

Impact Report

2022-2023

A central graphic on a light pink circular background. At the top is the Mind Bath logo, which consists of a stylized '@' symbol followed by the words 'mind Bath' in a lowercase, handwritten-style font. Below the logo is the number '25' in a large, bold, textured font that looks like it's made of small stones or pebbles. Underneath the number is the word 'Years' in a bold, sans-serif font, and at the bottom is the date range '1998-2023' in a smaller, bold, sans-serif font.

Trustworthy

Courageous

Compassionate

Creative

Collaborative

Interconnected

Safe

Empowering

Empathetic

Adaptive

Person Centred

Supporting Autonomy



 mind Bath

www.bathmind.org.uk

**CEO, Kate Morton**

Welcome to Bath Mind's Impact Report for 2022/23. It has been a very busy but challenging year as we have come out of the pandemic and focused on getting back into our operational delivery. However, Bath Mind remain agile and responsive to the needs of our communities and we have definitely found that there is no such thing as business as usual. We are working in an environment where the cost of living crisis impacts so many of our beneficiaries and the many life challenges faced by people can exacerbate poor mental health. We have continued to adapt services to ensure we can respond to those individuals experiencing the wider challenges of financial hardship, inadequate housing, job loss, isolation.

Despite these ongoing challenges, Bath Mind colleagues continue to work creatively and effectively providing high quality, person centred services, supporting improved wellbeing for individuals to live their best lives.

In April we launched our three year strategy for Bath Mind, highlighting our core values which underpin everything that we do:

- Trustworthy and Safe
- Courageous and Empowering
- Person Centred and Collaborative
- Creative and Adaptive
- Compassionate and Empathetic
- Inter-connected
- Supporting autonomy

I am very excited to be working with the senior leadership team and colleagues to develop the ambitions of our strategy over the coming three years. As we look forward into the autumn, we celebrate our 25th year as a local mental health charity. We are also embedding our 'front door' service, Access mental health, working with our primary and secondary care partners including our acute hospital trust, and we are opening Orchard House, our community housing service with 24 hour support for people leaving hospital.

Once again a huge thank you to all of my colleagues, Board of trustees, volunteers, and our community champions, all of whom make Bath Mind an amazing organisation to be part of!

**Chair, Pip Galland**

We are very proud to present our 2022-2023 Impact Report. On our 25th anniversary, we look back with pride on another successful twelve months and ahead to another crucial and challenging period for the charity, against the aftermath of the pandemic, social isolation, and the cost-of-living crisis. As an organisation, we have a lot to be proud of, as showcased by this year's Impact Report.

I would like to take this opportunity to thank all of Bath Mind's staff and Volunteers for their continued commitment. We can only achieve the impact we do - punching consistently above our weight year on year - thanks to the expertise and dedication of CEO, Kate Morton, her senior leadership team and our staff, all of whom serve our local community.

Over this last year, I have met inspiring staff members, volunteers, and I have also spoken with many individuals and young people about the impact Bath Mind has had on their lives. This success and commitment has formed the core themes of our next strategic plan, and we hope to reap the rewards of this next year and beyond.

We look forward to continuing our work, extending and deepening our impact for the benefit the people we serve; and to continue our journey to become an even more inclusive, equal and diverse organisation. On behalf of the Board, thank you to our colleagues, volunteers and supporters. We look forward to continuing our amazing partnerships next year and beyond.

Our Year in Numbers

79,370
minutes
of
Befriending
call support
(a 23% increase
on 2021-2022)

791
Wellbeing
Groups, workshops
courses delivered
(a 49% increase
on 2021-2022)

89,686
minutes
of calls to our
crisis line
(a 32% increase
on 2021-2022)

332
new referrals
to our
Wellbeing
Services
2022-2023

154
people
supported to
improve their
nutrition and
cooking skills.

£65,000
received
in
community
donations

352
people trained
as
**Mental
Health First
Aiders**

100%
of people
supported by our
Dual Diagnosis
service felt they
were better able
to manage their
mental health.

3,378
calls
to
Breathing Space
(a 25% increase
on 2021-2022)

37,855
website
users
(a 7.8% increase
on 2021-2022)

4,440
befriending
support
calls
made

£315,934
secured in
benefit
applications
(a 68% increase
on 2021-2022)

234
messages
received on
social media
(a 10% increase on
2021-2022)

**256 local
NHS staff
trained in
Mental
Health
First Aid**

8,557
hours of 1:1
support
from our
Community
Support
Service

170Kg
of food
saved from
landfill
every week!

1,534
hours of 1:1
counselling
(a 23% increase
on 2021-2022)

7458
people
now follow
us on social
media

100% of our
community
support
clients say
issues affecting
them are being
addressed

753
new
referrals to
our Access
Service

171
NEW
individuals
joined a
wellbeing group
or activity.

2,884
hours
given by
volunteers
(a 41% increase
on 2021-2022)

65
wellbeing
groups
per
month

43%
increase
in subscribers
on
YouTube

100%
success rate
on PIP
appeals
by our Welfare
Benefits Advisor

2,490
visits to
Breathing
Space
crisis hub

23%
increase
in followers on
LinkedIn

4,600Kg
of food
collected,
used and
shared with
those in need

180
community
fundraisers
supported

477 hours
of mental
health first
aid training
delivered
to local
organisations

862
local people
trained in
mental
health
first aid

135,578
page views
on our
website
(15.8% increase
on 2021-2022)

4,000
copies of our
Wellbeing in
BaNES
magazine
distributed

79%
increase
in our
supporters
mailing list
audience

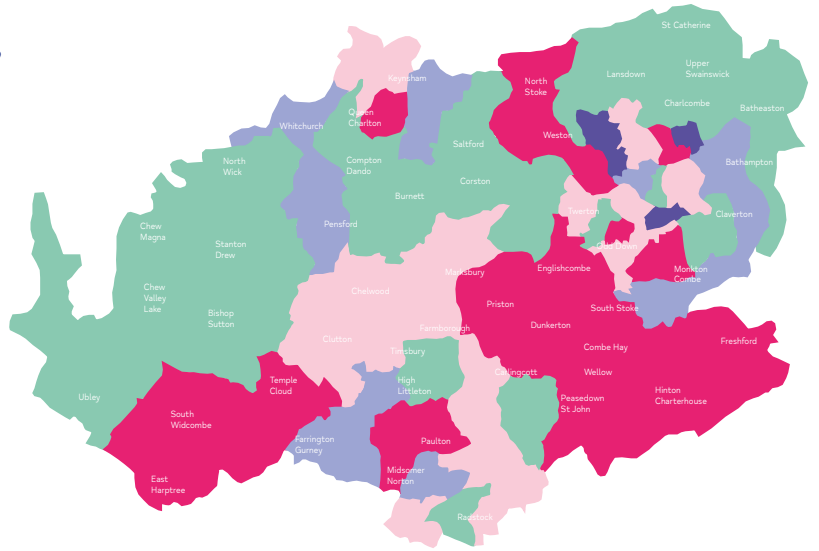
We
supported
people from
16-96
years old

We are Bath Mind

Bath Mind is a local, independent charity. Whilst we are affiliated with national Mind, we have our own governance and are financially independent. We develop and deliver services according to the needs of our community, across Bath and North East Somerset.

With over 180,000 residents, and a large student community, our services are broad and varied to meet individual needs.

