



**For better
mental health**

Mind in Furness

Registered Charity No. 505599

Annual General Report

2010

64 School Street, BARROW-IN-FURNESS, Cumbria, LA14 1EW

Tel: 01229-827094

Fax: 01229-827094

e-mail: SchoolStreet@mindinfurness.org.uk

CONTENTS

Page	Item
2	Organisational Details
3	Minutes of AGM 2009
9	Chair's Report
10-11	Treasurer's Report
12	Statement of Financial Activities
13	Balance Sheet
14-15	Chief Officer's Report
16	Coniston House Report
17	Projects and Activities
18	Volunteering
19	Students
20-21	Staff, Volunteers & Trustees
22	Funders 2009-2010

Organisational Details

Mind in Furness

Registered Charity Number 505599

Day Service & Drop In/Office

64 School Street
Barrow in Furness
Cumbria
LA14 1EW

01229 827094

Schoolstreet@mindinfurness.org.uk

Supported Housing Scheme

Coniston House
14 Lesh Lane
Barrow in Furness
Cumbria

01229 870481

conistonhouse@mindinfurness.org.uk

**Minutes of the Annual General Meeting
11th November 2009
The Wainwright Room, Age Concern, Barrow in Furness**

Present

NAME	ORGANISATION
George Grimes	Mind in Furness
Lorraine Shields-Fell	Mind in Furness
William Bingley	Mind in Furness, Trustee
Wally Wright	Mind in Furness, Vice Chair
Kath Atkinson	Mind in Furness, Admin Assistant
Alan Taylor	Mind in Furness
Richard Crossley	Mind in Furness, Interim School Street Services Manager
Michael Corker	Mind in Furness, Advocacy Support Worker
Cynthia Thorpe	Mind in Furness
Judy Campbell	Mind in Furness
Karen Dobson	Mind in Furness, Chief Officer
Elsie Davis	Mind in Furness
Carol Newton	Mind in Furness
Melanie Gilmour	Mind in Furness, Advocacy Support Worker
Tony Smith	Mind in Furness, Volunteer
Mike Sheppard	Mind in Furness
Dora Cooksey	Mind in Furness
Helen Bingley	Mind in Furness, Treasurer
George Macfarlane	Mind in Furness
Julie Taylor	Mind in Furness
Liz Taylor	Samaritans
Carole Smith	Samaritans
Wendy Hoffmann	Mind in Furness
Sylvia Reynolds	Mind in Furness, Interim Coniston House Services Manager
Gail Bryant	Mind in Furness
Reuben Vergauwen	Mind in Furness
Karen Thompson	Mind in Furness
Michael Bewick	Mind in Furness
Peter Kirby	Mind in Furness
M Gawne	Mind in Furness
Ted Rockley	Lions
Sheila Rockley	Lions
Claire Rowlandson	Stonham
Dale Taylor	Mind in Furness
Simone Singleton	Housing, Barrow Borough Council
Gary Repton	Mind in Furness
Penny Parr	Mind in Furness
Jonathan Wright	Mind in Furness
Carole Williamson	Mind in Furness
Chris Renton	Mind in Furness
Lee Dickie	Mind in Furness
Janet Morgan	Croftlands Trust

Ian Mooney	Mind in Furness
Stan Parker	Mind in Furness
Carol Taylor	Mind in Furness
Martin Gawne	Mind in Furness
Sue Millard	Mind in Furness
Tracy Charters	Mind in Furness
Wendy Shenton	Mind in Furness
Dr Keith Blackburn	CMHG
James Fraser	NHS Cumbria

WELCOME TO MEMBERS AND GUESTS

In the absence of the Chair, William Bingley opened the meeting by welcoming all members of Mind in Furness, guests and representatives from other organisations to this our 37th Annual General Meeting.

APOLOGIES

Apologies were received from:

Jim Reid – Mind in Furness
 Dr Anthony Page – Dane Garth
 D Leviston – George Wood Benevolent Fund
 Billy Harvey – CADAS
 Liz Bolt – College House
 Andrew Wilson – Mind in Furness
 Steven Jackson – Accent Foundation
 Janice Sharpe – Mind in Furness Trustee
 Yel McKenzie – Mind in Furness

MINUTES OF THE PREVIOUS MEETING

The minutes from last year's Annual General Meeting were agreed as a true and accurate record

MATTERS ARISING

There were no matters arising from the previous AGM minutes.

CHAIR'S REPORT

In the absence of the Chair, Wally Wright (Vice Chair) had been asked to write the 2009 Chair's report. The report is included in the Annual General Report. Karen Dobson (Chief Officer) was asked in the meeting to highlight aspects of the report in the Chair's absence.

