

2022-23



# IMPACT REPORT

 mind  
Lancashire



**“Working at Lancashire Mind has really supported my own mental health! Working with so many compassionate and empathetic people makes me love doing what I do!”**

Staff member

# Welcome to Lancashire Mind's first impact report.

We at Lancashire Mind are passionate about mental health. We want to share with you the positive impact we had on the mental health of the whole of Lancashire during 2022 and 2023. We've made such an impact on all of the communities of Lancashire in many ways, from our training courses supporting you to support others, to our Housing and Wellbeing Team who look after nearly 80 different supported houses across Lancashire.

None of this would be possible without the care and dedication of the staff and volunteers at Lancashire Mind. Without their empathy, compassion and understanding, we couldn't support as many people as we do. Not only do we have our wonderful team, we work closely with other charities and organisations on projects and events, to make our reach even greater and champion positive mental health across the whole county.

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**We are living through a challenging economic climate and experiencing a mental health crisis where what we do and how we deliver our services will be vital to the good mental health and wellbeing for people who live in Lancashire. Lancashire Mind are in a great position because of the strong foundations in place, a clear strategy and plan for the way forward.**

Lancashire Mind Trustee

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# Equality, Diversity and Inclusion

**Equity, diversity and inclusion (EDI) is hugely important to us as Lancashire Mind as we endeavour to be a welcoming support to the whole community of Lancashire. Progress in this area over recent years has enabled us to become more inclusive and therefore deliver more impactful services, whilst meeting the needs of the people who use our services.**

All Lancashire Mind staff received cultural awareness training (delivered to the team in partnership with MEND - Muslim Engagement & Development). Along with having access to specific training courses which focused on: LGBTQIA+, domestic abuse, drug and alcohol and more.



In 2023, Lancashire Mind developed an EDI working group, who identified areas of EDI focus, all of which are in line with our strategic ambitions. Staff (and volunteers) attend bi-monthly meetings, where there is a focus on priorities; developing operational plans and working collaboratively to implement them.

A future commitment is to further enhance our engagement with people who have lived experience and Lancashire Mind now have a detailed plan to implement this. To start this journey, we have delivered improvements in collecting, analysing and using EDI data for our staff and volunteers, which amongst other learning, demonstrates that we have a work force that has plentiful lived experience of poor mental health (trustees 85%, staff 88%). We ensure that our recruitment activities reach as many audiences as possible, for example, working with organisations that support racialised communities to advertise job opportunities.

Lancashire Mind are supporting national Mind's priority to support people facing poverty. This has been delivered through development of services targeting people who experience poverty, by improving management of their wellbeing, resilience and ability to seek support and advice (e.g. our Money and Me programme).



The introduction of an accessibility fund has reduced barriers for certain sections of the population. Helping people facing poverty to access online coaching e.g. by purchasing devices has been particularly effective. Whilst supporting those accessing the service whose first language is not English, by providing materials in different languages and translation services has seen some amazing results.

Lancashire Mind have developed a Technology Implementation Plan, which in addition to enhancing efficiencies, delivers new electronic platforms which will further enable people with neurodiversity, financial and accessibility challenges, to access our services.

**DAVID DUNWELL**

# A Message from The CEO...

**It has been a really challenging time for the people of Lancashire (and beyond) over the past twelve months. As a result, these effects have impacted on our charity, with funding and donations becoming much harder to come by. There has been an enhanced need to support our own workforce more than ever, both with their own wellbeing and to ensure they are fairly compensated for their continued passion and commitment to improving people's mental health.**

That being said, there are a huge number of positives that can be taken from the last year and I am overwhelmed with pride when I think about the services Lancashire Mind have delivered and the difference they have subsequently made, adapting within a difficult climate.

Lancashire Mind have increased focus on our sold services to try to reduce overreliance on external funding and diversify our income streams, to ensure we retain core services that we know change and in some cases, save lives. We are also making an increased conscious effort to enhance our PR and storytelling, telling people about the work we do and the difference we make. We believe that in turn, this will help us to attract new partners, whilst helping local people understand what services we have available and why supporting their own, and others, mental health is so important.