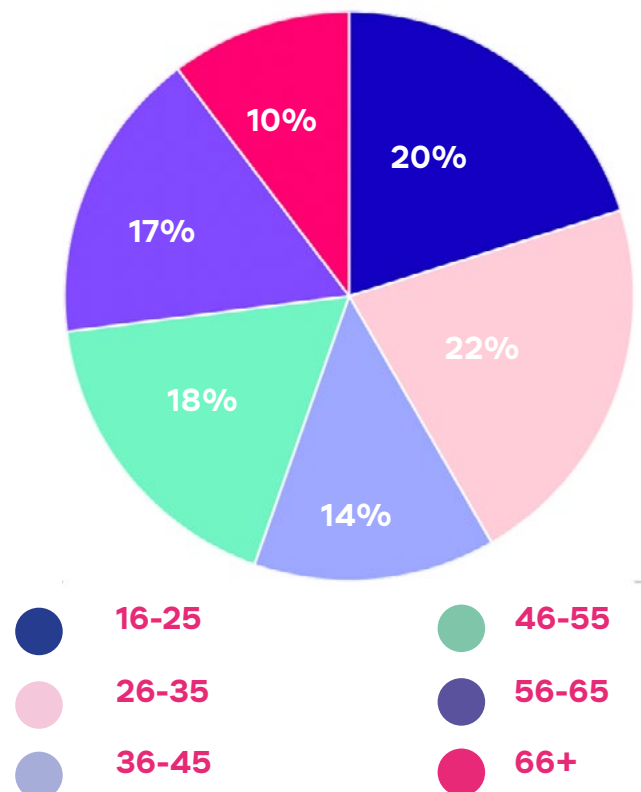
From crisis support to improving and maintaining wellbeing, we are committed to improving mental health service provision and outcomes for people living in BaNES.



Our Services

- Access community mental health
- Befriending
- Breathing Space
- Community Support
- Counselling
- Dual diagnosis service
- Emergency Adults Department
- Food for thought
- Greenlinks
- Housing
- Intensive outreach service
- Room 627
- Training
- Volunteering
- Welfare Benefits
- Wellbeing

People we Support

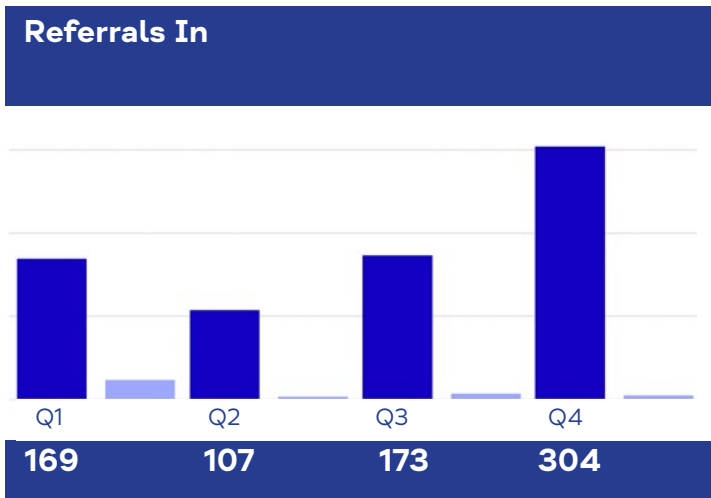


Access Community Mental Health



Established in January 2022, our Access Community Mental Health service works with individuals to identify what goals they would like to work towards within their mental health. Our dedicated team support people to access and engage with broader services in their community, enabling them to move forward in achieving their goals for their mental health and wellbeing. Many of those who engage with the service have not known where to turn and are new to mental health support services.

“The support has made me come out of myself. I’m feeling much better and the tools have been such a help. I think I would have been lost without you. Just being taken out of the house and meeting somewhere - I’m actually well and I can recover. If you had come to the house I would have been ill for longer. Can’t fault you, the work you do has opened my eyes and made me see. You were brilliant. I’ve found ‘me’ for the first time in 20 years.”



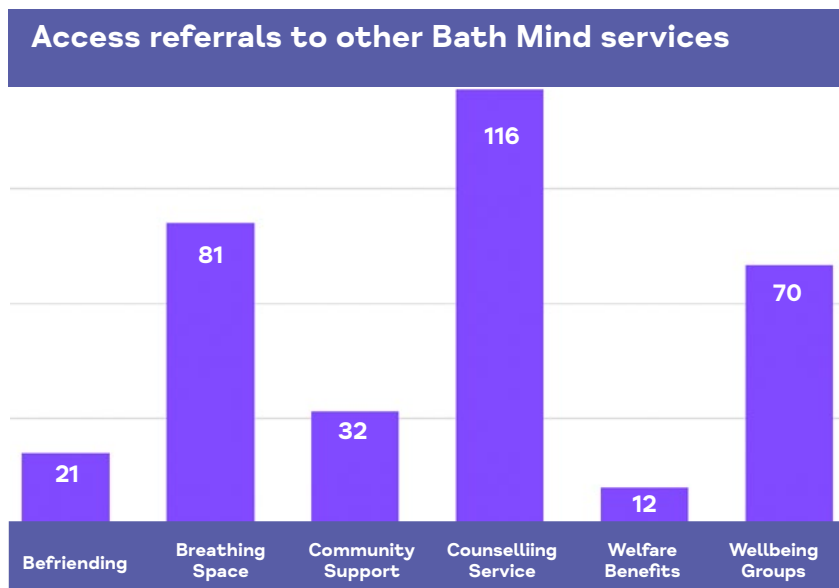
753 people referred into our Access Service, with 95% of them being supported by Bath Mind.

Jane’s Story



Jane self-referred to our Access service on advice from her GP. She was experiencing family stress and had recently been signed off of work due to stress experienced at work. These experiences had resulted in low mood, hopelessness and feeling lost. Access signposted Jane to local support services including counselling and Bath Mind’s wellbeing groups; they provided her with techniques and resources including coping skills, mindfulness exercises, breathing techniques and grounding skills. After a period of time, Jane was able to return to work, was more in control of her life and was happy that she had tools which can be used in situations that cause extra stress.

“There has been contact every step of the way. I feel more confident that I can live my life better from a mental health perspective. If it wasn’t for (Bath) Mind I wouldn’t be working on my issues with my past traumas with Breakthrough and I know my life will get better from here.”



44% of those supported by our Access service were signposted to appropriate support within other Bath Mind services.

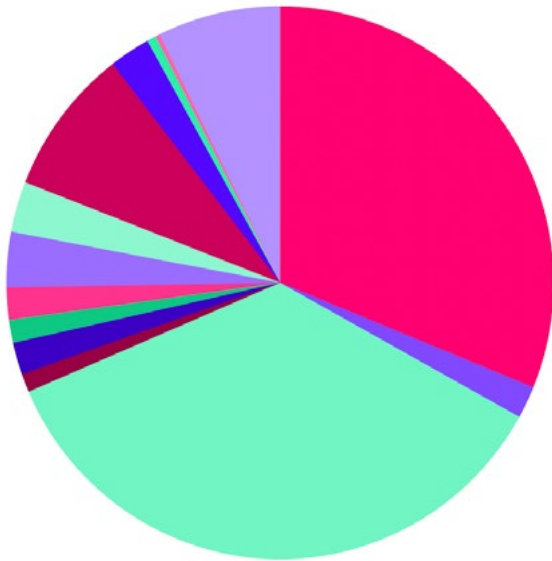
“Bath Mind is amazing and I truly recommend them. Thank you so much for all of your support.”

Befriending

Befriending began as a support for people during the pandemic, and quickly became very much in demand, evidencing the need to support a reduction in loneliness and isolation across BaNES as well as more complex mental health needs. Three years on, despite increased staffing capacity, the need for our Befriending service continues to grow and we maintain a busy waiting list. Action has been taken to reduce this with creative solutions, such as identifying marginalised groups within the service and connecting them - either face-to-face or online, to encourage engagement in peer support.

“I will always be grateful for your calls, you have supported me through the toughest of times”

Presenting Clinical Mental Health Diagnoses



Depression	35%
Anxiety	31%
PTSD	9%
Stress	7%
Personality Disorder	3%
OCD	2%
Psychosis	2%
Bipolar	2%
Mood Disorder	2%
Eating Disorder	1%
Schizo-affective Disorder	0.5%
Schizophrenia	0.5%
Other	3%
None	1%

David's Story

After a number of calls with a befriender it helped me to start talking to people again as for a number of months I was at a very low point where suicidal thoughts were constant and I didn't want to talk to any friends so I cut myself off. I am still getting myself well and it is taking its time as I feel pretty fragile at times. Having someone who is genuinely interested in listening to me and helping me makes a huge difference and I have progressed in positive ways thanks to their help.