Karen said that it had been a very tough and unsettled year for Mind in Furness due mainly to managerial disruption. Karen was away from School Street on maternity leave for 6 months, and Leanne Sanderson who had covered both School Street and Coniston House during that time was off on sick leave for half that time and then chose to move on to pasture's new so School Street and Coniston House were left

without an official manager for 3 months. Trustees had had to get much more involved in the day to day running of School Street during this time so Karen thanked Wally Wright, William and Helen Bingley and Glenn Judge for all their hard work and support during this difficult time.

Karen outlined the new managerial structure at Mind in Furness that has come into place since this disruption. Karen's new role is Chief Officer and she oversees both Coniston House and School Street. Richard Crossley is the Interim Services Manager at School Street, and Sylvia Reynolds is the Interim Coniston House Services Manager. Karen thanked Richard and Sylvia for all their hard work over this interim period.

Karen also summarised the changes that will be taking place at School Street in the near future. The "In Control" agenda of personalised budgets will have a big effect on the way activities are planned and run, as such the long-needed refurbishment work on School Street will soon take place, this will include structural changes to the building so we can better make use of the space.

At this point Karen chose to thank Ted and Sheila Rockley (from Furness Lions) for the large donation they recently made to Mind in Furness to be put towards the refurbishment. The donation isn't included in the 2009 report as it happened after the financial year finished. This is also the case for the £2000 raised for Mind in Furness by the Treble Alliance all-day music event that was held in September of this year. This money will also go towards the refurbishment project.

TREASURER'S REPORT

Helen Bingley presented the Treasurer's Report. Helen wished to highlight that Mind in Furness is in a much healthier financial position than it was at this time last year. This is mainly due to contractual underfunding issues being resolved and spending cutbacks within the organisation. Helen thanked service users and staff for their cooperation with the cutbacks. Last year Mind in Furness was close to having to declare itself unviable to the Charity Commission as the money in reserve had dropped below the required amount, but this has been turned around now and we are back in a healthy position.

Helen spoke briefly about the "In Control" agenda and the effect it would have on School Street funding. A question about funding for Coniston House was raised at this juncture. Helen explained that funding for School Street and for Coniston House is totally separate. Currently School Street gets money for block contracts. At the moment Adult Social Care pay for a certain number of people to attend at School Street each day. The In Control programme will change this as personal budgets are introduced. We are a voluntary organisation so we are ultimately responsible for securing our own funding.

Questions were then asked about the "In Control" agenda. Helen explained that the board and staff at Mind in Furness are still in the very early stages of planning for personalised budgets as we still don't have very much information to go on.

Jim Fraser (a Commissioner with the PCT) was asked at this stage to say a few words about the "In Control" agenda. Jim said that he was unable to provide much new information at the moment. The PCT will still be block booking places for the next couple of years. They are currently working on community asset mapping –

looking for good facilities to provide services/activities etc for service users. After this has been completed there will be a “Public Health and Wellbeing Strategy for Cumbria” formulated.

Jim finished by assuring those present that all the people working on the project genuinely wish to make a difference and improve provision and services for those suffering mental distress. Jim said that he himself has been working in the Mental Health field for 32 years. Jim was thanked for contributing to the meeting.

Finally Helen asked the meeting to propose J L Winders Accountants to deal with the Mind in Furness accounts. J L Winders who have dealt satisfactorily with the accounts for the last few years and are a local company. Wendy Hoffmann proposed we should once again appoint J L Winders and Dale Taylor seconded the proposal.

ELECTION OF TRUSTEES AND OFFICERS

The current board of trustees stood down and the nominations were read out by William Bingley for places on the board of trustees. The position for Chair, Vice Chair, Treasurer and Secretary, each received one nomination and as such were passed. There were 7 other nominations and all positions were uncontested. Those present were asked to vote to endorse the board en masse. All members of Mind in Furness present at the meeting endorsed the selection.

Nominations were as follows:

Helen Bingley wished at this stage to inform the meeting of a conflict of interests. Helen is married to William Bingley. Helen wished to say that she is delighted to be asked to be treasurer again and considers it a privilege, but if any other treasurer is found she is willing to step down straight away.

