



Mind
Cymru

Together we are Mind

Mind Federation in Wales
Annual Impact Report 2021/22

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Welcome to our report

We are delighted to bring to you our first ever Mind Federation in Wales Annual Impact Report, for the period 2021/22.

This report shines a light on our work and achievements in Wales, and how our network of 19 local Minds, along with colleagues in Mind Cymru have continued to respond to the ever-changing external environment. Together, we have provided advice and support for anyone experiencing a mental health problem, whilst fearlessly campaigning to improve services, awareness and understanding.

With the unwavering support of staff, volunteers, those with lived experience of mental health and of course our valued funders, we have supported around 30,000 people across communities in Wales to access support for their mental health through their local Mind. In addition, Mind Cymru has given a platform to young people in Wales to make recommendations to key decision makers to 'Sort the Switch', with a view to creating long-term and long-lasting positive change in service transition.

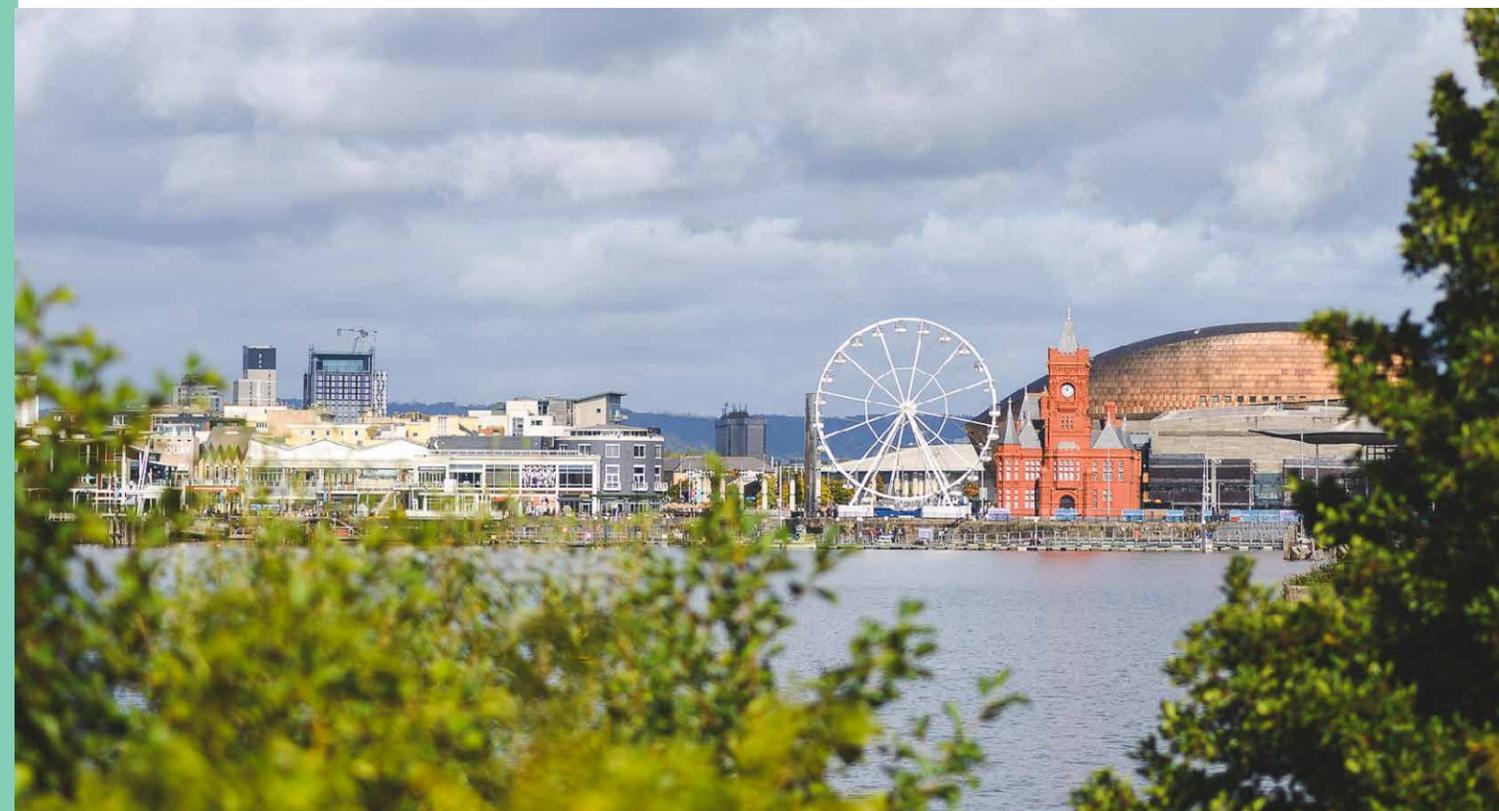
Whilst it doesn't feel that we have long emerged from the fog of the pandemic, local Mind services have continued to pivot and adapt to the needs of their communities. We have