“Thanks again for all your support, advice and high levels of empathy that gave me comfort and helped me so much, more than you will ever know”

Gerald's Story



When I was referred to the Bath Mind befriending service I was in a very difficult place and my anxiety was putting a huge strain on my family. My befriender helped me all the way through and out of those difficult times. She was there for me in the worst of days and has been a wonderful support to me as I moved forward and changed my life for the better. She has been friendly, caring, hugely supportive, insightful and reassuring. I am so grateful.

“My befriending calls have been extremely helpful and having someone to talk and listen to me when I felt I had no one else has been deeply touching.”

Breathing Space

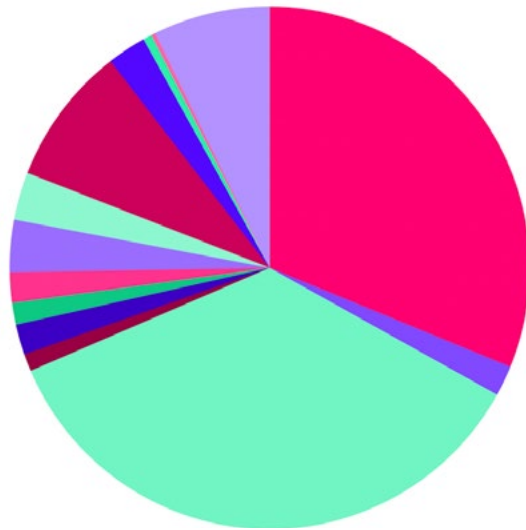
Over the past year, Breathing Space has continued to be an important service which is very much in demand. We have built on relationships with GP surgeries throughout BaNES, improving knowledge and understanding of the service and increasing accessibility. Our now longstanding team of staff are highly experienced and skilled in the support they offer, and the team continue to work closely with other Bath Mind services to provide a very unique package of support.

**“Thank you for fighting my corner,
I have never had this type of support before”**



Presenting Clinical Mental Health Diagnoses

Anxiety	32%
Depression	29%
PTSD	9%
Personality Disorder	7%
Stress	4%
Bipolar	3%
OCD	2%
Psychosis	2%
Schizophrenia	2%
Eating Disorder	1%
Mood Disorder	1%
Schizo-affective Disorder	1%
Hearing Voices	0.5%
Peri natal (pre & post natal)	0.5%
Other	3%
None	2%



“I was feeling suicidal and unbalanced when I arrived and am leaving feeling calmer, supported and after having a lovely chat, I am cheered up and lighter”

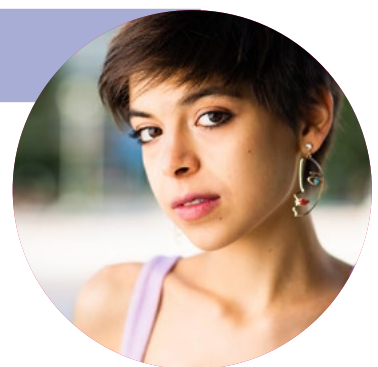
Juliette's Story

Despite all my outbursts and suspensions. You have stuck by me. Despite annual leave. Despite suspensions. Despite challenging behaviour. Despite trying to push you away.

You have slowly proved to me that not everyone leaves. That attachment is difficult. But you have stuck by me. Through thick. Through thin. Through my happy moments. Through my mental moments. Through my crisis moments. Through moments where I just needed to be myself. Through angry moments.

Breathing Space. It has helped me in many different ways. From working on worksheets focusing on attachment, creating a distress tolerance plan. Self-esteem and there's probably others which I should remember at the moment but can't. They have been there for me through my unfocused but good times but also times where all I did was cry.

“Breathing Space has made a huge, huge difference, to be listened to in a non-judgemental way and to know it's OK to feel the way I do.”

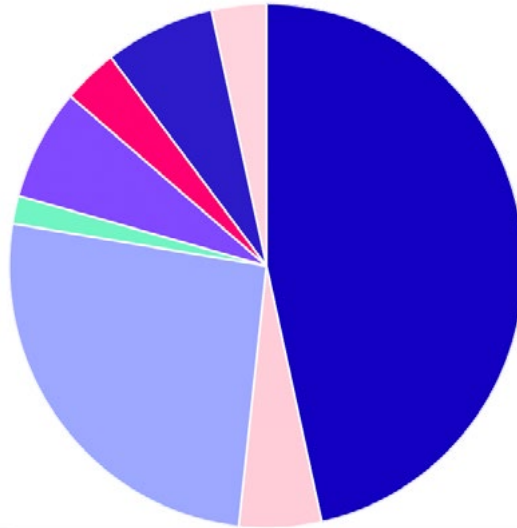


Community Support

The Bath Mind Community Support Team work with people with significant enduring needs. Many of the individuals historically experienced crisis, self-harm, suicidal ideation or had safeguarding needs that required intervention. During 2022-2023 the team supported 31 people with enduring, complex needs totalling typically 65 one-to-one sessions per week. Approximately half had an autism diagnosis alongside a mental health condition, and almost two thirds had long term physical health conditions or a learning disability. This demonstrates the established link between illness, disability and mental health. Whilst anxiety and depression were common, people were supported across the spectrum of mental health needs.

Presenting Mental Health Diagnoses

Anxiety	87%
Depression	48%
OCD	13%
Schizophrenia	13%
Bipolar	10%
PTSD	6%
Phobias	6%
EUPD	3%



“Bath Mind have given me the tools to help me deal with how I feel and help me live a normal life. I enjoy my sessions and look forward to them. If everyone had the opportunity to be understood like Bath Mind understand people, there would be a lot less suicides.”

67% of people have multiple mental health conditions.

Outcomes were extremely positive. Most people were able to better manage their mental health, felt safe and secure, were maintaining their home or tenancy and were engaging with meaningful activities. Almost a fifth also gained or maintained employment over the year. Six people ended support over the year; three having achieved all outcomes and three having achieved significant progress.

“It’s been a good service that has helped me to expand my life in areas such as going to groups and becoming more independent.”

Greg’s Story

Greg was an autistic young man with a history of anxiety and social avoidance. Our support commenced in 2020 to improve his mental health and encourage the development of daily living skills so that he could achieve his goal of living independently. Greg began building confidence in these skills and became competent in the kitchen and with other home-based tasks such as laundry and cleaning. He also gained skills for managing his mental health and increasing social confidence. Covid delayed the opportunity for progress however Greg steadily progressed towards his goals, securing a job as a game developer and starting to date online. Greg met and visited his girlfriend in 2022 and by the end of that year felt confident enough in his skills to leave home and move in with her, so our support ceased with all goals accomplished.



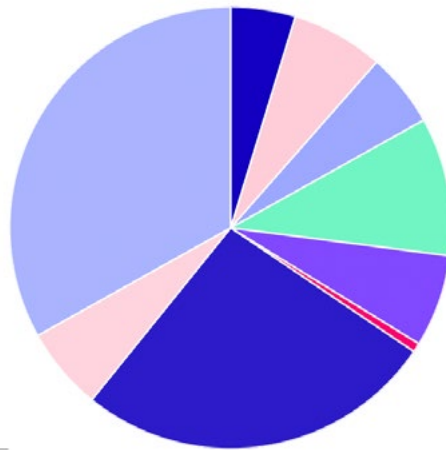
“I’m settling in here okay. I’ve made friends with all the cats, and I’ve already tried a lot of new foods. Soon I will start looking for a job locally. I have my game development job to keep the income flowing in the meantime. In short, I’m doing just fine and am enjoying myself. I’m still keeping in touch with my family of course. Thanks for helping me to get this far.”