Name	Office	Proposed by	Seconded By
Wally Wright	Chair	George MacFarlane	Lorraine Shields-Fell
William Bingley	Vice Chair	Wally Wright	Julie Taylor
David Ralph	Secretary	John Moffett	Dora Cooksey
Helen Bingley	Treasurer	Wally Wright	Julie Taylor
Gary Repton	Trustee	Wally Wright	Julie Taylor
Penny Parr	Trustee	Wally Wright	Julie Taylor
Dale Taylor	Trustee	Jim Reid	Tony Smith
Janice Sharp	Trustee	Wally Wright	Julie Taylor
Lorraine Shields-Fell	Trustee	Michael Cassells	Jim Reid
Martin Gawne	Trustee	Lorraine Shields-Fell	Jim Reid
Tony Smith	Trustee	Jim Reid	Martin Gawne

ANY OTHER BUSINESS

William Bingley said that an EGM is likely to be called in a couple of months to discuss changing Mind in Furness to a Company Limited by Guarantee. This change would mean that trustees would no longer be financially liable for Mind in Furness if anything goes wrong. The financial liability question has been the thing that has often made people reluctant to stand as a trustee. If it is decided to go ahead with this change, Mind in Furness would be run by directors rather than trustees.

This would be a much more modern legal framework for the organisation. The directors would still all be voluntary and nothing much in essence would change in the running of the organisation itself. Notice will be given out well in advance of the EGM. Lawyers will be asked to come in and talk to members about the change.

A commitment to Mind in Furness and service user involvement still needs to be fundamental. The organisation needs to be credible to funders and we would need to show that the directors are capable.

A couple of questions were raised:

A member asked why we were putting a lot of money into the refurbishment of the School Street premises rather than moving to a new building. Helen Bingley said that in the past it has been considered unfair to make trustees liable for possible mortgage debt. Karen Dobson added that there hasn't been much in the way of suitable premises available on the market. It is felt that there comes a time when you have to decide that if we are staying put in the School Street premises then money has to be spent to make it decent. Damp problems etc will all be addressed in the refurbishment.

A member asked about the link between Coniston House and Mind in Furness and how it came about. Karen Dobson answered that Coniston House was opened in the 80s when Housing Associations were looking for organisations willing to manage the properties. Karen said that she would look in to the link more thoroughly and post the details on the notice board for members' interest.

Further discussion was had with a few other members raising questions and concerns. These were all answered.

In conclusion, William Bingley thanked the leaving trustees for their contribution and welcomed the new trustees that would serve Mind in Furness over the coming year. He also thanked everyone for attending the AGM.

Chair's Report 2010

As Vice Chair, I am writing this report on behalf of our Chair, Wally Wright, who unfortunately had to take a considerable amount of time out of Mind in Furness this year due to serious and sudden illness. I am delighted to say Wally is now on the road to recovery and is once again involved at Mind in Furness, and we look forward to his continued involvement. I would like to offer the board's thanks to Trustee Jan Sharpe who stepped in as Acting Chair during Wally's absence.

At the time of writing this report, we are, as an established voluntary organisation entering a new environment and a time of great change both in our local community and in health and social care generally. The last year has seen us preparing for the anticipated changes whilst at the same time getting into the best position to respond to the changes that we cannot anticipate. There are many uncertainties ahead of us.

Karen Dobson has now formally been in post as Chief Officer since January 2010 and was tasked with designing a new management structure to ensure that both our services received dedicated operational management. Sylvia Reynolds was appointed to the role of Coniston House Service Manager and the restructure of the staff team at Coniston House is now complete. We are still to recruit for the parallel position at School Street and have decided to put this appointment on hold till the start of the New Year when we should have a clearer understanding about our financial position especially in relation to the future funding and contractual intentions of the statutory sector. We are grateful to all the staff at School Street for going the extra mile during this interim period. The position is also eased by the appointment of a new member of staff Lorraine Barnes who provides administrative support to the team

The last year has seen us restructure our organisation, maintain our financial stability and increase our presence at county wide mental health events, all in a bid to be prepared for whatever changes are on the horizon.

We have produced a 5 year Change / Strategic Plan and are keen to embrace the new opportunities and projects that change may bring whilst not underestimating the pressures that will be facing organisations such as Mind in Furness at this time. We feel confident that we are doing all we can to be prepared but we will need to be increasingly agile in our decision making as the future unfolds.

We must thank our staff and service users for bearing with us at times of great upheaval and uncertainty and ask that they retain their positive attitude and involvement at Mind in Furness for the year ahead.

I would like to thank all the Trustees for their continued support for the Chair and Vice Chair and Mind in Furness. The board have worked tirelessly to help Mind in Furness move forward this last year and should be congratulated for their contribution.