We are looking to enhance our engagement and inclusion work, to better understand people who experience poor mental health, in a bid to enhance our services and ensure our work truly impacts on the people we serve. We will use this insight to influence change by working with others within the voluntary and clinical health sectors.

All of our service area's have seen some growth, with a variety of new projects designed to meet the needs of Lancshires people. One of our newest projects to note is our brand-new lottery funded project 'Connected Communities'. This project has been working with specific racialised communities within East Lancashire in a bid to better understand their needs and improve mental health. Another exciting project is our Integrated Care Board funded project which has undertaken mapping and analysis work of mental health provision across the breadth of Lancashire. The exciting project identifies impactful work undertaken by the voluntary sector and map this against work undertaken by the clinical health sector, making recommendations around how we can better work together and commission differently to best impact on the mental health of the county.

Due to continued growth, we are now looking to make some long overdue changes linked to our office space. I'm looking forward to scoping out what we require and, hopefully, finding something that meets the needs of people who use our services whilst fitting the ethos and forward-thinking charity that Lancashire Mind is.

The dedicated team of Lancashire Mind employees and volunteers have made a monumental difference to the people of Lancashire - connecting, changing and supporting minds - and I am excited for what the next 12-months will bring.







**JANET RICHMOND**

**November 2019 - November 2023**

## A Message from The Chair...

**Lancashire Mind's vision is of a Lancashire that has the best mental health possible. I'm really proud of the work Lancashire Mind undertake day in day out, to actively work towards this vision. We are Lancashire's flagship mental health charity and our services make a real difference by connecting, changing and supporting minds. Every single individual that is impacted positively by our work is hugely important, but with the growth of the organisation we are helping more people than ever before.**

It is difficult to pinpoint a specific thing that I am most proud of, given the breadth of exceptional work that takes place. One standout has been the development of the board of trustees which has subsequently helped drive Lancashire Mind in an exciting future direction in line with our strategy. The board have worked hard with the new CEO to support the Lancashire Mind's infrastructure, with new roles intended to failsafe the organisation and its key services.

Challenges over the next 12-months will remain largely similar to those that we have faced over the last. Ensuring Lancashire Mind continue to do our absolute best to support and safeguard those who access our services will also be a challenge in itself, as we have seen more serious incidents as a repercussion of the mental health crisis we currently face.

The team have continuously overachieved during a difficult climate but will face many ongoing challenges with access to funding.

We have helped countless numbers of people across Lancashire. From our tenants, who experience poor mental health and are supported by our team to live independently, to the hundreds of people who have received 1-to-1 wellbeing coaching, to the thousands of people who received training linked to mental health, suicide prevention and supporting self-harm.

We also support our own team members and have created new policies and support mechanisms to ensure we do our absolute best to support our own people.

I'd like to take this opportunity to thank all partners and supporters - individual givers, corporate supporters, funders /commissions, and those who leave legacies for us - enabling Lancashire Mind to make the life changing impact that they do.





<b>Chair of Finance and audit</b>  Ian Reed	  Faheem Musa	  Heather Shelton	  Simon Raine	<b>Vice Chair &amp; Chair of Sustainability &amp; Growth</b>  Michael Jameson	  Andrew Turner
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**Finance & Audit Subcommittee**