Counselling

Our Counselling service grew considerably during 2022-2023, with an increase in staffing including the addition of a qualified young people's counsellor. We were also fortunate to have a minimum of five volunteer counsellors throughout the year, dedicating up to 3 counselling hours per week during their placement. We offer 12 sessions as a starting point, as we recognise the challenges associated with short term interventions. Many of the people using our service have said that they have previously struggled to gain access to consistent therapeutic support.

“It has helped me work through issues and I’m calmer. It has been invaluable at a time of financial crisis, I am so grateful to have received help at a cost I can afford.”

One of our primary aims is to provide affordable counselling and support to individuals with low incomes and those receiving benefits. We understand that without our assistance, these individuals would not have access to the necessary counselling support they require.



Universal Credit	49
PIP	39
Employment Support	15
Housing Benefit	10
Child Benefit	10
Pension	9
Disability Living Allowance	8
Carers Allowance	7
Income Support	1

“The counselling has been helpful, given me some positive outcomes as well, really helped me face all of my problems. This has helped me get out, make new friends, calmed my anxiety and depression a lot.”

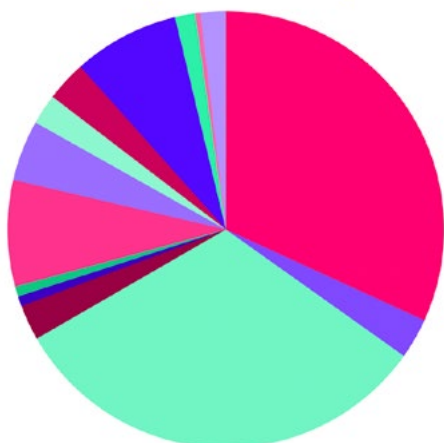
Janice’s Story

Getting counselling has improved my way of life gradually and I’m hoping it continues to; I feel overall better. I’m experiencing higher moods more often and can easily recognise when I do; I feel a lot less guilt about mistakes I make and I give myself the space and time I need to tackle them. I’m respecting my boundaries more and my own wants/needs before I acquiesce to others. I still have a way to go but the skills and altered mindset is helping me get there.



I have the confidence to try things out on my own and to step away if I feel it genuinely is too much for that moment. I don’t feel as awful after messing up social interactions, and I’m starting to work around and also with the way my brain prefers to do things, in hopefully a healthier way.

Presenting Clinical Mental Health Diagnoses



Anxiety	31.8%
Depression	31.8%
PTSD	7.9%
OCD	4.5%
Bipolar	3%
Personality Disorder	3%
Eating Disorder	2.6%
Stress	2%
Psychosis	1.9%
Hearing Voices	0.7%
Mood Disorder	0.7%
Schizo-affective Disorder	0.4%
Other	2.2%
None	7.9%

“I have gained an inner confidence and feel able to tackle stressful situations, it has been a huge help to me.”

Dual Diagnosis

This one year pilot service began in February 2023. Since then they have worked with DHI to support people to access statutory mental health or holistic services, working on coping strategies, emotional support and signposting into other services. 1:1 sessions give an average of 12 weeks of support, helping people understand how their brains work in terms of basic neuroscience, depending on the individual, and getting people to understand what their trigger points may be and how to use different coping strategies rather than drugs and alcohol.

“I feel I have come so far in the 6 weeks following my discharge. I don’t think my recovery would have been so smooth without the support of Bath Mind. I felt my voice was truly heard and a bespoke package of care was tailored to my needs. I feel in a much safer space now.”

100% of the people asked felt that they were progressing towards their goals and felt better able to manage their mental health and wellbeing.

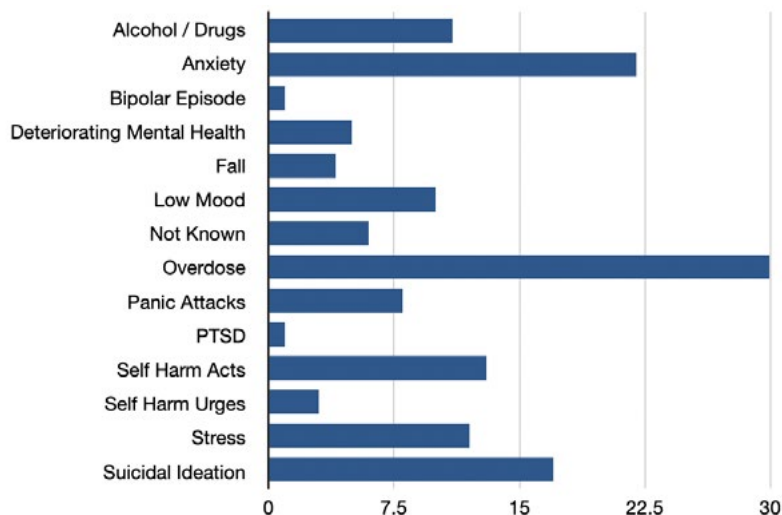
Emergency Department Adults

The Bath Mind Emergency Department Adult Intervention Service is located at the Royal United Hospital, Bath. Our skilled, trauma-informed practitioners have provided emergency support to over 150 people, as well as emotional support techniques to manage mental health challenges, safety planning and supporting individuals taking the next steps to enhance their mental health and wellbeing. The team support people to access appropriate local resources and connect with other Bath Mind services.

“Thank you for supporting me yesterday. I was having tough times physically and mentally and you helping me out by talking to me and organising my CBT follow-up call.”

“Providing a safe space and support where patients can explore their mental health and wellbeing challenges is key to the service. Elevating peoples’ confidence, giving hope and providing resources for people to support their own mental health and wellbeing. The positive impacts of the follow up calls and updates on peoples’ achievements since being involved in the service has been invaluable.” Service Manager

Presenting Issue



53% of EDA referrals are signposted to other Bath Mind services.

“I’m so glad you are listening, and I express gratitude frequently for my support.”



Food For Thought



Our Food For Thought service has provided a range of informative courses which supports eating healthily on a budget. They attend the new monthly Sharing Hub and collaborate with local organisations such as Genesis Trust, Oasis Hub (Pantry) and St John's Association. Their Food and Mood course and accompanying leaflet resources have supported people living across BaNES, combined with a physical activity programme in Bath for the Over 55s. Recipes, nutrition support and resources are also shared widely in publications and on our website.

“Improving my physical health (diet) has helped my mental wellbeing. The staff were encouraging all the time and issues individual to me personally were discussed privately..”

Abigail's Story



I had recently moved to the area after spending 4 months in a psychiatric hospital. I had moved from another city because I was a victim of abuse....because of the situation I had cut ties to all family members, friends, left my job that I loved. I joined Bath Mind as a member of a 6 week cooking group. I made a connection with the course leader and slowly my confidence grew... I started to let people in. I faced the difficult conversations with my family...None of this could have been done without the support of Bath Mind. The groups that have supported me throughout the 6 years I have been in contact with them have been the Food for Thought groups, and especially the Thursday lunch club...If you saw the me now and the me then, you would not recognise me. My posture is no longer that small, curled up quiet person who was scared to make a peep. To the strong, independent, confident, resilient proactive woman I am now. I could not have done it without the support of Bath Mind...Who would have thought I would have (now) been volunteering for Bath Mind!

“Committing to attending the group gives me focus to my week. Each week has been a lovely surprise! I have been really fortunate to meet some fantastic people who are so mutually patient and supportive.”



Every week our Food for Thought team collect over 170Kg of surplus food from supermarkets and restaurants in Bath. Food is used on courses and in cooking sessions as well as shared with others including community fridges, food pantries and community groups who distribute to local families.



New courses at Twerton Village hall have reached many new people, supporting them with skills in healthy nutrition and cooking from scratch.

Our lunch club continued to meet for lunch as a peer led group, reducing social isolation and supporting one another's mental health.



Food for Thought catered for successful Harvest Supper and Burns Night at Bath Abbey.

Food For Thought have catered for various other small events throughout the year including visits to our Greenlinks site using fresh produce in Plot to Plate recipes.

