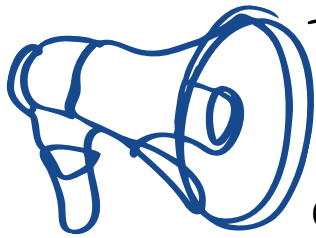
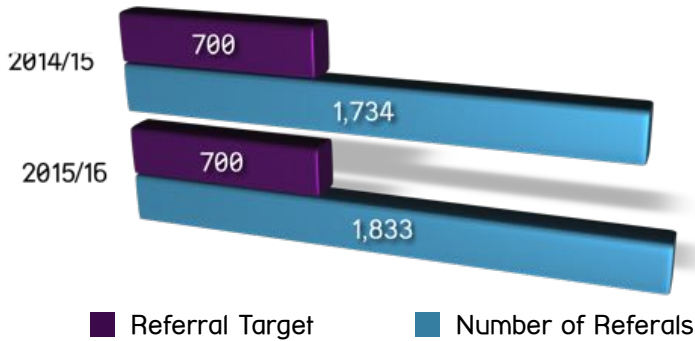
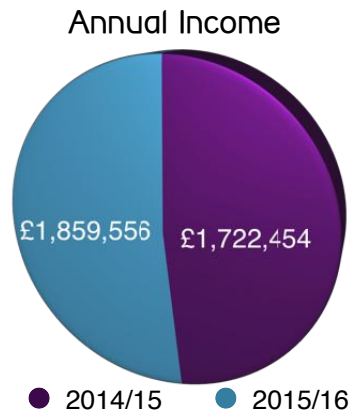


# North Staffs Mind Service Activity



- 70 Training workshops/sessions delivered to 919 people
- All 23 Indicators achieved for Mind Quality Mark
- Impact evaluation report carried out with Salford University
- Improvements in service user engagement
- Commissioning of new customer relationship management system
- 40<sup>th</sup> Anniversary planning!

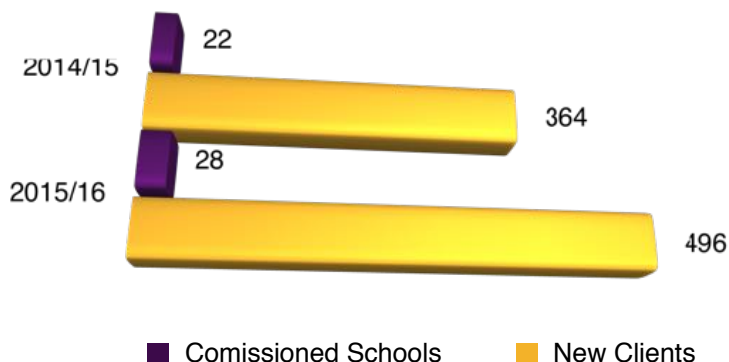
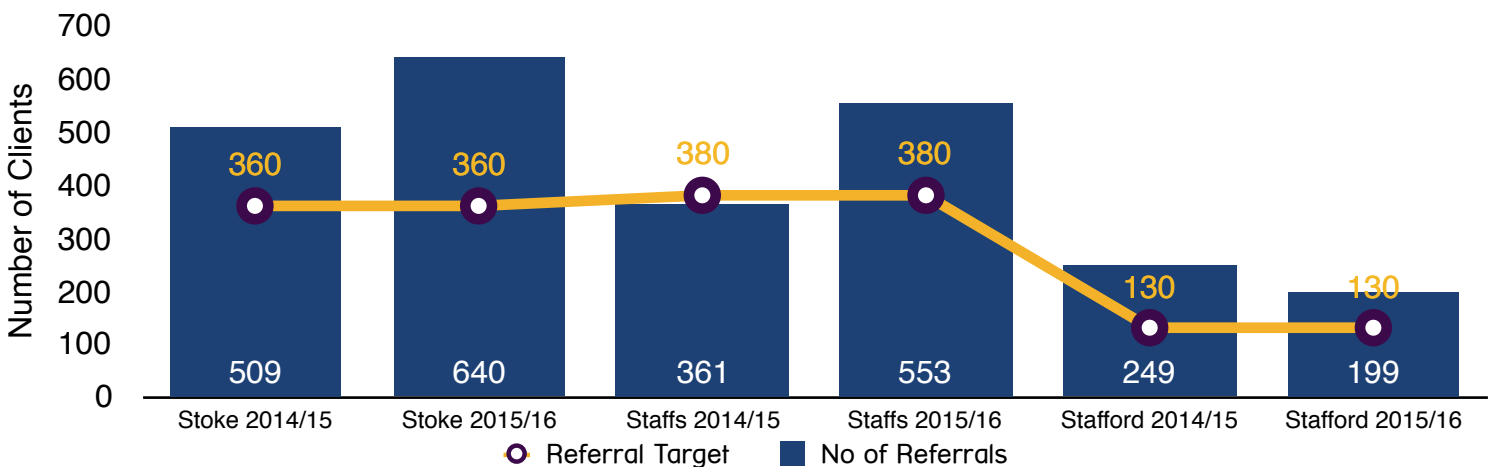


## Adult Counselling Service

This was another year where numbers approaching us increased. We changed the way we assess, offering more telephone assessment rather than always face to face, and most people seem to have welcomed this. We exceed our targets year on year, and this year shows that we received referrals which were 260% of our target. Somehow, despite this we have managed to keep average waits down to 12 weeks from assessment to ongoing counselling.

