

# Annual Report

April 2022 - March 2023

 mind Hull and East Yorkshire

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Hull and East Yorkshire Mind

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# Who are we?

Since our formation in 1976, we have embarked on a journey of growth and transformation. Over the years, we have evolved into a leading force in mental health care, continuously adapting to meet the changing needs of our communities. Drawing on our history and experience, we have developed into a trusted and reliable source of support for people across Hull, East Yorkshire and North East Lincolnshire.

Mental health and wellbeing is at the heart of everything we do for all the communities we serve. We are committed to providing high quality, accessible, and person-centred support. Our services designed to be inclusive, non-judgmental, and confidential, ensuring that people feel safe and supported throughout their mental health journey.

Working with our local partners, we offer counselling to adults and young people. As a housing association with over 40 properties, we provide individuals with a safe environment that aids recovery and promotes independence. Throughout the community, we run regular support groups that give individuals the chance to share their experiences with others and learn new skills to improve their mental health. Other support includes working with Humberside Police in their force control room, supporting individuals experiencing substance misuse and helping individuals who have been bereaved by suicide.

Alongside supporting people with their mental health, we also work with our wider community and partners to change the way people think and act about mental health, to reduce the stigma and discrimination that so many of us still face. Through our campaigns and events, we aim to educate people about mental health, inform them about our support and empower those of us who are struggling to reach out and get the help they need and deserve.

Whilst we operate as an independent charity and housing association, we are proud to be part of the larger Mind federation. This brings together over 100 local Mind associations across England and Wales, allowing us to draw on a vast network of expertise and resources.



**Our Vision is that we won't give up until everyone experiencing a mental health problem gets both support and respect.**

**Our Mission is to work with partners to intervene as early as possible, providing advice and support to empower and give hope to anyone experiencing a mental health problem. We campaign locally to improve services and reduce stigma and discrimination.**

We will achieve our mission through the delivery of four strategic aims

### **Aim 1: Changing People's Lives**

- To enable individuals to make informed decisions that support them to achieve their personal goals.
- To reduce reliance on mental health services and promote independent living.
- To enable individuals to move into and maintain mainstream employment, volunteering and learning.

### **Aim 2: Changing Opinions**

- To work in collaboration with policy makers to ensure mental health remains a high priority.
- To support individuals to ensure their voice is heard and they are able to influence the way services are provided.
- To educate and inform the general public about mental ill-health and how it can affect people.

### **Aim 3: Helping More People**

- To develop new services for veterans, minority communities and people who are homeless.
- To develop more services for people who are experiencing suicidal thoughts and those bereaved by suicide.
- To expand the programme of volunteering so that more people can access support when they need it.

### **Aim 4: Organisational Excellence**

- To ensure that our values run through everything we do and result in a motivated staff team.
- To ensure diversity in our staff and trustee teams.
- To ensure the team has the expertise and capacity to deliver quality and growth.
- To increase our non-statutory income.



**Hull and East Yorkshire Mind gave me hope.**  
Feedback from an individual receiving support from us



**I would highly recommend Hull and East Yorkshire Mind to anyone who is struggling as they are really dependable and understanding.**



# Report of the Chief Executive and Chair of Trustees

**Over the past year, we've wrapped up our current strategy cycle and ventured into new areas, yielding mixed results. However, our organisation has evolved, bolstering our skills, and we're eager to craft our next strategy.**

A cornerstone of our work is the 24-hour mental health support line for people in Hull and East Yorkshire, commissioned by Humber Teaching NHS Foundation Trust (HTFT). Operating from our premises, we handle over 100 daily calls — an atypical arrangement, as such services are usually run by NHS Trusts. This partnership underscores our commitment to accessible community support.

We play a vital role in providing crisis services to Hull and the East Riding. Alongside the support line, we offer an adult crisis pad and secured one-year funding for a children's safe space. In North East Lincolnshire, we've established a safe space for adults. All these services operate beyond standard hours, addressing the pressing need for non-9-to-5 support.