“Friendly atmosphere, run by two lovely ladies who are very welcoming and allow people to learn at their pace whilst making everyone feel useful. It was a great environment to meet others and make new friends.”

Greenlinks

Our Greenlinks sites are situated in Monksdale Road, Bath and Ammerdown, Radstock. Across the two sites, we support people to connect and enjoy gardening, sharing in the produce which they grow. Our sites provide an oasis of calm and the opportunity to connect with new people, supporting a reduction in isolation. Over the year, we provided a wide range of activities at the site, from Walking Groups to Creative Mindfulness. Our Food for Thought service regularly visits the site, cooking up delicious pot to plate meals from the produce grown.



“Thank you for helping me to relax in a group of people. I had forgotten that I could.”

Gerald's Story



I was first referred to bath mind in ...for my social anxiety...Later down the line I also joined green-links I have never had any interest in gardening but actually found it very helpful and therapeutic to do the simple tasks they have and actually see progress from your work as well as being in nature and the calming allotments they have. Everything I have been through with Bath Mind has definitely helped me as a person develop a sense of self and an acceptance with taking things slowly. I am regularly catching myself doing things that would have been impossible a year ago and I know that bath mind and the people there have played a large part in that. I am now work as a volunteer at Bath Mind, helping with the GreenLinks group twice a week. I also have a part time job making coffees.

“I enjoyed the relaxation session the most. It totally relaxed me in the sun and enabled me to feel a sense of calm.”

We held Community Days at Greenlinks, our Monksdale Road allotment site, engaging with the local community. We have run many popular courses including: Creative mindfulness; Nature-based Art; Pot to Plate; Creative Writing; Landscaping.

“I meet new people here, friendly, happy, I like coming here and I have fun.”



**100% of those attending our Greenlinks group feel that they are able to:
Meet and talk to other people (feel less lonely)
Staff always treat me as an individual with respect and dignity.
I learn something new and try new gardening activities.
Attending the group helps me to stay well and avoid a crisis.**

““I have really appreciated today to sit and be calm in my troubled mind.”

Housing



Our residential home at No 82 is a registered care home and provides support for up to 8 people. 2022-2023 was a busy year at No 82; the garden now has a decking area and a new pond already containing frogs, newts and fish. We have also painted and refurnished the house and are showcasing residents' alongside Bath artists in the community. Residents are supported to achieve outcomes such as accessing specialist support for long-term addiction; managing the environment safely; better self-management with personal hygiene, increasing social confidence, financial maximisation with benefits participating in the community and confidence in independent use of public transport.

“My whole life I’ve been a recluse. Since I’ve been here my life has been special. Its hard for me to trust people but you [the manager and staff] have been wonderful..”

One person was supported to live as independent a life as he was able to do so. As a person who loves to be a part of his community, to be out, attend church, art groups and use public transport, we enabled him to do this safely with his needs for medication management, mental health support, physical health appointments and safe management of his environment being fully met. His need for meaningful trusting relationships was fully met.

“I’ve loved living [at Marlborough lane]. I was sleeping in the park two years ago and now I feel Im finally starting to relax.”

Bath Mind’s supported living accommodation offers six people who are experiencing mental health issues one bedroomed self contained flats. Support works on managing a tenancy and moving on to independent living. This year, we have supported people to maximising their income; learn skills and develop a pathway to manage a tenancy; self-manage their mental health symptoms and access support for maintenance and crisis; achieve their potential in terms of lifestyle choices, hobbies, education and employment. We supported five clients to move into their flats. Four of these people had previous experience of homelessness and it had been a long journey for them to finally find their own flat and have much needed security of a long term tenancy as well as the skills and confidence to manage it.

“I sometimes feel lonely and scared but now I can come and see the staff and it helps me feel better.”



Sandy



I’ve stayed at 82 for three years and I’m now about to move into my own flat. The staff have helped me to find out how to do this and get ready for this next step.

The staff here have been really nice and have always helped me when I needed it.

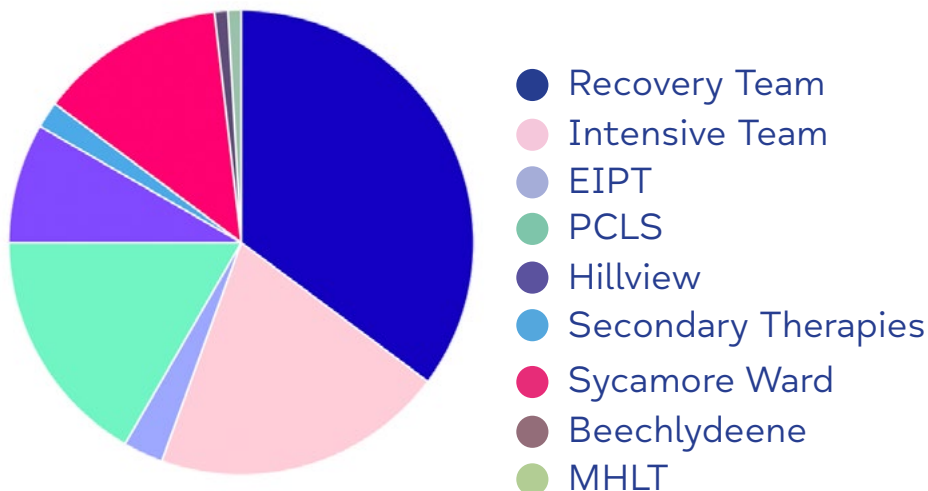
I feel more confident now and am excited about getting my own place. I’ve been really happy during my time here and I will miss everyone when I leave.

Intensive Outreach Service

Over the past year, the Intensive Outreach Service has received increased numbers in step-down support from hospital. They work closely with both our Access Community Mental Health and Breathing Space services, to ensure people have support in place for those leaving hospital to reduce readmission. Staff in the service have increased by 37% in the past year.

“I think (Bath) Mind have been one of the best mental health supports I’ve ever had. Bath Mind have been absolutely fantastic. I now have more confidence and I can turn to myself more and rely on myself more. (Bath) Mind have been bloody brilliant.”

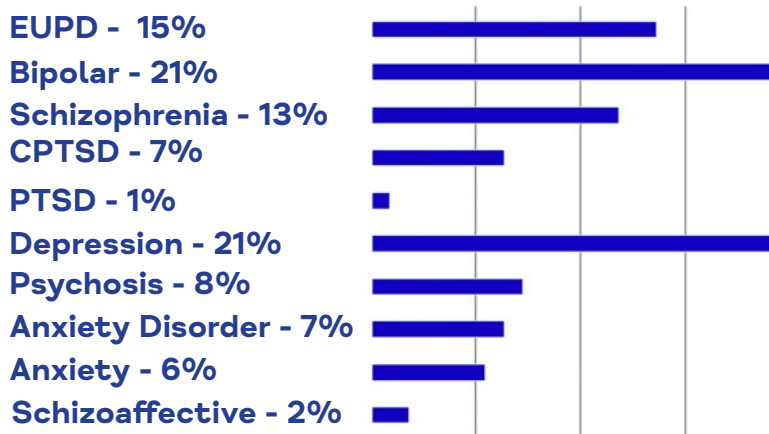
Source of Referrals



Helen’s Story

Helen was discharged from hospital following a 5-month admission due to manic bipolar episodes. Fantastic progress was made towards identified goals during the 12 weeks support we provided, and she has gained back a significant amount of confidence and independence as a result. Intensive Outreach were able to support her leading up to a custody court hearing and help her build positive routines which will enable her to step back into a caregiver role for her daughter. Intensive Outreach also supported her with rebuilding her confidence and self-esteem, crisis planning, identifying and attending suitable wellbeing groups as well as a daily wellbeing plan.

Presenting Clinical Mental Health Diagnoses



“The support I have had from Bath Mind is the best support that I have had from any of the services. I am so grateful, the support has helped me so much, especially when I first came out of hospital and during the court hearing”

Room 627



“A brilliant project for young people to share their thoughts and feelings creatively.”