responded to the calls for support of those within our rural communities, greatest impacted by social isolation or financial hardship, and worked with children and young people in more urban areas to tackle stigma within racialised communities.

Despite everything the world has and continues to throw at us, we can look back fondly on the achievements of 2021/22 in Wales. In particular, how we applied our value of responsiveness when listening to and acting on what our communities want and need from us, and in turn moving us that little bit closer to our vision of not giving up until everyone living with a mental health problem is able to get both support and respect.

Emrys Elias
Chair of Pwyllgor

Jenny Murphy
Chair of One Mind in Wales and CEO North East Wales Mind



Local Minds in Wales



- | | |
|----------------------------------|-----------------------------------|
| 1 Brecon and District Mind | 11 Mind Monmouthshire |
| 2 Caerphilly Borough Mind | 12 Mind Pembrokeshire |
| 3 Cardiff Mind | 13 Neath Port Talbot Mind |
| 4 Conwy Mind | 14 Newport Mind |
| 5 Cwm Taf Morgannwg Mind | 15 North East Wales Mind |
| 6 Llanelli Mind | 16 Swansea Mind |
| 7 Mid and North Powys Mind | 17 Torfaen and Blaenau Gwent Mind |
| 8 Mind Aberystwyth | 18 Vale of Clwyd Mind |
| 9 Mind Carmarthen | 19 Ystradgynlais Mind |
| 10 Mind in the Vale of Glamorgan | |

Contact details for all local Minds in Wales can be found on page 15 of this report.

Together we are Mind.

We are a network of **19 local Minds across Wales**, providing mental health services and support to people in their local communities, impacting the lives of around **30,000 people per year**.

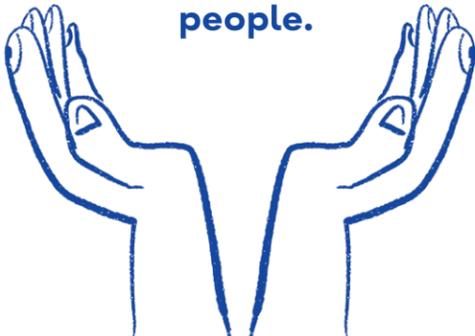
Local Minds in Wales are part of a federation of over 110 local Minds across England and Wales.

Each local Mind understands the **unique needs of their community** and goes on to tailor their support and services to match those needs.

“I felt my practitioner went above and beyond with her support, and really adapted the service to suit me and what she thought would work best for me.”

2021/22 in numbers

Local Mind services supported **29,867** people.



Local Minds employed **393** people.



528 volunteers supported the work of local Minds.



115 trustees led the strategy and governance of local Minds.



45% of trustees have lived experience of mental health.

2,670 calls were received in Wales through info, welfare, blue light and legal lines.