We've successfully delivered vocational services through the Work Well Project in Hull, but the non-recurrent funding ended in March 2023. Similarly, our homelessness service in North East Lincolnshire, highly regarded and well-attended, faced funding constraints. These examples highlight the challenges we face with one-year extensions and non-recurrent funding.

Our estate has expanded significantly, thanks to a £2.65 million investment from Social and Sustainable Capital. We now own 40 properties, offering over 100 bed spaces for quality living.

Our subsidiary, Wellington Care, continues its vital work, with our staff growing to meet the demands of complex care. We've enhanced staff support structures and adapted homes for clients' needs, thanks to our property acquisitions.

Over the last year we have supported over 10,000 people. This can often be challenging for our staff, particularly in our crisis services. Our dedicated staff consistently rise to the challenge, and our managers have made significant strides in meeting contract requirements. People are increasingly open about their mental health, reaching out to us for support, we applaud this and will ensure we are there to help those who need it.

Overall, it's been a successful year, and I'm excited about the upcoming year as we develop our new strategy.



Emma Dallimore  
**Chief Executive**



**Peter Archer**  
Chair of Trustees



# Campaigns

**Throughout 2022/23, we created engaging campaigns to educate, inform, empower and inspire our local communities within Hull, East Yorkshire and North East Lincolnshire.**

## Mental Health Awareness Week 9th - 15th May 2022

In partnership with East Riding of Yorkshire Council, a campaign was developed highlighting the importance of loneliness and mental health. We offered supportive and empowering tips to encourage local people to improve their mental health.

## World Suicide Prevention Day 10th September 2022

We launched a campaign with East Riding of Yorkshire Council and the Humber and North Yorkshire Health and Care Partnership.

The campaign aimed to educate local people on suicide prevention, dispel some common myths and encourage individuals to support themselves and others.

Alongside the above, we also shared a personal story of a staff member who had experienced poor mental health and suicidal thoughts. Sharing their story offered hope to local people.

## World Mental Health Day 10th October 2022

We worked with Mind nationally to share a campaign titled 'If this speaks to you, #SpeakToUs'. Through spoken word videos, we highlighted the different ways people talk about their experiences of poor mental health, and the various support pathways available.

## Time to Talk Day 3rd February 2023

Happening every year, Time to Talk Day is a day for friends, families, communities, and workplaces to come together to talk, listen and change lives. Our campaign focused on sharing useful tips and techniques to be able to have those all important conversations about mental health.

## Digital Mental Health Review February 2023

In partnership with the Humber and North Yorkshire Health and Care Partnership, we developed a digital mental health review, a campaign to gather feedback from children and young people regarding their experiences of online mental health support.

# 25,000+

people follow us across all of our social media platforms. This includes Facebook, Instagram, Twitter and LinkedIn.



# Fundraising and Partnerships

**2022 / 23 was a year where our fundraisers were a constant source of inspiration as they found new and exciting ways to support us. We looked at ways to innovate our partnership work and respond to the needs of our partners as they too changed the way they worked.**

## Corporate fundraising and partnerships

Local organisations provided valuable support in raising the charity's profile across the local area.

Wilkin Chapman Solicitors contributed through various means, including a successful corporate football tournament with FSC Construction not only providing in-kind support but also helping to raise funds throughout the year.

Relationships with organisations like Heron, JZ Flowers, Connexin, and Kingspan led to diverse fundraising activities, boosting the charity's work.

Tigers Events in Hull helped spread the charity's message during home matches and played a pivotal role in organising a successful gala ball.

We also worked with local charity Tigers Trust and supported local schools to be happier and healthier environments.

# £136,901

was raised in 2022-23. This included money raised from corporate partnerships, as well as community fundraising initiatives such as the Hull 10K and the Great North Run.

## Community fundraising

Despite a continuing challenging time, we were overwhelmed by the number of individuals and groups that supported us across the year in a variety of ways. We had people doing such a wide range of activities and were truly inspired by the commitment and effort shown to support us. There really are too many people to mention individually, but we would like to highlight just a few;

A 24 hour netball event in memory of Hollie Tennant. It was a truly memorable and inspiring event that brought a whole community together and raised over £6,000

The amazing 8 year old Alba has been walking the England Coastal path and walked 128 miles in our region, helping to raise over £2,000 and awareness.