Room 627 works in schools across BaNES, supporting young people to understand their thoughts and feelings, improve their connectivity and create a supportive, inclusive environment for all. This is conveyed through workshops and creative activities which increase engagement, build confidence and self-esteem.

“I have learned ways of coping with worries.”

Over the past year, Room 627 worked creatively within schools, connecting with children and young people across BaNES to form ‘The Egg Project’. Over 3 days in October 2022, a group of amazing creative young people took over the Egg Theatre in Bath. They were joined by artists and guided through fun activities focussed around encouraging them to think about how we can all make the world a kinder, more compassionate place and support each other through times of change.



“I feel less shy and it gave me confidence in public speaking”

Room 627 continues to enable young people to change perceptions and provide inspiration to leaders and local councillors. As a result of Room 627, young people have been invited to local board meetings to represent young people and improve what is in place in BaNES.

“Everyone is unique and has a right to express themselves, to be listened to, and receive support to reach their potential.”

Volunteering

Volunteering at Bath Mind offers many opportunities; we are hugely grateful to the valuable contribution made by our volunteers.



“I’ve been volunteering at Bath Mind for six years. I started first as a service user but I got so much out of it I wanted to give something back.” Adrian - Wellbeing Volunteer



Seasalt Cornwall Corporate Volunteers



Wessex Water Corporate Volunteers



“I really value and enjoy my volunteering with Bath Mind. It allows me to use my personal and professional skills and be part of my local and wider community.”

Romany - Volunteer Counsellor

Volunteers have supported:

Greenlinks • Hopespace • Safespace • Breathing Space • Radstock Wellbeing Member’s Panel • Food for Thought • Crafty Minds • Wellbeing Walks • Fundraising Harvest Supper • Burns Night Supper • World Mental Health Day • Counselling

Welfare Benefits

Our Welfare Benefits service currently focusses on high priority Appeals which bring the greatest benefit to the individual's wellbeing, both financially and for their mental health. Our Welfare Benefits Lead has been presenting to Bath Mind team managers to grow their understanding of the system, allowing them to properly guide clients and manage their expectations around entitlement. This supports bringing early improvements to their mental health by reducing the stress and anxiety of inappropriate application for PIP. Urgent cases not involving appeals are undertaken when needed in order to ensure the best health and financial outcomes for individuals with a high level of need.

“Thank you. Knowing what to expect at the assessment, and how to deal with it, made such a difference.”

Arthur's PIP Appeal

Arthur is 24 and his health conditions include depression, anxiety, unspecified eating disorder with multiple gastric problems. At the time of engaging with Bath Mind he was living in social housing with his partner who was expecting their first child. Due to his conditions, he is unable to work and needs support to carry out many daily living activities.



Prior to engagement, his initial PIP application was declined with 0 points being awarded for either Daily Living or Mobility Activities. This decision was upheld after Mandatory Reconsideration.

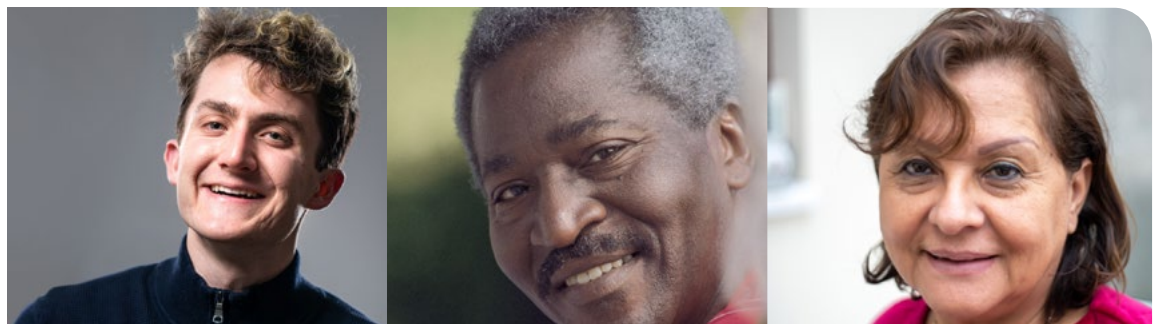
Bath Mind carried out a full review of the evidence supplied and the decision making process of DWP, liaising with the client and creating an Appeal Submission which addressed each relevant point within the Activities on which a PIP Award is based. Following Tribunal headed by a Judge, which the client attended, he was awarded Enhanced Rate Daily Living and Standard Rate Mobility PIP, resulting in a backdated payment of £7,484.66 and ongoing 4-weekly payments of £467.40 until 2/9/2026.

Arthur said before Bath Mind became involved he had all but given up. He now feels that with the award his conditions are validated and he no longer feels anxiety around being able to provide for his family, or the degree of depression because he felt so many people (including those within DWP) did not believe that he was unwell. The outcome has been 'life-changing' and he has now been able to move forward with his life, reducing his dependency on his family and seeing improvements in his mental health which are allowing him to become properly involved in bringing up his child.

“I was on the verge of giving up before you got involved. I can't believe the difference you made. Thank you.”

The difference this service makes to individuals is significant due to the impact on their personal finances, self-esteem and their ability to move forward. Our clients are those for whom the benefits system has got it wrong due to an inbuilt bias against mental ill-health. When they come to us, they are at a very low point and feel that they are not believed that that they and their illnesses are insignificant in the eyes of others as they have been refused benefits which would enable them to lead a more normal life. By engaging with them and translating their stories into language that will be understood at an Appeal Tribunal, we validate the reality of their conditions and give them the strength to make a difference to their own lives.

“I waited 4 years to get PIP, so thanks so much for all your help!”



Wellbeing



Over the past year, we have seen a significant increase in the number of new referrals to our wellbeing service, which works closely with other Bath Mind services, providing a unique holistic service as chosen by the individual. Our wellbeing service includes a wide range of groups and short courses which offer opportunities to connect with new people, engage in activities and be supported by our dedicated, experienced team. Activities are based around the '5 Ways to Wellbeing' and people are supported with many aspects of their lives which contribute to their overall wellbeing, empowering them to improve and maintain their mental health.

“Wellbeing groups offer a lifeline for so many individuals, forming a vital part of their weekly routine. A place for people to be themselves without fear of judgement, to make new connections learn new skills and increase personal resilience to manage their mental health challenges.” (Wellbeing Team Manager)



New monthly Sharing Hub! The hub is a meeting of all groups, coming together to share food, make connections and find out more about what is happening in their local communities.

“You always make me feel welcome, at ease, relieve my anxieties and I feel safe.”

Active Opportunities has an increased focus on ‘Active’ for mental health with delivery of a weekly sports group at the local Leisure Centre; this has become the highlight of some members weeks.

Crafty Minds launched in October 2022, a volunteer led initiative bringing together a group of 10 people living in a rural area of BaNES. They create beautiful crafts to take home.

We developed 5 Peer Mentors within Wellbeing Groups, all of whom completed Mental Health Awareness Training and are now supporting existing and new people at the regular Wellbeing groups.

“I would not join an exercise class but these sessions are sociable, and I like that they are run by Bath Mind.”



Our Safe Space group has grown from strength to strength. We now have 15 young people engaging in the weekly support group, and a small waiting list. The group have enjoyed nature walks, nutrition and wellbeing talks, cooking, drama, and engaging in conversations around Healthy Relationships and LGBTQ+ issues.



Creative Drama sessions in Radstock culminated in a short film around the themes of loneliness and connection. A former group member turn volunteer supported this project in a paid role.

“Can I just thank you and the team for coming in on a regular basis during the past year - it really has made a positive difference for our students.”

Safe Space was chosen to share learning as part of National Mind’s Four Nations “Building Community Resilience Webinar”.

“Attending the group helps me to stay well and avoid a crisis.”

The Wellbeing Team have attended monthly ‘Tea and Chat’ sessions at Bath College and Somer Valley site, informally engaging students in conversations around mental health, raising awareness of support available.