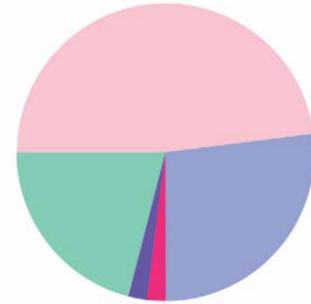
Top 3 reasons for calling:

- Depression, anxiety, stress (13%)
- Anxiety/panic attacks (10%)
- Low mood (5%)

27% of callers in Wales were signposted to a local Mind in Wales for further support after their call.



Local Minds in Wales provided **39** types of services across **5** key service groups:



- 48%** Wellbeing, Social Support and Empowerment
- 27%** Therapy and Crisis Services
- 21%** Information, Advice, Advocacy and Training
- 2%** Campaigning, Influencing and Capacity Building
- 2%** Children and Young People's Services

51% of all services offered were done so in multiple formats, with some delivered in specific formats to meet community needs:

- 8%** via telephone 
- 9%** online 
- 31%** in person 



We support minds

Our local Minds deliver life-changing support across Wales.

In 2021/22, local Minds provided almost 40 different types of services to support people's mental wellbeing in Wales.

Tailored to each local community, services included talking therapies, crisis helplines, housing support, drop-in centres and employment and training schemes.

From carers and new mums to young people and people experiencing homelessness or poverty, local Minds are there for the most vulnerable in their communities.

Active Monitoring - Guided self-help across Wales

The local Mind network has supported thousands of people across Wales with mild to moderate

mental health problems through its free guided self-help service, Active Monitoring.

Anyone over 18 in Wales can sign up online for 6 weeks of guided self-help tools and weekly calls from a trained practitioner. Covering issues such as anxiety, loneliness or grief, Active Monitoring helps people to understand their emotions better and develop skills to help themselves in the future.

“As I used the tips and strategies, I learned to clear away the dust, I was able to see the fundamental pieces of who I am.”

- Active Monitoring client

More than 6,000 people were supported by Active Monitoring in 2021/22.

- 85% of clients reported reduced feelings of depression.
- 84% reported an improvement in feelings of wellbeing.
- Nearly all clients (99%) said they would recommend the service.

Supporting children and young people in Neath Port Talbot



Following the success of Active Monitoring for adults, many local Minds tailored the service to young people, who often have to wait significantly longer for NHS mental health support.

One of these local Minds is Neath Port Talbot, who helped 13 year-old Saeed* whilst he was going through the process of being diagnosed with Attention Deficit Hyperactivity Disorder (ADHD). Saeed worked through the 6-week programme with children's counsellor, Jody, and developed tools for him to manage his own mental wellbeing when needed.

Chloe who is an Active Monitoring Practitioner at Neath Port Talbot Mind had this to say about the programme:

“It's about empowering the young person to express their concerns and access the support they need from the adults around them.”

* Clients' real names have been changed.

Since using the service, Saeed has gone on to become a member of the Neath Port Talbot Young Minds Steering Group. This group of 11-18 year-olds is at the heart of service design at Neath Port Talbot Mind. So Saeed, with the group, is able to influence the type of support on offer to others in his local community.

Life-changing support for rural workers in Monmouthshire

Financial pressures and mental health are often connected, so many local Minds support people in their community with both.

Mark* was referred to Mind Monmouthshire's Farming Support Project whilst living on a remote hill-farm, owned by a family member with whom he had a difficult relationship. The farm was in a state of disrepair, with no access to hot water or heating, except from an open fire in the living room.

Mark had ended up returning to the farm after he experienced mental health problems following the loss of his long-term partner to cancer more than two years earlier. His grief affected his ability to function day-to-day and he went on to lose his job and get into financial difficulty.

Once referred, Mark's local Mind support worker helped register him on Homesearch, bid for properties and move into a Mind Monmouthshire Supported Living House. Mark was also supported to apply for Personal Independence Payments (PIP), and access debt relief to write off more than £23,000 worth of debt. This allowed him to make a fresh financial start.