**William Bingley,
Vice Chair**

TREASURER'S REPORT

The current financial position

I am delighted to report to members this year's financial position:

Income	£299,377
Expenditure	£268,212
Fixed assets	£98,604
Current assets	£130,730
Total assets less current liabilities	£229,334

The above illustrates a continued healthy financial position which has been maintained from last year.

In view of the forthcoming economic downturn and the desire from everybody in the service to commence the refurbishment work at School Street, managers and staff have continued to be vigilant with expenditure in preparation for an anticipated risk that our funding may be cut in the years ahead. Budgets have remained under constant review in an attempt to spend only what we can afford in year and prevent an over spend.

Staff, managers and members have been very careful about expenditure resulting in a very healthy end of year financial position.

Other issues to report

1. Mind in Furness is satisfied it has met all its contractual requirements for the year 2009/2010. We have continued to monitor the health and social care arena and continued the process of modernising our services in line with national agendas. Work has been commenced at School Street premises to ensure our building is fit for purpose, running effectively and offering a welcoming environment
2. We have continued to be in receipt of funds from the Northern Rock Foundation although this funding ceases in March 2011 and we are currently exploring other funding avenues.
3. We have continued to develop our good working relationships with Commissioners including Supporting People, PCT and Cumbria County Council. We are confident that our good relationships with the commissioners of our services will result in their continued commitment to Mind in Furness as a valued provider and their support for the long term financial sustainability of Mind in Furness which will enable us to continue providing quality services that seek to improve the lives of adults with mental health needs.
4. We await a contract review from Supporting People and are aware of their need to make efficiency savings
5. Public sector cuts have been announced from the new government on 20th October 2010 and we await the consequences of this for Mind in Furness. We must not become complacent about the financial situation and trustees and management at Mind remain committed to ensuring they seek out opportunities for new funding streams wherever appropriate.
6. The Charity Commission requires trustees to ensure that Mind in Furness holds sufficient reserves in order to ensure that it can continue to operate and meet the needs of members and residents in the event of unforeseen and potentially

damaging circumstances arising. The reserve position has continued to improve from last year. The trustees consider that it would be prudent and desirable to have free reserves equivalent to 4 months operating expenditure which is £89,404. At the year end Mind in Furness has total reserves of £229,334 of which total free reserves are £124,480

7. Refurbishment of School Street has commenced. It is anticipated that the improvements to the energy supply from storage heaters to gas will be much more cost efficient and produce on going revenue savings.

The future

I would like to ask for a proposal to accept JL Winders as our accountants for the next financial year.

It is anticipated that contracts will be at risk in the coming year due to the economic downturn.

Changes are now occurring particularly with the 'In Control' agenda and 'personalised budgets'.

Both buildings at Mind in Furness remain in need of repair and maintenance and plans are being made to continue the refurbishment work that has started at School Street and to make some improvements to Coniston House in the coming year.

Appreciation

On behalf of Mind in Furness I would like to show appreciation and thank:

1. All staff, managers and members for your care and efforts in keeping expenditure to a minimum in this financial year, this has contributed greatly to our current healthy financial position.
2. The commissioners of our services for their hard work to resolve the funding issues.
3. JL Winders for their support in keeping our accounts in good order.

I would like to commend the accounts to the membership for approval.

A full set of accounts is available to anyone on request from School Street.

Helen Bingley
Treasurer
Nov 2010

Mind in Furness
Statement of financial activities
For the year ended 31st March 2010

	Note	Unrestricted funds £	Restricted funds £	Total funds 2010 £	Total funds 2009 £
Incoming resources					
Incoming resources from generated funds:					
Voluntary income					
Donations and gifts	2	11758	53802	65560	44304
Activities for generating funds:					
Payroll running fees		-	-	-	350
Administration fees		-	-	-	1049
Student placement and training		-	-	-	4064
Café takings		3958	-	3958	4686
Investment income:					
Bank deposit interest		1328	-	1328	1769
Incoming resources from charitable activities:					
Government grants and contractual receipts for drop in centre	3	-	48685	48685	47920
Contractual receipts for residential care	4	-	140308	140308	161650
Fees for residential care	5	-	39309	39309	35903
Miscellaneous		<u>229</u>	<u>-</u>	<u>229</u>	<u>-</u>
Total incoming resources		<u><u>17273</u></u>	<u><u>282104</u></u>	<u><u>299377</u></u>	<u><u>301695</u></u>
Resources expended					
Activities for generating funds:					
Café expenses		3163	-	3163	4197
Charitable activities	6	21628	229008	250636	210475
Governance costs	7	<u>1</u>	<u>14412</u>	<u>14413</u>	<u>24591</u>
Total resources expended		<u><u>24792</u></u>	<u><u>243420</u></u>	<u><u>268212</u></u>	<u><u>239263</u></u>
Net incoming resources/ (resources expended)		(7519)	38684	31165	62432
Revaluation in property		<u>-</u>	<u>-</u>	<u>-</u>	<u>40071</u>
Net movement in funds		(7519)	38684	31165	102503
Balance brought forward		<u>135136</u>	<u>63033</u>	<u>198169</u>	<u>95666</u>
Balance carried forward		<u><u>127617</u></u>	<u><u>101717</u></u>	<u><u>229334</u></u>	<u><u>198169</u></u>