Fundraising

We are hugely grateful to the over 180 community fundraisers who donated their time and efforts to raising vital funds for Bath Mind during 2022-2023. Without the support of individuals like our challenge event fundraisers, Bath Half Marathon runners, event planners and online supporters, we simply could not do the work which we do. Thank you also to the many people who supported the events which Bath Mind organised throughout the year, including the amazing local businesses who have supported us through fundraising activities and increasing awareness amongst their staffing teams.

Bath Marches

Our incredible team took on 4,9 and 15 mile walks and raised an amazing £1,300 for Bath Mind.

World Mental Health Day event at Komedia

Our hugely successful event with music, spoken word, poetry and dance raised over £1,000.



Thank you to Tamsin.

“9 years today I lost my brother. After a battle with depression, he was taken by suicide. The black dog bit too hard. I ran Bath Half for Bath Mind in his memory. Knowing how many people struggle with mental health. Knowing how important support, like the stuff Bath Mind provides is. Thankyou.”

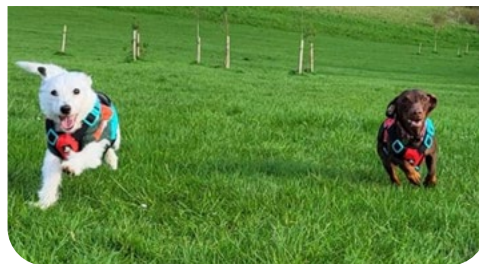


Bath Half Marathon

We were delighted to support our 80+ runners at the Bath Half. They raised an incredible £23,000 for Bath Mind, funds which have gone directly back to the community to support our life-changing services.

Thank you to Danielle.

“This December I am going to walk 10,000 steps every day to raise money for Bath Mind. It might not mean much to anyone else, but I really need a focus. I will find it more challenging having a disability. People have no idea how awesome Bath Mind have been for me personally. I would really like others to support Bath Mind by giving to this local charity that supports the BaNES community.”



Art as Therapy Exhibition

Bath Mind Ambassador, Jason Dorley-Brown brought together local artists to curate a fantastic exhibition at the RUH which raised over £600 for Bath Mind's services.



Wear It Blue World Mental Health Day

Bath Mind encouraged the community to “Wear It Blue”. Now an annual event, we were delighted to see local businesses getting involved and with the support from Milsom Place.



Bath Mind Christmas Cards

Thanks to local artists Jason Dorley-Brown and Emma Taylor Bath Mind had our first ever range of Christmas cards. We were delighted to see these flying off of the shelves.

Thank you

Bath Mind would like to thank funders who supported us in 2022-2023, without whom our vital work would not be possible.

The National Lottery • Co-op iWill • Bath Boules Bath and North East Somerset Council & CCG Mind • St Monica Trust • Garfield Weston • Bath Half Marathon Fund • Stone Family Foundation Medlock Trust • Wiltshire Council and CCG • Masonic Charitable Trust • HCRG.



Training



Bath Mind's Business Development Team provide training in certified Mental Health First Aid and courses in Suicide Prevention, Mental Health Awareness, Wellbeing in the Workplace and many other bespoke options to support healthcare service providers, third sector and businesses across BaNES. Training is available online or in person, on an individual or group basis. Established in 2016, Bath Mind's Training programme has an excellent reputation for high quality training and delivers training to the NHS and many other organisations in and around BaNES.

“The knowledge I have gained from the course will not only help me in my work life but also in my personal life too. Our Bath Mind instructor was absolutely fantastic; their approach to teaching is brilliant and their compassion and understanding was so refreshing to listen to! The skills I will now be able to carry forward to help myself and my peers will no doubt be extremely beneficial.”



**352 people qualified as
Mental Health First Aiders
through our training in 2022-2023**

“Incredibly positive experience, (the trainer) was a joy to listen to and everyone was incredibly friendly and supportive. I feel more confident in approaching mental health conversations as part of my workplace and every day life. Thank you for everything!”

In 2022-2023 we provided in-house training for RUH, BaNES council, Bath Spa University, Avon Fire & Rescue Service, Holburne Museum, Curo, Curious Universe and many more as well as public courses for individuals!

Ambassadors



Thank you to our amazing Ambassadors who have supported us in so many ways.



**Madeline
Blackburn**



**Renee
McGregor**



**Jason
Dorley Brown**

Collaborative Partners

Bath Mind works alongside many organisations in and around BaNES, both via referrals and to connect those using our services with other services and support. We hugely value such collaborations, which enable us all to provide the best support possible to people who use our services.

Bath College, The Soul Spa, Bath Spa University, Genesis Trust, Oasis Food Pantry, Off the Record, The Princes Trust, Creativity Works, GPs, Social Prescribers, AWP, Eco Wild, Soundwell, Bath Scape, Clean Slate, Bath Leisure Centre, Bath City Football Foundation, DHI, Wellbeing College, St Mungo's, National Mind, University of Bath, More Trees BaNES, Curo employability, Brickfield Park, Future Bright, 3SG, Salvation Army, Curo, Virgin Care, Social Prescribers, Police, GP, Talking Therapies, CamHS, Julian House, Wiltshire Mind, Wellbeing College, St John's Trust, Southside, Social Services, SARCAS, Citizens Advice, DWP, Age UK, Trauma Breakthrough, Bath City Farm, The Freedom Project, Soundwell Music Therapy, The Holburne Museum, Fresh Arts, Archcare, Curo, AWP, BSW.

Our Digital Impact

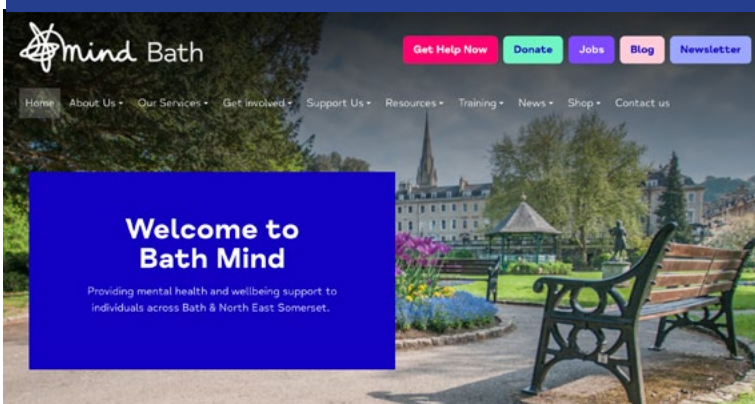
We have continued to increase our digital resources over 2022-2023, with new pages on our website, and a wealth of new support resources. Clear signposting to services helps people to find the help they need as quickly as possible.

Our social media provides support resources, tips, information, signposting and celebrations of those who have supported Bath Mind, whilst increasing awareness and tackling stigma.

Website

Our website is an increasingly important part of our services, and has supported 37,855 users this year who are able to access full information on Bath Mind's services, useful resources and signposting.

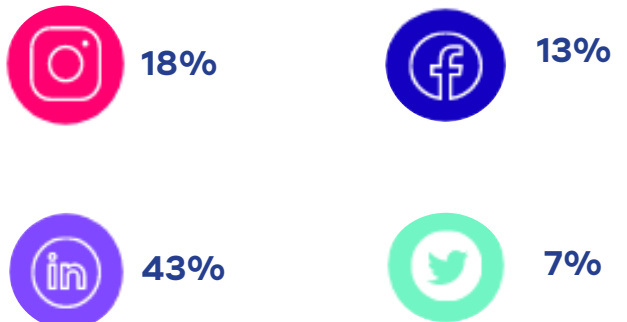
135,758 page views



Social Media

Over the past year, the number of direct messages received on social media has increased by 10%, reinforcing the importance of digital connection to many in our community.

% Increase in followers



Posters and Promotion

Posters promoting our services are displayed across BaNES to support maximum reach. We have increased awareness in particular this year by connecting and sharing with local GP surgeries.