**Sustainability & Growth Subcommittee**



**Tenancy Consultant (0.6 FTE)**  
Gemma Smith

**Finance Manager (0.8 FTE)**  
Greg Giddins

**Head of Development (1 FTE)**  
Helen Fairweather



**Tenancy Operations Lead (1 FTE)**  
  
Jeanette Colclough



**Engagement and Inclusion Lead (1 FTE)**  
  
Chris Bell



**Fundraising & Comms Lead (0.8 FTE)**  
  
Emma Bateson

**Tenancy Management Coordinator**

**Bridge to Home Case Worker**

**Housing and Wellbeing Mentors**

**Project Coordinator**

**Community and Events Fundraiser**

**Writer and Researcher**

**Engagement Coordinators**

# Lancashire



**Chief Executive Officer**  
David Dunwell



**Head of Operations (1 FTE)**  
Rachel Whippy



**Head of External Relations (1FTE)**  
Vikkey Chaffe



**Head of Services (0.85FTE)**  
Sarah Jeffrey



**Workplace Wellbeing and Training Lead (0.8 FTE)**

Karen Arrowsmith



**Marketing & Sales Manager (0.8 FTE)**

Lauren Mcateer



**Relationships and New Business Manager (0.8 FTE)**

Gaby Ingham



**Wellbeing Coach Lead (1 FTE)**

Miranda Ringland



**Adult Project Lead (0.8 FTE)**

Jan Calderbank



**Children and YP Project Lead (0.7 FTE)**

Hannah Holden

**Operations Officer**

**Admin Officer**

**Volunteering Officer**

**Training Coordinators**

**Training Administrator**

**Wellbeing Coach Corporate**

**Senior Wellbeing Coach (1 FTE)**

**Wellbeing Coaches**

**Senior Adult Project Coordinator (0.5 FTE)**

**Project Coordinators**

**Senior CYP Project Coordinator (1 FTE)**

**CYP Project Coordinators**

# Our achievements

**This period saw further growth across Lancashire Minds six core service delivery areas, engaging with over 17,000 Lancashire people, within the delivery of over 20 projects (at any given time). Connecting, supporting and changing minds.**

Importantly, Lancashire Mind facilitated thousands of conversations around mental health, providing education and challenging stigma, whilst empowering others to spread the message. More details around the impact of these projects can be found throughout this Impact Report.

In addition, Lancashire Minds enhanced new volunteering offer has added more capacity, thus allowing the team to focus on driving continuous improvement of our services, to create more impact.

Lancashire Mind have been working towards becoming a 'trauma informed' organisation, which will underpin approaches in all services by having a 'trauma informed' approach to dealing with users of our services.

## OUR 5 AIMS:

### AIM ONE LISTEN, LEARN AND INFLUENCE

Lancashire Mind have developed the resources and infrastructure to make our service more accessible to people across Lancashire. It is important to listen to all people but with a particular focus on those marginalised in society, who as a result, are at higher risk of experiencing poor mental health. We have done this through the development of several services, including our new Lottery Funded work with South Asian communities in East Lancashire.

We have also delivered a new and exciting mental health services mapping and analysis project, commissioned by the Integrated Care Board, which has enabled local strategic presence across the county. We've engaged a wide range of voluntary organisations and clinical health services, whilst listening to people with lived experience, to influence the improvement of mental health services.

### AIM TWO WORK WITH OTHERS TO MAKE POSITIVE CHANGES

Lancashire Mind have strengthened partnerships with voluntary, public and commercial sector partners, to deliver change in a collaborative and streamlined way. New workplace wellbeing and corporate partnership offers have supplemented strong community partnerships within projects.

### AIM THREE MAKE IT EASY TO TALK ABOUT MENTAL HEALTH AND WELLBEING

Lancashire Mind hold awareness raising events throughout the year to encourage people to talk about their mental health. We run activities on Time to Talk Day, Mental Health Awareness Week, Suicide Prevention Day and World Mental Health Day, as well as promoting other awareness campaigns via our social media channels throughout the year.

### AIM FOUR GET PEOPLE THE HELP THEY NEED

There are a number of new challenges to society which have directly impacted on the populations mental health, which follow swiftly on from the long-term impact of the Covid-19 pandemic and have caused 'a mental health crisis'. Perhaps the most prominent of which has been termed the 'cost of living' crisis and Lancashire Mind have adapted to deliver targeted work to support the wellbeing of people facing financial difficulties.

### AIM FIVE KEEP GETTING BETTER

Further investments have been made into the organisations digital infrastructure with a view to making self-help, referral and signposting more accessible. Our new modern and more accessible website and training platform will launch early in 2024.





## FINANCES

# Principal funding sources

Lancashire Mind has a diverse range of funding sources. We bid for grants and contracts to provide the services and projects delivered under each area of work - Adult Projects, Children & Young People Projects, Wellbeing Coaching, Engagement & Inclusion, Housing & Wellbeing and Training. Adult Services, Children & Young People Services, Engagement and Inclusion, Tenancy, Training and Wellbeing Coaching.

