-In Coordinator Tahir Riaz

Outreach Support Worker: Chris Lowe

Drop In Sessional workers: Jacquie Clark , Biana Petkova and Dougie Wainwright

Executive Committee

Chair - Gordon Rudston

Treasurer - Colin Hawkins

Trustees:

Betty Carey **Hon Sec** (until Oct 2003)

Pauline Heslop (until Sept 2003)

David Lovegrove,

Malcolm McDonald

Lyn Mitchell,

Suzanne Pearson,

Leanda Flower

Meia Allegranza

John Wood

Co-opted Advisers:

Paul Butler

Martin Hember

Jocelyn Mackay

Mark Woodcock (until Oct 03)

Advisers:

Jacek Miotla (until Sept 03)

Dr Alcuin Wilkie

Richard Tonkin