7
Mind in Furness

Balance sheet
As at 31st March 2010

	Note	Unrestricted funds £	Restricted funds £	2010 £	2009 £
Fixed assets					
Tangible fixed assets	10	97166	1438	98604	99233
Current assets					
Debtors	11	-	4285	4285	33005
Cash at bank and in hand		<u>30451</u>	<u>122702</u>	<u>153153</u>	<u>79323</u>
		30451	126987	157438	112328
Creditors falling due within one year	12	-	26708	26708	13392
Net current assets		<u>30451</u>	<u>100279</u>	<u>130730</u>	<u>98936</u>
Total assets less current liabilities		<u>127617</u>	<u>101717</u>	<u>229334</u>	<u>198169</u>
Funds		<u>127617</u>	<u>101717</u>	<u>229334</u>	<u>198169</u>

Chief Officer's Report 2010

I am very pleased to have been officially appointed as Chief Officer to Mind In Furness in January 2010 following a 6 month interim period and do not take lightly the challenges we face in the forthcoming year. However I feel confident that we are doing all we can to prepare for the inevitable changes that will arise following a change of government, major changes to the welfare state and the announcement of reduced public sector spending.

Our new management structure was introduced with the aim of providing some dedicated strategic management and direction, which had previously fallen to the responsibility of trustees resulting in a considerable and unacceptable workload for trustees, who need to be able to concentrate on governance issues. It is our hope we have allowed them to do this by the introduction of a new Chief Officer position.

I was delighted to be able to appoint Sylvia Reynolds from within our existing staff team to take on the operational management of Coniston House, with relief worker Jackie Clarke being successful in her application for full time support worker. The staff team are now working extremely well together and are looking very much at changing the ethos of Coniston House to concentrate on "recovery" based support services which encourage and support enablement and empowerment. I am very grateful for Sylvia's support and her enthusiasm for developing good practice at Coniston House

Our funding position at School Street has meant we have been unable to recruit a Service Manager at this time but we hope to be able to proceed with this position in the New Year when our funding position is much clearer. I would like to thank Support Worker Richard Crossley for all his hard work during his time as Interim Manager for the service. I would also like to thank all the School Street staff for the extra work they have put into School Street and in supporting me during this difficult period.

We have started to prepare for the issues that may arise under the introduction of Individualised Budgets, and concentrated our efforts on how we can change the services at School Street. You may remember that last year we identified changes we could make to the building and we have begun to make some of the changes identified. We hope the changes and redecoration will make School Street a more welcoming and more modern building. Whilst we recognise the importance of having a base where people can come and access information, support and meet other people at times of difficulty, we also recognise the importance of supporting our members in accessing various activities in the local community. We have recently been doing a lot more of this and are pleased with the levels of involvement. We are eager to hear from Mind in Furness members and other service users what support services they would like in the future. We hope that in the next few months, funding permitting we will continue with our refurbishment of the building.

We have invested a lot of time and money into training our staff to above and beyond the level stipulated in our contracts and I am confident that the staff teams at both units are well qualified to handle the issues they face in their day to day workloads and that they work to the Mind ethos of support and recovery for ALL mental health service users. We will continue to invest in training and supervision.

We are working towards achieving the required level in the Quality Management in Mind Standards, and constantly review quality in all aspects of our work.

My new role has ensured Mind in Furness has had a presence at county wide meetings and strategic events in a bid to remain as knowledgeable and advised regarding developments as possible and in order to ensure we are prepared to be involved with any developments that may occur. Our partnership work with various Statutory Organisation commissioners, Cumbria County Council's Adult and Cultural Services, Cumbria County Council Supporting People and Cumbria Primary Care NHS Trust (CPCT) is ongoing. We also work closely with Cumbria Partnership NHS Foundation Trust. We hope to continue to build on these relationships. Our ongoing partnership work with the other 5 Cumbrian Minds continues to deliver a county-wide Advocacy scheme although our involvement in delivery of the Out There project ceased as the funding came to an end, Mind In Furness is currently looking at ways of continuing specific activities formally run by the Out There Project which increase people's access to outdoor activities and volunteering.