We continued to receive funding from the NHS (Lancashire and South Cumbria Integrated Care Board) for our vital Suicide Prevention training and from Blackburn With Darwen Council for our continuing work on our Flourishing Minds project. We received continuation funding from Eric Wright

Charitable Trust for our Bounce Forward project and from The Co-op Foundation and National Lottery for our #iwill Resilient Transitions project. Our Business Health Matters project developing an innovative workplace wellbeing offer received grants from the Government's Innovation Funding Service and we received grants from Mind for our Money and Me project and to develop our digital infrastructure and capacity.

While these are many of our biggest grants and contracts there were a number of other funders for which we are extremely appreciative.

Our tenancy management is funded mainly by Housing Benefit payments in 2022/2023.

## ASSURANCE PROCESS

Scrutiny of  
amount available  
for investment

Scrutiny of  
strategic fit of  
proposals

Shortlist of options  
presented to the board

Senior Managers review  
and shortlist ideas for  
investment

Ideas generated by teams  
grounded in experience of  
people who use the service

INNOVATION PROCESS

Investment - **two converging processes** allow board to make decisions on investment proposals which are **grounded** in the needs of the business and the people that use its service, while also having assurance that these are **affordable** and **strategically important**.



**We are focussing on geographical growth and breaking into new areas of Lancashire**

## TENANCY

**We're very proud of the growth of our housing service. We have taken on more single units and even more shared housing, taking on a seven bedroom shared property in Preston. We've also gained four single unit flats and are in talks with a stakeholder regarding four further properties in an area of Lancashire we are not currently operating in, with a view to grow physically and geographically.**

Our tenancy department has grown so substantially that we have had to create a co-ordinator role filled by internal promotion within the team, as well as the creation of a Housing & Wellbeing Mentor role. We decided that a change of job titles was needed, to ensure that our service was more understood. We changed from tenancy management to the Housing and Wellbeing Team.

In addition to our existing service, we started the Bridge to Home project, which supports people moving from hospital back into a home. We internally seconded the role of Resettlement Caseworker, which encompasses both the Bridge to

Home pilot and also tenants identified as ready to move on from our service.

We are proud of the great work the team does with tenants, seeing the work that goes into promoting independence and maximising income and wellbeing.

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**That's another thing, you have been there to support me. I sometimes don't really understand why I'm worth all this support but with people like you, I'm starting to believe one day I will be able to finally be strong enough for my life to be in balance and I will be living more independent life. But for now - your support it's simple priceless for me.**

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## CASE STUDY

# Gabriela's story

**Due to her mental health diagnosis, Gabriela lost touch with her family in Poland and had been ostracised from her local community because of a lack of understanding and stigma. Gabriela has been a victim of domestic abuse, which was a contributing factor to her declining mental health.**

Lancashire Mind's Tenancy Management Coordinator, Helen, has supported Gabriela within our supported housing service by:

- Providing a safe space to live, which came fully furnished (supported by a kind donation of household goods/items from corporate sponsor James Hall/SPAR)
- Gabriela initially relied on foodbanks and referrals were made early in her tenancy.
- Educating Gabriela around bill payments, benefit claims and running her home.
- Reconnecting Gabriela with family at home to start rebuilding relationships, whilst building new connections in her local community.
- With the help of NHS services, supporting Gabriela to better understand her diagnosis condition.

### **Gabriela shared her own thoughts in an email to Helen:**

"I could not thank Lancashire Mind enough. After years of on and off homelessness, losing family connections, all friends and almost children due (to) misdiagnosis and people using my severe condition

against me. I finally recovered (thanks to) highly professional help from Mental Health Crisis Team from RP Hospital, who introduced me to Lancashire Mind. Since April - I received help and support. I lost all hope will ever be possible with language barrier, or my opinion portrayed (due) to institutions by my abusive ex-partner.

The knowledge and dedication of whole Team towards someone suffering with mental health condition is simply outstanding and Helen - my allocated worker is always there, every step on my way back to independence. I did not only receive a safe and warm place to stay, but a place where I'm learning to accept my condition fully and not to use that as (a) life sentence. Every single week I'm slowly learning standing on my two feet again by gaining more confidence in overcoming symptoms but as well becoming myself - for the first time with knowledge and right medication.