As Mark had been experiencing both physical and mental health problems, his support worker arranged a GP appointment which led to Mark getting medication and support from the community mental health team. Mark has since left Supported Living and has his own social housing tenancy.

Mark is doing well with budgeting and has started to visit the family farm once more, building better relationships with his relatives in the process.

“My support was brilliant. My support worker saved my life. I didn't think there was any use for me, and I had nothing.”

- Mark



“Mind Monmouthshire helped me see that I was worth the help. I now have my own flat and I can see that I have a future.”

- Mark

Jaime Devine, Tenancy and Supported Living / Welfare Rights Project Lead at Mind Monmouthshire said:

"Mark showed true courage in reaching out and asking for help. He explained that he was brought up to see any kind of weakness as 'unmanly', but he overcame this and worked hard to develop resilience.

"To observe him succeed in the goals he set for himself was a source of great pride and Mind Monmouthshire are grateful that he allowed us to be part of his journey to wellbeing."

Building capacity in racialised communities in Newport

Roots is a Newport-based group for 8 to 17-year-old girls from ethnically diverse communities. It's a safe space for girls to build their confidence and ask questions about topics that may be seen as taboo in their household, such as mental health, religion, periods and sex.

Newport Mind partnered with Roots to create workshops aimed at ending mental health stigma. This was supported with Wellbeing Ambassador Training which helped equip the young girls with skills and confidence to provide peer support in their community around mental health and wellbeing.

“The sessions gave the girls knowledge and awareness about the stigma of mental health and how it prevents our community from seeking mental health support.”

- Roots staff member

Sessions gave the girls valuable knowledge into how stigma and discrimination can stop people of colour from getting help with their mental health.

The girls were also given ongoing support for their own mental health, and knowledge of where to get future support when needed.

"It reassured the girls that support is out there, that mental health is important and we should take care of it.

"The Roots team were welcoming and proactive in learning and engaging with mental health and Mind.

"I most enjoyed empowering and building the self-esteem of these young diverse girls, as well as breaking down stigma and discrimination around mental health with them."

- Wahida, Family Worker, Newport Mind



In 2021/22, in partnership with Roots, Mind Newport provided 8 girls with Mental Health and Wellbeing Ambassador Training.

We change minds

Our local Minds work together with Mind Cymru to make mental health an everyday priority in Wales. We fight for better services and rights for people with mental health problems, and push to improve public attitudes to mental health.



During 2021/22, we set out to tackle some of the issues affecting our communities, to ensure that people have the right mental health support, whatever their age or experiences.

Coronavirus: the consequences for mental health in Wales

Building on a report published in July 2020 about people's experience of the early months of the pandemic and its impact on their mental health, a further report was published by Mind Cymru in July 2021. This captured the voices of 756 people, both adults and young people, who shared the personal impact lockdown had on them.

This important piece of work helped us to understand the different experiences that people had of lockdown, to enable us to fight for what mattered to them.

Below is just one of the experiences we recorded:

“There is too much information on the media that upsets and frightens me – it goes on and on and everything seems hopeless. Then what's on the TV is just the English rules, it makes it even more confusing.”

- Young person

The insights gathered were key to providing evidence to help shape effective mental health services, offering four prioritised recommendations to help people to stay healthy – both mentally and physically.

Sort the Switch

Across the reporting period, Mind Cymru set out to capture the experiences of young people moving from Specialist Child and Adolescent Mental Health Services (SCAMHS) into Adult Mental Health Services (AMHS) in Wales, culminating in a report and supporting campaign, Sort the Switch.

From interviews with young people, the most common 'pain points' were identified. This enabled the co-production of recommendations for decision makers in Wales that would support the improvement of children and young people's experiences of moving from SCAMHS into AMHS.

Megan, who was diagnosed with depression, anxiety and insomnia while under SCAMHS then transitioned to AMHS, shares this about her experience:

“It's particularly difficult to go from SCAMHS where the attitude is that young people aren't old enough to make their own decisions, to adult services, where we are told we're responsible for our own mental health.”