Elloughton Blackburn Football Club continued their generous fundraising and awareness raising efforts across the year.

Our community reminds us of the importance and impact of our work locally and we are grateful to each of them individually for their continued support.



# Our services

Our support changes lives and helps people to recover and stay well.



# Services

Action Towards Inclusion  
Adult Mental Health Support Line  
Bereavement Service  
Building Better Opportunities  
CAMHS - Low Intensity Interventions  
Children's Safe Space  
Community Personal Budgets  
Complex Mental Health (HRS)  
Crisis Pad (Adults)  
ESF - Step Change  
Extra Care  
HASP PCN  
Headstart - Counselling  
Housing First  
Hull Peer Pathway  
Information Service  
Job Retention Service  
Let's Talk  
Long Term Housing (East Riding)  
Mental Health Promotions  
Modality PCN  
Navigators (NEL)  
NEL Private Therapies  
Older People - Home from Hospital  
PCN Peer Support Service  
Police Hub  
Prison Link Worker  
Private Therapies  
Recovery Service  
Safe Space (NEL)  
Short Term Housing (East Riding)  
Short Term Supported Housing (Hull)  
Stepdown  
Together Bereaved by Suicide  
Whole School Approach  
Work Well  
Young People's HRS  
Youth Justice

Supported living environments

# Housing Services

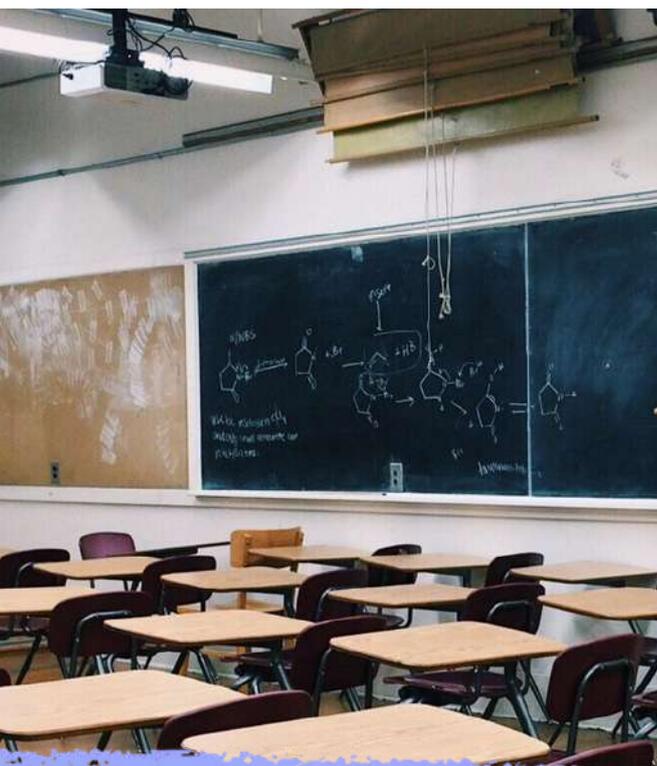
Following a substantial investment loan from Social and Sustainable Capital (SASC) in 2021, we have continued to grow our housing portfolio to improve the accommodation we currently provide for adults experiencing poor mental health.

We have significantly expanded our property portfolio during this time, now owning 28 properties and leasing 18, compared to owning 3 and leasing 20 in 2020. Despite handing back some properties to landlords, we have increased our total bed spaces from 83 to 137, with further growth expected to take us to 147 bed spaces in the coming months.

**Providing individuals with safe and affordable homes to live in while providing specialist advice and support is something we strive to achieve.**



“ I have achieved the confidence to move into my own place. ”



Supporting local schools

## Mind in Education

Over the past year, we've worked extensively in schools across Hull and East Yorkshire, empowering the whole school community to look after their mental health.