For the first time I'm able to be a woman which with the respect of my condition can feel valued and worthy of new better life, love and acceptance. A woman who is confident in her body, mind and spirit and most important, a strong, a healthy woman who is supported to gain more chance to be with her children again. I strongly believe that with complexity and dedication and support of Lancashire (Mind), people suffering with mental health condition have the best chance in improving their lives.

**"Thank you, Helen, for your help and support."**





**We trained 971 people to spot the signs of poor mental health and suicidal behaviours, through delivery of Mental Health First Aid and Suicide First Aid**

## TRAINING

**We, at Lancashire Mind, feel that we have a better understanding of the expectations of local businesses and have looked to create products that celebrate, support and complement the work companies already undertake across the region when it comes to positive mental health. We have focused on the challenges that parents face with supporting their child or young person at home.**

We have created resources to help parents to support the children and young people at home. We are very proud to have seen this parent participation grow over the year and look forward to seeing how it blossoms in the coming year!

We are most proud of the creation of the Lancashire Wellbeing Business Network and the incredible resources and content that encourages employers to support themselves and their employees.

Our focus for the coming year will be continued growth of the Lancashire Wellbeing Business Network to support businesses across the region. We will also be focusing on the co-creation of self-harm reporting cards to access through schools,

colleges, universities and health providers to support conversations about self-harm with trusted adults.

We would also like to celebrate the creation of neurodiverse parent and child packs, recognising intersectionality and the additional mental health challenges faced by young people who are neurodiverse.

“ **Lancashire Mind are the leading charity for Mental Health, let them support you with your culture shift!** ”

## CASE STUDY

# A local construction company

**As a training department we offer many different forms of training, either face to face, virtual or even on demand. Our very skilled training team deliver everything from Managing Stress in the workplace to Suicide First Aid.**

It was on one of our Mental Health England First Aid Courses that the training team met some delegates from a local construction company. They attended the two-day course in order to try and reduce the stigma attached to mental health in construction. The largest reason for death in the construction industry, nationwide, is suicide. Having this knowledge, this local construction company wanted to make it easier for their staff to talk about their mental health and challenge the stigma around it. One of the delegates had this to say:

“In male dominated environments, such as the construction industry, there may be a reluctance to be forthcoming about any mental issues an individual may be experiencing. Embarrassment, the perceived stigma attached to mental health issues, and fear of appearing weak, can all contribute to someone feeling unable to ask for help.

Not only is an element of education required in such environments, but also measures need to be in place to ensure anyone struggling with mental health issues, knows there is someone they can talk to, safely, confidentially and without judgement.

In an effort to provide this support to our colleagues, we reached out to a local charity in Blackpool for advice.

Following discussions with this charity regarding what we as a Company could do to put in place safeguarding measures for our staff, they suggested appointing one or two personnel to take the Mental Health First Aiders course.

A female office based member of staff together with male site based member of staff subsequently attended the course. This excellent 2-day course provided the language and tools to both approach and be available to, anyone who is struggling. It may be that someone simply needs to talk about their situation; the MHF Aider will listen and evaluate their circumstances. It may be that someone require more immediate and specific guidance; the MHF Aider will still listen, and also signpost them to the various charities and organisations who will provide them with the assistance they require.

Clearly every situation is different, but whatever someone is struggling with, we believe it is of paramount importance that everyone within an organisation, has someone to talk to, and is encouraged to do so.”



## WELLBEING COACHING

**Wellbeing Coaching is Lancashire Mind's flagship service for providing one to one support. It has a basis in Cognitive Behavioural Therapy; it centres around behaviour change techniques, thought challenging and breaking the cycle that leads to poor wellbeing.**

Topics the service can support with include low confidence and self-esteem, sleep and self-care, low mood, stress and worry and anger.

The Wellbeing Coaching team delivers a virtual wellbeing coaching service for all adults and children aged 10-18 across Lancashire. This ensures that the service is accessible and flexible to meet need. We are so grateful to Booths for funding our Children and Young People's wellbeing coaching service.

In addition, Wellbeing Coaching has several funded projects, such as: based in Blackburn College one day per week supporting students with their wellbeing and Pendle Youth Employment Service for one day per week to support young people with wellbeing coaching.