## Younger Mind Services

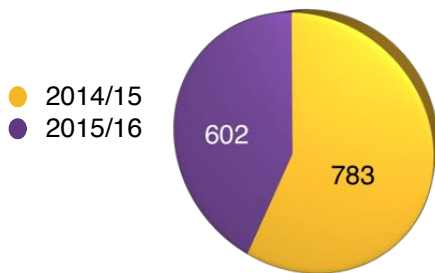
Increased referrals year on year are a fact of life in Younger Mind Stoke and Staffordshire. We have changed processes to try to keep up, but inevitably waiting times have risen. We have had a presence in the CAMHS referral hub this year which has been a new development in order to make sure the clients get to the right service as soon as possible. The Stafford service saw a slight decrease in referrals this year (but still 50% over target). This may be because in the early days of the service it was inundated being new to the area, offering something which was not in place before.



## Younger Mind Schools Counselling

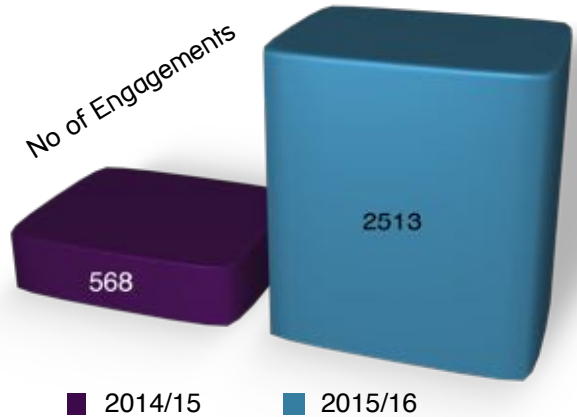
This has been a real success story with more individual schools commissioning us to have a counsellor in their school for some time each week. As the word gets out how well this works, we are approached by new schools each year. 11 counsellors are able to cover the current schools.

### Number of Young People Supported



### MindZone

There have been many changes in MindZone, new staff, new ways of delivering the groups within the sessions, and despite a fall in numbers it remains a very popular and cost effective service.



### Parents in Mind

This 5 year lottery project came to an end in May 2016 as we were unable to get it re-commissioned locally, despite some amazing work with lots of parents which demonstrated its effectiveness and value to the local community. We showcased the work, and had its scientific credentials validated by neuroscientist Dr Suzanne Zeedyk at our Lecture event in June 2015. The staff team delivered on targets and outcomes set for the project and we are deeply saddened that we could not continue to offer this service to parents with mental health issues. We can only acknowledge that it's legacy is that it made a difference to the families who did receive a service over the 5 years (949 referrals received over the whole time).

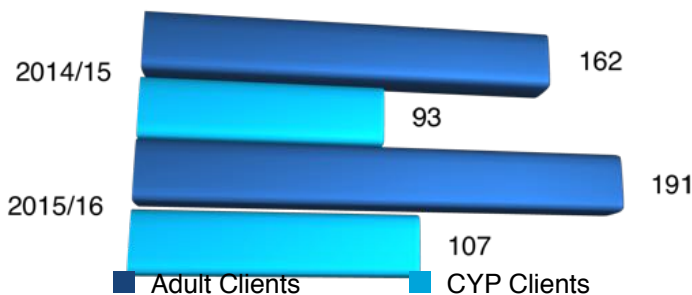
### Community Support Services / Befriending & Mentoring

New Days has been offering day support services in Newcastle-under-Lyme for 5 years. This has been a partnership between North Staffs Mind and Brighter Futures working one-to-one, offering social support groups and a befriending service. The support offered helped people to widen their social networks and so reduce isolation which can be a significant contributory factor when struggling with mental health.

### Domestic Violence Counselling Service.

A counselling service run in partnership with Arch North Staffs providing support for adults, and children and young people who have been affected by domestic violence and abuse. The work of the counsellors within the project involves developing high levels of trust quickly as we offer time limited counselling. The overall aim being to support clients in addressing the impact of having been in an abusive relationship/family and clearing the way to recovery and moving forward into their future.

### Number of Clients Referred



### Supported Housing Service

The Housing Service continues to work in partnership with Brighter Futures and the contract has been extended until March 2017.

Referrals to the service remain complex and challenging with the team having ongoing training and supervision, which is crucial to enable them to provide appropriate quality support. The Middleport complex has had all of the kitchens, landings and bathrooms decorated this year and modern flooring in the lounges which has given the units a welcome lift.

For both 2014/15 and 2015/16 The Housing Service achieved its

**95%**

Occupancy target



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www.nsmind.org.uk

We're Mind, the mental health charity. We're here to make sure anyone with a mental health problem has somewhere to turn for advice and support.  
Reg. Charity Number 700788 Company Limited by Guarantee Reg. in England 2294089