Our 'Mind in Education' program offers targeted 1:1 sessions, group workshops, drop-ins, and wellbeing ambassador training to encourage peer support. Collaborating closely with schools, we've identified and implemented effective solutions for improvement, creating a healthier and happier school environment.

Throughout 2022/23, we provided support to 17 schools, including two trusts, TEAL and TCAT, as well as individual schools.

**Our evaluations showed an impressive 80% improvement in students' mental health and a remarkable 99% recommendation rate.**

“ Its something that I look forward to every week. ”



Our trading subsidiary

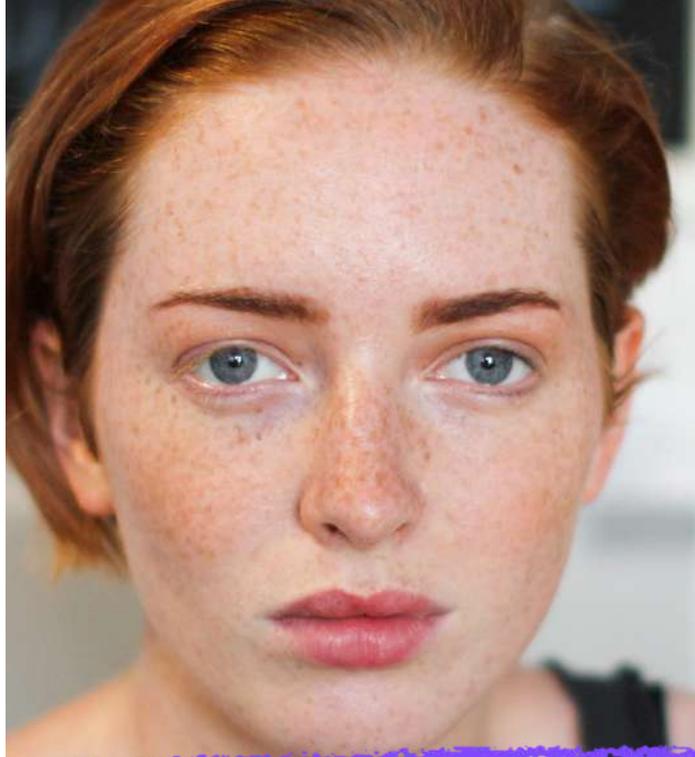
## Wellington Care

During 22/23, Wellington Care experienced significant growth, acquiring 5 additional single occupancy houses, bringing the total to 11.

Additionally, a new staffed service was opened, accommodating both male and female clients, resulting in a total of 4 services with self-contained flats or large shared houses staffed 24/7.

Furthermore, several previous staff members have returned, boosting morale and confidence within the staff and client group throughout 2022/23.

**In June 2022, Wellington Care received an overall "good" rating following an inspection from the Care Quality Commission (CQC).**



Saved me  
from the point  
of no return



You have  
saved my life.



Crisis intervention support

## Crisis Services

Through our ongoing partnership with Humber Teaching NHS Foundation Trust, the Mental Health Advice and Support Line remains a key point of support for individuals across Hull and the East Riding of Yorkshire. In the period 2022/23, we received a total of 34,549 calls for support.

Additionally, our Adult Crisis Pad operates every evening from 6 pm to 2 am, with our Children and Young Persons Safe Space—a recently introduced service, available from 8pm to 9am. These provide a safe and supportive environment for those in need.

**We also continue to collaborate with Humberside Police to facilitate the handling of mental health related emergency calls.**

Support within local GP surgeries

## Primary Care

The Hull PCN Service launched in 2022, initially serving one Primary Care Network seeking non-clinical mental health interventions. In September 2022, a second Primary Care Network joined after witnessing the pilot's success.

The services offer early intervention, including telephone listening and signposting to counseling, mental health assessment, support groups, and face-to-face assistance if required. As of 2022, nearly 3000 individuals (2932) have received mental health support from our team, highly valued as experts by the multidisciplinary GP surgery team.

**Since the service started it has reduced the prescribing levels of antidepressant medications by 30% due to offering alternatives.**



“It was just what I needed.”