Finally, for the fourth year, Wellbeing Coaching is part of a community wide partnership project in Blackburn with Darwen (BwD): Flourishing Minds. This is thanks to the generous support of BwD council. We have an excellent partnership with One Voice, Age UK Blackburn with Darwen and the Wellbeing Service to provide a range of support to BwD communities.

**We have supported 575 adults over 12 months with their wellbeing. On average 83% have shown an improvement in wellbeing following our support.**

"I am most proud of the dedication the wellbeing coaching team show to their clients. They really care about the quality of support they give and helping people as much as possible.

They are constantly working on improving tools, learning new tools, and attend training to improve their skills and knowledge so they can better support their clients."

**Miranda Ringland,  
Wellbeing Coach Lead**

## CASE STUDY

### Flourishing Minds Client

**Rachel\* accessed Flourishing Minds in Blackburn with Darwen as they were struggling with anxiety. She had a stroke in 2019 and since then had experienced numerous health issues. This was stopping her from properly engaging in the outside world and completing things in life she wanted to do. This had manifested itself into low mood and loneliness.**

We looked at mental grounding techniques such as using the five senses. We also looked at Behavioural Activation. This is a technique to enable the client to avoid the vicious circle of depression and avoidance by engaging in activities which motivate her. In this case it was art and other creative hobbies. We also looked at the Personal Strength exercise. This was designed to enable Rachel to identify the best parts of her character to move forward and develop resilience.

#### **Rachel says:**

"Over the period of coaching I have got back into my art and am now completing some work for an exhibition near to where I live. I have also become involved in the local LGBT group from a creative input, so was back actively engaging with the outside world. In addition, I am less anxious about going to the doctor and dealing with my medical issues. **I have felt a real improvement in my confidence and wellbeing coaching gave me a fresh look at myself.** Colin was friendly and I felt listened to. I would highly recommend it to anyone."







## FUNDRAISING

**Lancashire Mind wouldn't be able to offer all our services without the support of the amazing people from around the county who fundraise for us. Whether it's people who donate, individuals and groups who do fundraisers or companies that select us as their chosen charity.**

All of Lancashire Mind's income is generated through fundraising and whilst we attract some funds through grant applications and responding to public sector tenders, we rely on the support of individual, group and corporate fundraisers to sustain our work and be able to address gaps in services that aren't covered by other funds.

Fundraising is difficult for many charities at the moment and has been since covid, followed by the cost-of-living crisis, which has impacted on the ability of individuals and companies to support us in the way they have done in previous years.

We've recently been able to recruit a Community & Events Fundraiser to help us to grow these areas of fundraising. There's been an organisation restructuring, which will increase senior management capacity to develop all areas of

fundraising and a Writer and Researcher post has been created to increase capacity to attract funding via charitable trusts and foundations.

We're very proud of Mental Elf, our flagship community event, which is in its 10th year. The event brings people together to do something positive for their own mental health, whilst raising funds for Lancashire Mind. We came third in the national Mind Innovation Awards 2023 for our development of Mental Elf and it's now being spread across the Mind network, with over 20 local Mind organisations running their own Mental Elf events and we're hoping to grow this year on year.

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**Mental Elf has a great community spirit with everyone taking part smiling and greeting each other like friends.**

Mental Elf 2022 participant

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## ENGAGEMENT & INCLUSION

**The Engagement and Inclusion Team deliver community-based activities to improve mental wellbeing, increase awareness of Lancashire Mind and involve people in the development of Lancashire Mind's work, as well as influencing the design and development of local mental health services. They do this through holding conversations within communities, with individuals and local organisations, along with delivery of funded projects, including Community Wellbeing Challenge.**

Community Wellbeing Challenge puts people at the heart of developing solutions to boost wellbeing and build resilience for their community. It's about learning directly from the community what they are experiencing and enabling them to address the specific needs of their own community. It's designed to support a small group of community members to improve their wellbeing, develop coping strategies and build social capital then share what they've learned amongst the wider community through co-producing and leading a wellbeing initiative.

