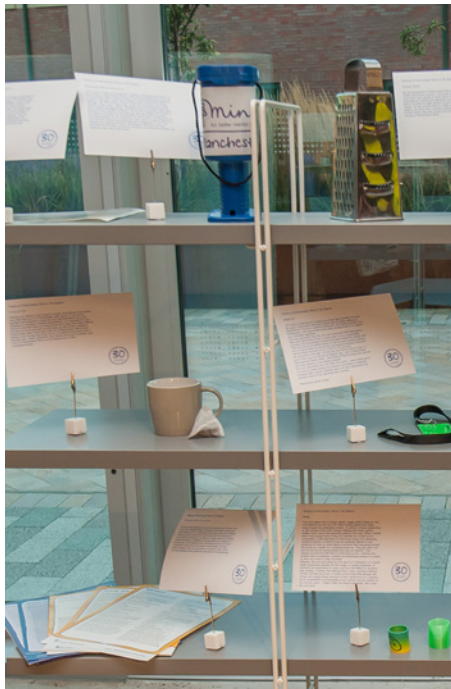




Manchester Mind: Annual Report 2019-2020

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Welcome

“Manchester Mind is the one organisation where I feel that I am given the time and understanding to articulate and express my individual needs and conditions without fear of being dismissed or harshly judged. Here, I am treated with respect and dignity. Manchester Mind has made me feel accepted, recognised and heard in a world where I often feel invisible.”

It is always quite difficult to look back at a year when you are almost at the end of the following year, but this time that is times ten. Covid-19 very much overwhelms all our thinking and planning at the moment and has done since late January 2019. But we also know there was a world before the pandemic, and actually in April 2019, which is when this report begins – it had a very positive view. We had additional capacity in our central management team through the very positive addition of an Operations Director. We had a year of settled funding for the first time in a long time and we had our 30th Anniversary to plan and look forward to.

30 years of not only still being here, but being an established and respected provider and partner in the delivery of mental health services to young people and adults living in Manchester. Thirty years ago in 1989, three community activists founded HARP - Hulme Action Research Project (later to affiliate to national Mind) in an environment that was marked by huge levels of unemployment and accompanying deprivation, alongside cuts to welfare provision. They set the foundations for the following 30 years of understanding that the environment in which people live has a profound impact on mental health, and therefore these factors are vital to address.

So April 2019, felt like it was the start of a year when we could focus on new things and internal developments, particularly around our database to enable us to report more effectively, which alongside further embedding of our values would make the stories we tell about Manchester Mind more powerful.

So this annual review, tells the story of that year through some of the highlights, as well as the challenges.

Before embarking on this story – we just have to say that it would not have been possible without the work and commitment of our staff and volunteers – they deliver some amazing work and we would just like to say a huge thank you and show appreciation of that work.

We also need to recognise and thank the three activists who all those years ago recognised how they could make a difference and founded Hulme Action Research Project.

A huge thanks also goes to our funders and the growing number of people who are giving up their time to fundraise for us.

Su Brown Chair of Trustees
Elizabeth Simpson Chief Executive Officer

Facts and figures

CHARITY WIDE

6,445

Number of people in contact with Manchester Mind

386

Number of Volunteers

8,045

Volunteer hours (not consistently collected and not by all services)



ADVICE

2,503

Number of people seeking advice (unique individuals)

87%

Success rate - Appeals

TRAINING

156

Number of training sessions

1,853

Total number of people

95%

of people felt the training improved their awareness and knowledge



FOOD FOR ALL

79

Number of people volunteering

3,000

Pay What You Can meals



ADVICE

2,703

Total number of people accessing advice

£2,000,2009

Amount of money generated



PEER SUPPORT

103

Number of groups held

194

Number of people coming to groups



CHILDREN AND YOUNG PEOPLE

1062

Number of young people seeking support

260

Number of people accessing counselling

FUNDRAISING

624

Number of people involved in fundraising

122

Number of volunteers

178

Number of businesses

£397,851

Amount of money raised

Time to Celebrate

Time to celebrate our 30th anniversary. Manchester Mind started off as Hulme Action Research Project in September 1989. Soon we would become known as HARP and moved from delivery in Hulme to city-wide services.

We took the opportunity to look at our history and the context of the growth of the charity. We rediscovered our roots and found that they were still holding us firm. And people felt better connected to and understood more how Manchester Mind came to exist and evolve in 2019.

Context is always important. And the focus was examining the context of the past – the Hulme of the 1980's and 1990's – a very different place.

We achieved some great publicity from print and TV media, which for a charity of our size was a huge achievement.

We had a party, to which many attended and joined in with meditations, we had a go at writing six word stories...

Suspicious strangers become friends, sharing connections

They struggle talking, she listened harder

*Feeling lost, found
a community, belong*

We curated our History of Manchester Mind in Thirty Objects Exhibition, watched a slide show of images past and present, met colleagues and enjoyed one of the most colourful buffets from Good Mood Food, all to a soundtrack of brilliant Manchester music. We welcomed Paul Farmer, CEO of Mind and the mid- September sun shone. The evening finished with a rousing performance by the Chorus of Others Choir. A fitting end.

It also lives on in our exhibition catalogue found here: <http://bit.ly/MM30ANNI>. A collection of often moving and poignant stories we shared about our connections to Manchester Mind and mental health.