To summarise our focus for the year ahead:

- Preparation for the new system of Personalisation and Individualised Budgets
- Ensure the legal structure of Mind in Furness places us in a position to be able to take on any new opportunities as identified in the new arena
- Working towards the appropriate standards for Quality Management In Mind and Quality Assurance Framework for Supporting People
- To ensure we meet all our contractual obligations at both departments
- To refurbish School Street day services and introduce a programme of external events
- To build on the programme of activity at Coniston House for all residents and encourage external involvement and participation
- To build on existing partnerships and foster new relationships for the development of future projects including those identified in our Change/Strategic Plan.

It is important to recognise the achievements of the Mind in Furness staff team who are a joy to work with and always work with the interests of our membership as their first priority, so big thanks to Sylvia, Richard, Melanie, Michael, Lorraine, Laura, Angie, Gail, Jackie, Christine and Vanda for all their hard work for Mind in Furness. We have learnt a lot from the past year and have made appropriate changes to enable us to face the future without complacency in a secure and confident position.

**Karen Dobson
Chief Officer
November 2010**

Coniston House 2010

I was appointed as Coniston House Service Manager in July of this year and was given the opportunity to address several things we wanted to change at Coniston House. I worked very closely with the support team at Coniston House to ensure that each of the residents gets some protected one to one time with which to tackle any areas they feel they may need support in. This could be accessing services, budgeting, looking at daily living skills such as cleaning, shopping etc, visiting family etc. As a team we have also introduced a full programme of activity for the residents and they are becoming much more involved with daily life at Coniston house. Baking days and shopping trips have handed some responsibility back to the residents and they have become more involved in the decision making process of the house with regular full attendance at residents meetings. We hope to build on these developments and offer a much more therapeutic environment for residents with a focus on recovery and planning for the future.

We have also greatly improved our communication and interagency working with all the Community Mental Health Team at Duddon House and look forward to continuing this working relationship in the year ahead

I would like to say a big thank you to our Residents at Coniston House for being part of these changes and for working with staff in such a positive way.

I am extending my management knowledge by assisting Karen as Chief Officer and by studying for my NOQ 4 in Leadership and Management.

We are currently working towards the Quality Assurance Framework set by Supporting People and are aware that cost efficiencies faced by Supporting People could result in changes to our services. This is an uncertain time but I like to think that our ability to change/adapt services and to focus on recovery will stand us in good stead for the year ahead.

As an organisation we are proud of our long standing track record of delivering high quality housing to those with severe and enduring mental health problems and we are keen to be involved with any other housing developments that may occur in the county in the year ahead

I would also like to thank residents' families and friends, our partners Cumbria Supporting People Team and Accent Foundation Ltd. and all other agencies both voluntary and statutory whose time and effort on our behalf is greatly appreciated.

Sylvia Reynolds
Coniston House Service Manager
November 2010

Projects and Activities

Women's Group & Men's Group

The two groups are facilitated generally by Melanie Gilmour and Mike Corker respectively but the last year has seen student facilitation taking place where appropriate and more excitingly member facilitation. The groups are well attended and offer a supportive, same sex environment within which to discuss subjects of interest as decided by the group. New members are always welcome

Café

Mind in Furness operates a small kitchen which provides a daily meal to its members and visitors only. The project is not open to the public and is staffed by willing member volunteers, Elsie, George and Carol who plan, shop, and cook and clean up 5 days a week where possible. For some service users this is the chance they get to enjoy a meal in company. The food is always fresh and sold at a low cost. Our volunteers have undergone training in food hygiene and have also attained NVQ's in Catering and Hospitality. So as well as keeping active and contributing to the organisation they have each extended their CV's for such time as they wish to move in to other catering options.

We wish to develop the catering project further and offer healthy eating, food and mood education and to recruit new service users who may be looking for a volunteering opportunity as a means of improving their overall wellbeing.