Support Resources

We have continued to increase the number of support resources which can be viewed or downloaded from our website. These are widely accessed within our Wellbeing Activities section.

Press and Publications

We have increased our range of publications through 2022-2023 to include a broad range of leaflets which are available in print or can be downloaded from our website. We have regular content in several local print and online publications and share press releases across newspaper, radio and broader press contacts in BaNES.

Press

Thank you to local press and publications who have supported us by printing or sharing our content. We have featured in: Pukka Bath; InBath Digital; The Bath Chronicle; Bath Life.



Publications

Over the past year, our Wellbeing in BaNES magazine has printed over 4,000 copies and distribution continues to grow. With its accessible content, it provides activities including crossword/wordsearch and informative articles as well as support resources and information on services and events. Our Food for Thought group have created a range of leaflets for the over 55's, supporting with nutrition for wellbeing as well as physical health.

The impact on our staff

Bath Mind's staff are passionate about supporting mental health and dedicated to reducing stigma and improving mental health for all.

It's a real joy being part of such a kind and supportive team!"

I have loved working at Breathing Space. The team is incredibly supportive, and the service is a little hidden local treasure that compares to nothing else that I have come across.

It is amazing to see how people coming together can have such a positive impact on their lives - being able to give people this space and time to share things with others and feel listened to and heard is such an important part of what the wellbeing groups provide.

I am so proud of the service we deliver. Supporting people following a psychiatric admission or significant mental health decline is SO pertinent to their recovery in the community. Our success is reflected in the positive feedback we receive from both the people we support and AWP teams.

I'm proud of my involvement with the online Support Directory. Knowing that our efforts have made a positive difference in so many lives is really rewarding.

It's been particularly good to see so many young people volunteering this year and getting rewarding experience that also benefits the people we support.

A highlight of work for me is creating a space where we see clients build relationships and peer support often when they have been socially isolated.

It has been humbling to see the members of our wellbeing groups support each other, welcome newcomers and share their experiences with each other.

If you'd like to work in an organisation which values and respects you as an individual, in a job that has meaning and can have a direct impact on your community, take a look at our website for our current vacancies: www.bathmind.org.uk

OUR YEAR IN PICTURES



#DiversityMatters
 Trans Day of Visibility
 31st March



Every single donation makes a difference.



Bath Mind is our Charity of the Year for 2023

In 2017 it was 1 in 10.
 In 2021 it was 1 in 6.
 Now, 1 in 4 young people are experiencing mental ill health.



It's ok to have a bad day.

Thank you for being there for me this year.



However you identify, Bath Mind are here for you.

bathmind.org.uk



Free Online Courses:
 Available on the Bath Mind website

bathmind.org.uk/resources



Suicide First Aid:

Myth
 You can't ask someone if they're suicidal.

Fact
 Evidence shows asking someone if they're suicidal can help open a life-saving conversation.



Thank you for all of your support. You have saved my life a number of times and I am so grateful.

- Support line caller

Text BATHMIND on 70450 to donate £10



Wellbeing
 Bath and North East Somerset

FREE

ART AS THERAPY
 Creativity to support your wellbeing

EASY LOW COST RECIPES
 from Food for Thought

Image by Jack Dupleck



Thank you to our Bath Mind Trustees!

#TrusteesWeek



Breathing Space:
 Bath Mind's evening support hub and phone line

Calm, safe, supportive.

Evening Support Hub
 Hub open every evening from 18:00-22:30. Call or email by 5pm to self-refer.

A trained, listening ear.
 Telephone Support Line
 Telephone line open every evening from 17:30-23:00.

Freephone: 0808 175 1369



Introducing:
Our NEW Online Support Directory

Mind Bath



“The Safe Space group in specific have supported me by giving a sense of encouraging consistency in my weekly life.”

Mind Bath

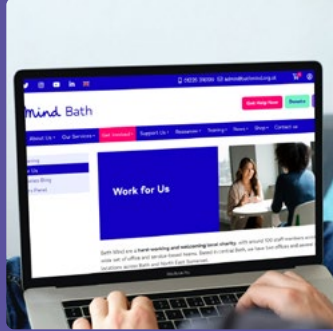


What is Hopespace?

“I see it as a non-judgemental, warm, welcoming space where people feel safe.”

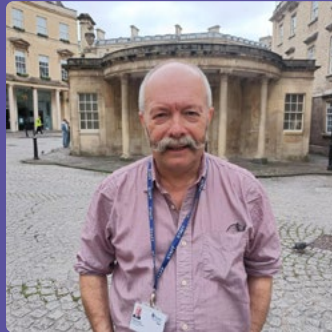
- Kat, Bath Mind Hopespace Volunteer

Mind Bath



Mind Bath
Mental Health Check In:

- I am doing great
- I am doing ok
- I need some support



Mind Bath
Emergency Department: Adult Service

In A&E at the RUH for your mental health? We will be there to support and help you with your next steps.

Emergency Department, Royal United Hospital Bath
www.bathmind.org.uk/emergencydept



Issue 4 Mind Bath FREE

Wellbeing
Bath and North East Somerset

OUTDOOR SWIMMING
What do people love about it?

NUTRITION & EXERCISE
To support your wellbeing.

HOW ARE YOU SLEEPING?
Top tips to improve your sleep.

FREE COURSES

44% of staff who received mental health training felt more prepared to look after their own mental health.

Mind Bath

Mind Bath
Love gardening? Volunteer with us!



“Befriending is a fantastic service...I have had some really tough times physically and mentally and Befriending has got me through.”

- Neil, Befriending service user

Mental Health Awareness Week 2022 Mind Bath



Everyday Self-Care Tips

- Take a walk and be around nature.
- Talk to friends or family.
- Practice yoga or gentle exercise.
- Keep a good sleep routine.
- Write down how you are feeling.
- Ask for help and accept it when it's offered.

Mind Bath



Mind Bath
Wellbeing
Bath and North East Somerset

HOW TO EAT WELL ON A BUDGET

STAYING WELL IN WINTER

IMMUNE SYSTEM

SPENDING TIME IN NATURE

REDUCING ANXIETY

MONEY AND



“I was in a real crisis before your call - you have turned the lights back on for me. Thank you.”

- Support line caller

Mind Bath Text: BATHMIND on 70450 to donate £10



On this our 25th Anniversary, we would first and foremost like to extend our sincere thanks to the many people who have placed their trust in us to support their mental health and wellbeing. With your courage and commitment, together, we have truly made a difference to our community.

To those who share their experience and learning, offering peer support to others; we are immensely thankful. Through this we build compassionate, supportive, inclusive communities.

Bath Mind are fortunate to have been supported by amazing volunteers, fundraisers and organisations who have donated their time, skills and supported our work financially. We hugely appreciate everything you do; we simply could not continue our valuable work without you.

Last, but certainly not least, we thank our incredible colleagues who have worked for Bath Mind over the past 25 years. Each of you has made a valuable contribution to our growth and the impact we make in fighting stigma and improving mental health and wellbeing across BaNES.

Looking to the future, we know that there are challenging times ahead, not least with continued cost of living pressures and diminishing financial resources for third sector organisations like ours. Bath Mind will continue to work hard, to provide local people with high quality, much needed services, supporting the development of connected and resilient communities.

Our Vision is of a society that promotes and protects good mental health for all and treats people with experience of mental ill health fairly, positively and with respect.

Our Mission

We are here to promote and nurture everyone's mental health, through the provision of information, activities, advice and support.

Our Values

Our values underpin everything we do and are a core part of who we are.

**Trustworthy and Safe
Courageous and Empowering
Person Centred and Collaborative
Creative and Adaptive
Compassionate and Empathetic
Interconnected
Supporting autonomy**

10 Westgate Street
Bath BA1 1EQ
Telephone: 01225 316199
Email: admin@bathmind.org.uk
Registered Charity No: 1069403
Registered in England: 3531040

www.bathmind.org.uk