Sort the Switch is just one example of work that can be carried out nationally, where local Minds are able to draw upon insights to start important conversations locally and regionally, with a view to influencing the design of and investment into specific services.



We connect minds

Our local Minds are part of an unstoppable network of individuals and communities in Wales. They work together so that people with mental health problems get the support and respect they deserve.

During 2021/22, working with partners has allowed us to share learning and develop new ideas to address some of the most complex issues.

DORIS on tour: supporting rural communities.

With the support of local Co-op stores, Vale of Clwyd Mind's Denbighshire Outreach Rural Information Service (DORIS), hit the road again in January 2022. The DORIS on tour project supports people in rural communities, where a lack of local services and transport can contribute towards feelings of loneliness and isolation. Vale of Clwyd Mind found this was also exacerbated by the coronavirus pandemic.

The service provides social prescribing support at rural locations across Denbighshire and offers much needed support in a local authority that has the third highest rate of suicide across Wales.

Referrals to the project are made through a close working relationship with GPs. Individuals can also self-refer and drop by for a coffee, chat, and information in one of the many places DORIS has parked up.

“The world seemed to be falling in on me as I struggled to support ageing parents and then my husband who had a serious fall. I felt completely overwhelmed but thanks to the support from the practitioner and her referrals I am much better able to cope.”

- DORIS beneficiary

Behind the project's success is Vale of Clwyd Mind's qualified social prescribing practitioner and a dedicated team of volunteers, who aim to break down the stigma that still exists around mental health in many rural communities.

In the process, they have supported around 300 people with advice, assistance and information on debt, homelessness, domestic abuse, suicidal ideation, employment, and much more.

DORIS is still rooted in the community, and is often greeted with a wave and a hello when out on the road.

Tackling stigma to save lives in Powys



'Tackling Stigma' project manager Donna describes how Ystradgynlais Mind teamed up with the local rugby community to help improve mental health and save lives:

"Powys has the highest suicide rate per capita in Wales; and although depression doesn't discriminate between genders, the lives we have lost to it here have been predominantly male.

"It became evident to us that one of the main reasons we were losing so many of 'our boys' was that they were significantly less likely to reach out when they felt low. In fact, 75% of those who took their own lives were not even known to mental health services at all.

"They had suffered in silence, but why? As a team in Ystradgynlais Mind we would ponder this question repeatedly, why are they not speaking? We are here, and we are willing and ready to listen. We were not the only ones asking these questions of course, committees of our local rugby clubs were frequently approaching us and asking, "what can we do to help"?

"Men were far more likely to talk with their mate or someone they trust over a pint in the pub, rather than speak and reach out to us. They also congregate on a regular basis to either play or spectate in the game of rugby.

"Rugby is a very prominent part of Welsh culture, and there are many clubs dotted throughout the valley. Since the demise of the chapels in the area in fact, the rugby clubs became the central hubs where the community spirit continued.

"Therefore, in conjunction with an array of rugby clubs within the locality a decision was made. We were going to tackle this problem head on, and train individuals within the rugby clubs to be mental health first aiders.

"We harnessed the power of friendship, trust, and 'brotherhood' and both equipped and empowered men to support each other, and we in turn, would support them.

"With the help of our very own Michael Sheen and some local musicians, a promotional video was made, to not only break down the stigma attached to speaking about mental health, but also to encourage staple members of the rugby community to train as mental health first aiders.

"Our aim was for the mental health first aiders to carry the same parity of esteem of a physio within a club, for it to be as normal to talk about feelings of despair as it is to talk and seek help for a sprained ankle.

"By breaking down those barriers, it means that men who find it difficult to speak to a mental health professional, can at least make themselves known to a friend or teammate. And for those clubs who have embarked upon this training model, we would have already equipped that friend in knowing how to spot crucial signs, and how to signpost and facilitate a conversation that may very well save a life.