Counselling

We continue to offer very low cost counselling to all our members and to members of the public in need. We are only able to do so due to the generosity of funders. Brenda Thompson offers weekly sessions of person centred counselling to those identified as in need and this year welcomed Joan McCadden to the Mind team as a student counsellor practising in Cognitive Behavioural Therapy. Our counselling service is always in demand, although we manage to keep waiting lists as low as 2 weeks. We would like to develop the service further in the future and offer alternative therapies where appropriate

Educational /Creative Pursuits

Melanie Gilmour has built up excellent links with the local college and adult education centre and as such has introduced a full range of course for services users including basic Maths and English for those wanting to try their hand at furthering their basic skills. Tony Smith and Lorraine Shields-Fell have been encouraging members to try their hand at Creative writing and the re launch of our Newsletter gives people an avenue to see their work in print.. Melanie's links with the Ulverston based lantern house prompted a lantern making session for the Ulverston Lantern Procession.

Day Trips / Outings

We have continued to offer a wide selection of activities and outings including picnics, barbeques and day trips to Skipton, Blackpool and Conishead Priory, these have all been well attended and enjoyed by our service users.

Volunteering at Mind in Furness

Mind in Furness is and always has been a Voluntary Organisation, however the increasing involvement of such organisations in the delivery of contracted services has meant we have increasingly had to employ a qualified and professional staff team and must ensure we follow all aspects of employment law including fair terms and conditions. Whilst for some this may mean we move increasingly away from the concept of a “voluntary organisation”, Mind in Furness feel this is not the case. Yes, we have a professional and dedicated staff team but they are fully supported by an equally dedicated team of volunteers.

In fact we look forward to further developing our volunteering opportunities in the future and recruiting more eager volunteers to our service. It is increasingly being recognised that being involved in some kind of activity such as volunteering is of benefit to people’s mental health and we wish to encourage the involvement of mental health service users in all aspects of our work. It is especially important to us at Mind in Furness to offer volunteering opportunities to our members and provides us all with a great deal of satisfaction when we see them progressing and gaining qualifications and experience. Many volunteers, past and present, have much improved confidence and self-esteem and some have moved on to gain employment outside of Mind in Furness.

Often those volunteering at trustee level are forgotten about when we do our roll call of volunteers but it is these people including the interested professionals who gave their time and valuable experience free of charge, that free our day to day volunteers of the concerns of budgets, strategy planning and managing staff to concentrate on building their skills in our centre. We encourage volunteering at every level and hope people feel able to take on a challenge and learn something new, however we do not want anybody to be overwhelmed by any of their volunteering roles so ensure people are matched according to their interest and skills.

Mind in Furness offer a range of volunteering opportunities; these include member support, kitchen operative, group facilitator, office assistant and trustee on the board. We will discuss with the potential volunteer which role they feel most comfortable with and if none of the above are suitable, then will try to accommodate them, utilising what skills they have to offer.

People volunteer for all kinds of reasons, for work experience, to share skills, to boost their confidence and because they want to put something back. We actively encourage our service users to take on voluntary roles in the centre and it is extremely uplifting to see people grow in these roles and gain qualifications and experience.

I would like to take the opportunity to say a very big and sincere thank you to *all our* volunteers, past and present-we could not do it without you

Richard Crossley
Support Worker-Volunteer Supervisor

Students at Mind in Furness.

For some time now we have been offering placements to student social workers studying for their Social Work qualification at UCLAN. This is an important link for Mind in Furness to the social workers of tomorrow. We see this as our chance to influence their ideas and practice by offering regular contact with service users and work experiences that will influence how they work in the future. The scheme offers a mutual learning experience and provides us with a chance to learn from the knowledge that these trainee professionals may impart. We have been very lucky in our placements and each of the students has built excellent relationships with Mind in Furness. We are also delighted to have also built up a good working relationship with local colleges and through Furness College, the University of Cumbria, work with students studying all levels of Health and Social Care. We currently have three students from Furness College/University of Cumbria completing their placement at Mind in Furness and in doing so offering one day a week in our School Street centre.

Melanie Gilmour: Workplace Practice Assessor/Student Supervisor

“My name is Alannah Waite, I am a 2nd year Health and Social Care degree student and am currently on placement at Mind in Furness. I have been on placement at Mind since January 2010. Throughout my time at Mind in Furness I have had the opportunity to develop methods of communication with the members and staff. I have had such a welcoming response from everyone at Mind and it has enabled me to gain a better understanding surrounding the complexities of mental health. Mel (Gilmour) at Mind has been my learning facilitator on placement and has given me great responsibility and the opportunity to get fully involved. I have been able to take part in many activities such as the Women’s group and I have been able to deliver topics of my choice to the female members too, which I have had great feedback from.

Overall I personally believe Mind in Furness is an excellent placement for students. It’s a great learning experience and you feel fully supported by the staff as well as the members. Mind in Furness is also a fantastic service for the people in the local community.”