In the last year, over 200 people have participated in Community Wellbeing Challenge from communities in Accrington, Blackburn, Burnley, Myerscough, and Nelson, leading to multiple events and initiatives, including a Men's Minds Matter event, a gaming club for students, a friendship forum for women and a cooking initiative providing a free meal for refugees and people who use local food banks. Earlier this year, we brought groups together for an event to celebrate their achievements and share their experiences.

Since April, the team have also been working as part of the mental health transformation programme, to engage voluntary sector organisations across the county, to map existing mental health services and identify gaps. The team are place-based around the county, engaging with the sector through surveys, interviews and focus groups, as well as hosting larger scale, cross-sector collaboration events designed to better understand how the voluntary sector and NHS currently work together and how cross-sector working can be improved.

“

### CASE STUDY

I joined Lancashire Mind's Community Wellbeing Challenge when I was off work due to poor mental health. The programme seemed appropriate to help and aid in my recovery...Through Community Wellbeing Challenge, I learned various tools and ideas to deal with specific situations that could affect my mental health...The programme has strengthened my connection with my local community, I've met and made new friends...and we worked as a team.

The final result was that we set up a group to help local ladies to access friendships and support with improving and maintaining mental and physical health. We are creating a safe space for all, where they can discuss and try to resolve issues and concerns that may be affecting women in our community.

Community Wellbeing Challenge teaches you self-recognition and empowers you to lead a happy and healthy life. It has made a positive difference to me as, a few months ago I was scared and anxious to return to work and now I'm loving being at work and applying to progress further in my career.

”

Community Wellbeing Challenge participant



**We supported 284 people through the Building Better Opportunities programme and 93 people back into education, employment or training.**



## ADULT PROJECTS

**The Adult Projects team work with communities across Lancashire that face additional barriers to good mental health.**

In March 2023 the team successfully completed delivery on several projects under the Building Better Opportunities programme; supporting people with complex needs back into education, employment and training.

The team were delighted to secure a three year grant from the National Lottery Community Fund to continue our work with racialised communities. Connecting Communities started on 1 June 2023 and works with South Asian communities in Pendle and Burnley to support them with their wellbeing and address stigma. The project also offers free training to professionals across Lancashire to increase their understanding of the additional barriers that racialised communities face.

The team have also been delivering projects with communities affected by the cost of living crisis across Lancashire. Our Money and Me project provides six sessions of one to one support to help people understand and recognise the link between financial difficulties and poor mental health. Practitioners can then refer people who use our services into specialist services such as debt advice and benefit checks for further support.

We've been delivering a specific cost of living project in Burnley and Pendle for South Asian communities. We have distributed 'Keep Warm this Winter' packs which include a hat, gloves, hot water bottle and a mobile phone prepaid SIM card.

The Adult Projects team is excited to co-produce new projects next year to work with more target communities such as LGBTQIA+, men, pre and post-natal women and older people.

## Cost of living project

### CASE STUDY

**We delivered the cost of living project in East Lancashire in 2023. The project supported people from the South Asian community who were impacted by the cost of living crisis. The project provided advice, signposting and grant referrals to help with the cost of utilities.**

**We supported Anna\* and she said:**

"I have struggled as a single mum to find support in the area. Since signing up to this project, it's made a huge difference. The energy vouchers have helped me to keep my house warm and keep costs low. I have then spent that money on buying school uniforms that my children needed so I am so grateful.

The house energy referral has educated me in how to save energy in and around the home which I didn't know about.

I was also given a loaded SIM for my phone which has saved me a huge amount of money. It has also made it easier for me to ring places like the doctors. **This kind of difference to my life is simple but huge to me and I appreciate it.**

I have actually received the help I needed and it has put back my trust and faith in the system. Huge thank you to everyone at Lancashire Mind and Farrah [Adult Projects Coordinator] who has been so helpful."





## CHILDREN & YOUNG PEOPLE

**The Children and Young People (CYP) Projects team deliver a range of projects for children and young people from the age of 5 up to the age of 18, both in schools, colleges and the community.**

We have several funded projects and a costed programme of support that schools can buy which provides a range of options for both pupils and staff. We are so grateful to the Eric Wright Charitable Foundation, Co-op Foundation and Mind for the funding of further or continued services from our CYP department .