“This model has not only saved lives, but has also paved the way to tackling the stigma surrounding mental health and eased the pain of a whole community.”

- Donna, 'Tackling Stigma' project manager, Ystradgynlais Mind

Reflections on 2021/22

During March 2022, local Mind network leaders came together to celebrate the achievements of the year, and identify some of the threats or challenges that exist to local Minds. Some of these are highlighted below:

Our ability to influence

There are some fantastic examples of stakeholder engagement and influence taking place across the network, but we recognise that this is an area that could always improve.

We will be investing in our mental health system influencing capacity to better understand the systems around the local Mind network and the key people within them.

We know that people aren't getting the support needed within the required timeframes and so we want to influence the design, improvement, impact and investment into the system with a view to changing this.

Our strength as a collective

The network of 19 local Minds covers each of the 7 health board regions and 22 Local Authorities. Our collective reach, impact and potential is special and quite unique.

As a network, we are committed to telling our collective story to start conversations nationally, regionally, and locally, and across multiple channels, including our ever-improving websites and social media platforms.

Financial sustainability

Despite challenges in the external environment, local Minds have continued supporting people and managing their local Mind operations through uncertain times.

While the closing picture for the 21/22 financial year looks to be stable as a collective, it is important that we turn attention to our long-term sustainability.

We plan to diversify revenue and reduce over-reliance on statutory income sources, at a time where opportunities for funding are reducing and the landscape is becoming ever more competitive.

Looking to the future

- 1 **We are launching our first ever Network Strategy for Wales, to outline our collective ambition and commitment to developing our work.**
- 2 **We will review the operations of our strategic forum, One Mind in Wales, ensuring that meeting frequency and type is appropriate for members, to maximise engagement and attendance.**
- 3 **We will increase the visibility of local Minds in Wales by more regularly demonstrating the reach and impact of our work, through events and publications.**

Contact your local Mind

Local Mind	Phone	Email
Brecon and District Mind	01874 611 529	info@breconmind.org.uk
Caerphilly Borough Mind	01443 816 945	admin@caerphillyboroughmind.org
Cardiff Mind	02920 402 040	admin@cardiffmind.org
Conwy Mind	01492 879 907	info@conwymind.org.uk
Cwm Taf Morgannwg Mind	01685 707 480	info@ctmmind.org.uk
Llanelli Mind	01554 752 751	info@llanelli-mind.org.uk
Mid and North Powys Mind	01597 824 411	admin@mnpmind.org.uk
Mind Aberystwyth	01970 626 225	info@mindaberystwyth.org
Mind Carmarthen	01267 222 990	hello@mindcarmarthen.org.uk
Mind Pembrokeshire	01437 769 982	hello@mindpembrokeshire.org.uk
Mind in the Vale of Glamorgan	01446 730 792	admin@mindinthevale.org.uk
Mind Monmouthshire	01873 858 275	info@mindmonmouthshire.org.uk
Neath Port Talbot Mind	01639 643 510	info@nptmind.org.uk
Newport Mind	01633 258 741	enquiries@newportmind.org
North East Wales Mind	01352 974 430	enquiries@newmind.org.uk
Swansea Mind	01792 642 999	admin@swanseamind.org.uk
Torfaen & Blaenau Gwent Mind	01495 757 393	firstcontact@torfaenmind.co.uk
Vale of Clwyd Mind	01745 336 787	enquiries@valeofclwydmind.org.uk
Ystradgynlais Mind	01639 841 345	info@minditv.org.uk

We really can't thank you enough.

To all our valued supporters across health, local government, trusts and foundations and those with lived experience of mental health who help to guide and shape our work, we hope you know what a difference you make.

Thank you for everything you do and your continued support.

**We are Mind.
We're here to fight
for mental health.
For support.
For respect. For you.**



**This report was produced in partnership with
local Minds in Wales by:**



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