Alannah Waite-Health and Social Care Degree, 2nd year student, University of Cumbria.

“I started my placement at Mind In January 2010 as part of my Masters in Social work. I found Mind to be a fantastic, welcoming place in which I learnt a lot about mental health. I found the staff to be very positive in their approach and felt part of the team very early on. I learned how to deal with members in crisis and also helped with the daily problems members encountered. For me personally Mind was a place where I learnt a lot about myself. It was a place where I developed my listening skills and put theory into practice. I also learned a great deal from Karen, my practice educator in relation to current law and professional practice. My work placement at Mind has made me realise the importance of advocacy work and I felt privileged to be a part of Mind-in Furness and the opportunities it provided me with whilst on placement to meet all of my key roles”.

Gemma Bolam-Student Social Work-2010-UCLAN

My Name is Gill Gardner, I am a 2nd year BA social Work Student currently on placement at Mind in Furness. This placement has been an excellent placement for learning about mental health and the invaluable service that Mind provides for the members, most of which would not survive without the drop in for support. I have also been able to network in many other areas in mental health including, Community Mental Health Team at Duddon House, Dane Garth which I was involved in a Community Treatment order. I have fulfilled all my key roles at Mind and feel that it has been an excellent placement and the staff have been so warm and welcoming

Gill Gardner-2nd Year Social Work Student-2010-UCLAn (Currently on Placement)

Mind in Furness – Board of Trustees, Staff and Volunteers – October 2010

Board of Trustees:

Chair	Wally Wright
Vice-Chair	William Bingley
Secretary	David Ralph (on sabbatical)
Treasurer	Helen Bingley
Acting Secretary	Gary Repton
Trustee/Acting Chair	Janice Sharp
Trustee	Dale Taylor
Trustee	Tony Smith
Trustee	Lorraine Shields Fell
Trustee	Penny Parr
Co-opted Trustee	Alistair Rose
Medical Adviser	Miriam Naheed, Consultant Psychiatrist, Cumbria Partnership NHS Foundation Trust

Chief Officer Karen Dobson

School Street Staff:

Advocacy/Support Worker	Richard Crossley
Advocacy/Support Worker	Mike Corker
Advocacy/Support Worker	Melanie Gilmour
Admin Assistant	Lorraine Barnes
Cleaner	Vanda Wilkinson
Counsellor	Brenda Thompson
CBT- Student Counsellor	Joan McCadden

School Street Volunteers:

Office Support	Carole Williamson
Members Support	Tony Smith
Members Support	Wally Wright
Members Support	Martin Gawne
Members Support	Julie Davies
Saturday Volunteer	David Ralph
Saturday Support	Dora Cooksey
Saturday Support	Martin Gawne
Craft Group Support	Dora Cooksey
Craft Group Support	Barbara Sylvester
Bingo Sessions	Jim Reid
Kitchen Volunteer	Elsie Davies

Kitchen Volunteer
Kitchen Volunteer
Kitchen Volunteer

George McFarlane
Carol Hunt
Carol Newton

Students on Placement

Michelle Roberts
Clare Brown
Alannah Waite
Gill Gardner

(University of Cumbria/Furness College)
(University of Cumbria/Furness College)
(University of Cumbria/Furness College)
(UCLAN)

Coniston House Staff:

Service Manager
Support Worker
Support Worker
Support Worker
Support Worker
Relief Support Worker
Relief Support Worker
Relief Support Worker
Relief Support Worker

Sylvia Reynolds
Laura Gibney
Gail Bryant
Angie Burns
Jackie Clarke
Linda King
Jennifer Kershaw
Vernon Foster
Julie Marwood

Cleaner

Christine Gibbons

Funders April 2009-March 2010

Cumbria County Council Adult and Cultural Services Directorate
Cumbria Primary Care Trust
Supporting People
Northern Rock Foundation
Henry Smith Charity
Keswick to Barrow
Members Fundraising
The late Roger Nelson
Furness Lions
Cumbria Care Sector Alliance
Furness Building Society
Various individual donations

We would be unable to offer our much needed services without the financial assistance of all our supporters. We are extremely grateful for all their support and look forward to working together in the future.

We would like to pay tribute to Mr Roger Nelson, long time supporter of Mind in Furness who died this year. Roger raised thousands of pounds from organising charity nights for local charities and Mind in Furness were very lucky to have benefited greatly from Roger's work. Everyone at Mind in Furness was extremely sad to have lost a good friend and our condolences' go to Roger's family and good friends.