Bounce Forward is our universal resilience programme designed to help children build resilience to bounce back from tough times. It has fun, practical activities such as positivity glasses and feelings jars, that help children understand how to keep themselves well and happy.

Wellbeing Challenge strengthens school communities by providing young people with the structure and support to design and implement social action projects to tackle the wellbeing issues that matter to them.

Finally, the CYP team are very proud of our PEAK project (Personal. Encouragement. Achievement. Knowledge) that we have co-produced with young people this year. It provides a range of support for 16-18 year olds and their families. We identified a gap in mental health support for this age group and through research and engagement, have worked alongside young people to develop the service, even the project name! The CYP team are excited to roll out this model into schools and colleges in Pendle and Burnley next year thanks to a grant from Children in Need.

### CASE STUDY

## P.E.A.K Project

**Amy Baines, Wellbeing Manager**

**said:** “The P.E.A.K Project has been an invaluable addition to the wellbeing services offered by the college.

Our young people who have accessed the service have given positive feedback of how they have found the service useful and the impact it has had on them and had wonderful things to say about Hazel [Lancashire Mind Wellbeing Coach].

During her time here Hazel became one of the team and worked well and collaboratively with all the staff in the college and we can't thank her enough for the support provided over the past few months.

The services offered by Lancashire Mind are fantastic and we have been in contact with you in regard to varying issues and themes and you have always supplied us with support and guidance.”

**We also delivered the P.E.A.K project in Ormskirk Sixth Form. We delivered some small group workshops. These were on topics such as understanding what mental health is, body image/impacts of social media and stress and anxiety.**

**One of the students, \*Helen said:**

“These were great sessions, they completely covered all areas of things like wellness to mindfulness. **They helped me open up and believe in myself, increasing my confidence.**

Group sessions were helpful in realising you are not alone and others are going through the same thing as you.”



## MARKETING

**We, in the back areas of Lancashire Mind, have had a very successful year! We have launched several new software packages that have allowed us to do much more in-house and, therefore, saving resources that could be used to support more people of Lancashire.**

Our website has been expanded to include blogs and life stories from people who use our service, and people with lived experiences. We are trying to destigmatise talking about mental health and support others in talking about their own mental health. #wearelancashiremind was a campaign to show the people of Lancashire the hidden services of Lancashire Mind and make us more personable. This was a huge success and saw our engagement rise over the course of the campaign.

We are very excited for the future because we won a National Mind grant to facilitate us to have a new website! We are hoping to have this up and running by January 2024. It will align all our services and allow our users to find what they are looking for more easily and make our services more accessible.

We are most proud of our mascot Sunny! Sunny was launched in the Summer of 2023 and has already brightened the smile of lots of children when he comes out to events!

“

**I love being part of the marketing team. They have really supported our growth with new policies such as the Language Guide. Helping us to stay on brand but giving us the autonomy to create something that the people who use our services would find appealing.**

”

**James Hall  
(SPAR) sponsor  
our mascot,  
Sunny**





# List of funders for 2022/23

We would like to extend our thanks to all the organisations that have provided funding for the delivery of Lancashire Mind services.





## CORPORATE SUPPORTERS

Thank you to the companies that supported our work in a variety of ways.

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Accountancy Group  
Premierline  
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Seward Precision  
Spencer Clark Group  
Story Homes  
Waitrose  
Wheels Up North  
Zebra Technologies







“

I took part in the wellbeing coaching sessions with Hannah earlier this year and I wanted to mention how I've been getting on since completing them. I am pleased to say that I have a much better state of mental wellbeing now even though life continues to throw issues in my direction as it does with us all.

I am however, much better equipped to deal with the difficulties I face and have even felt some achievement in dealing successfully with some of the issues I face. I am also comforted to know that even if I struggle to deal with any particular issues I am able to reference all the materials discussed and that were sent to me as part of the course sessions.

Thank you for your help in bringing me back to an even keel, I am very grateful and feel much stronger mentally now as well as feeling confident to comfort others in difficult positions such as I faced myself.

Thanks to the wellbeing course and Hannah as a mentor, I am in a much better place in my life once more.

**Geoff.**

”









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