“I am now 101 days sober from alcohol and cocaine”

Support with substance misuse

## Recovery Service

Our Recovery Service caters to individuals dealing with co-existing mental health and substance misuse issues, particularly those at risk of suicide.

Funded by Hull City Council and delivered in partnership with ReNew, the service has seen 268 referrals in the period 2022/23.

A weekly MDT meeting ensures appropriate referrals, and clients provide positive feedback through end-of-support evaluations. Signposting is available if alternative support is needed.

**100% of individuals would be likely or extremely likely to recommend the service to friends, family or other Renew service users.**

Supporting people after a loss

# Bereavement

The Together service offers vital support to individuals who have experienced bereavement or have been affected by suicide. This support is delivered by a team of dedicated volunteers who provide a listening ear and emotional support to those in need.

Notably, the significance and excellence of the Together service was recognised when it was announced as Finalists of the prestigious HSJ (Health Service Journal) Awards in March 2022.

The service has recently received an extension and will now run for a further year until April 2024.

**100% of people who we supported felt Hull and East Yorkshire Mind acted with compassion and understanding.**



“ I feel that I was helped enormously. It was invaluable



“ It exceeded my overall expectations. ”

Helping students to thrive

# Placements

During the period 2022/23, we had 10 BA or MA social work students complete work placements with us.

Social work placements are a mandatory component of social work degree programs and provide students with hands-on, real-world experience in various social work settings.

During these placements, students work directly with individuals under the supervision of qualified social workers or other professionals. The purpose of these placements is to apply theoretical knowledge learned in the classroom to real-life situations.

**We are excited to be continuing our work placement offer in the future and plan to start working with schools and colleagues across the area.**

# Thank you!

To everyone who has supported us in 2022/23, thank you. We couldn't do it without you.

## Special thanks to

Hull City Council

Humber Teaching NHS Foundation Trust

East Riding of Yorkshire Council

Humber and North Yorkshire Health and Care Partnership

Matthews Hub

Forum

The Smile Foundation

The Peel Project

Tigers Trust

The Education Alliance

ReNew

Space 2B Heard

City Health Care Partnership (CHCP)

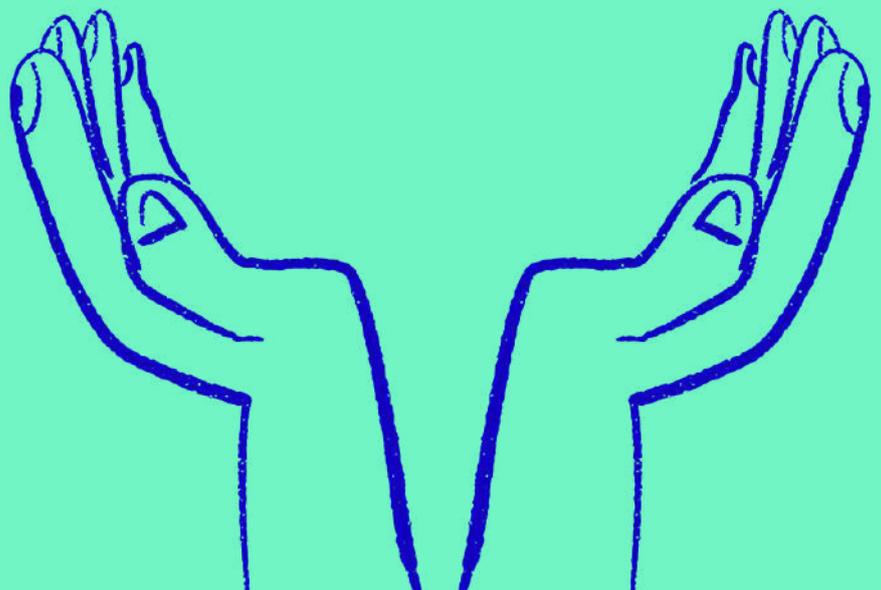
Humberside Police

HASP Primary Care Network

Modality Primary Care Network

Social and Sustainable Capital

The Consortium Academy Trust





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