In hindsight we value even more those events which bring people together.



Creating a Safe Space - Peer Support

“It’s a place in which I don’t feel judged and it’s a safe place for my thoughts. It made me feel less alone”

- Volunteer Peer Support Facilitator

Peer Support continued in importance - providing a safe space to get support and be supported by people who understand. Our Peer Support work over the last four or five years has demonstrated the power and strength of lived experience and the ability to make a difference through shared experience and understanding in supporting others. We were therefore really pleased to be able to develop this further and support other peer support groups across Greater Manchester. The Peer Support Hub has created a network of peer support groups across the region to get together, share and learn. We also had the resources through this funding from national Mind to provide small groups with seed funding. The project has connected with groups both large and small, supported other groups to set up and had network meetings and organised network events that have attracted over 70 people with positive feedback. Extending the collaborative influence, Leeds Mind have been our buddy in this work as they had previously received funding through Mind’s Side by Side funding streams.



“It’s allowed me a regular space to talk about things that have been going on in my life that contribute to my depression and anxiety or impact my general wellbeing. I normally feel better when leaving the group having been able to verbally express any negative thoughts and feeling, to decompress. I have also found it very motivating and inspiring to hear how others have dealt with some very tough mental health problems... I enjoy helping others to have a safe space to share what is going on for them”

- Volunteer Peer Support Facilitator

Peer Support - a Personal Story

When I first began my volunteering, I remember feeling quite nervous as I wasn’t sure what to expect. I felt quite out of my comfort zone. However, I soon found out that everyone was so welcoming, approachable and friendly. I felt as though I just clicked and I didn’t have to mould myself to fit in, it just happened naturally because I was accepted for who I was. The values of Manchester Mind are really captured into the words and actions of those who work and volunteer there, and so it creates a really comfortable atmosphere.

As a volunteer facilitating the group, it provided me with so many opportunities to become more comfortable being within a group. It allowed me to build my confidence with public-speaking and managing group discussions and dynamics which I didn’t feel were skills for me before. Alongside that, I have developed facilitation and teamwork skills. I would also say that it’s helped me to become better at receiving feedback along with giving feedback to others. Overall, it’s massively helped my communication skills in terms of being able to adapt to who I’m speaking with.

My own lived experience is with social anxiety and depression. For me, the peer support group has been immensely helpful with my mental health. Even if everyone’s experiences

are different, the emotions and feelings beneath are probably familiar and can be understood, which is what allows people to connect. I am extremely grateful for what the group has given me - it has allowed me to share and express openly, it has accepted me wholly and unconditionally, and it has given me the space and time to explore what I need and want.

If I could tell anyone about my experience with the peer support groups, it would be that I truly appreciate being able to spend time each week with people who come to the group to share their troubles, their fears, their triumphs and their hopes. It has been something truly special to be a part of creating something which has supported people in their times of need and to watch those same people persevere and move closer to where they want to be. It can be a slow process watching change occur and sometimes it can feel like three steps back, one step forward but it definitely does happen. When people feel able to be themselves without judgement, when there is human connection, when people repeatedly display unwavering belief and faith in you, it’s the ideal environment for change to occur. There is something so humbling seeing people grow and become more of who they are. I am extremely proud of the group and all that it has achieved.

It is all about Communities - Manchester Volunteer Advice Partnership (MVAP)

Our Manchester Volunteer Advice Partnership has been a successful collaboration over eight years between ourselves, Cheetham Hill Advice Centre, Greater Manchester Immigration Unit, Manchester Refugee and Support Network and Centrepunkt Manchester. It is a piece of work and partnership that we have been very proud of – not only has it provided volunteers with high quality training, it has also meant that our organisations and many others in Manchester have been supported in advice delivery through those volunteers. Time goes far too fast and in 2019 the project was in its final year. Our evaluation (found here: <http://bit.ly/MVAPEVAL>) demonstrated how valued this work had been – recruiting and training over 200 volunteers and enabling partners to deliver advice to 15,000 people over the funding period.

The partnership was successfully branded and we even created a bespoke typeface with the help of design agency Instruct Studio made up of volunteers' handwriting.

MANCHESTER VOLUNTEER
ADVICE PARTNERSHIP

The Evaluators view:

"It is particularly profound and moving to hear the volunteer stories, especially for those with lived experience of mental health issues, disability, seeking asylum and migration to the UK. The creation by MVAP of a good volunteering experience matches well with the findings of the national survey about volunteering experience carried out by NCVO and published in their report 'Time Well Spent' in January 2019. The diversity of the volunteer cohort is also remarkable. MVAP has found a way to increase access to volunteering that, according to NCVO is not generally happening – for them 'diversity continues to be an issue.'

"I've built a global perspective on problems in the world"

- MVAP Volunteer

Soloman's Volunteer Story

"The MVAP training is really good. As well as learning about how to be an advice volunteer, we had employment training like how to be interviewed, letter writing and how to answer a phone call. I feel I have been given a skill set I can apply to any workplace. There's ongoing training available from the partners so you learn about different topics such as immigration and mental health. You can also volunteer with any of the partners – it's one bite, several flavours. Through being a volunteer, I have really learnt how to empathise with people, to focus on their individual needs and circumstances and overcome my own prejudices. I pay close attention to detail because I have seen how just one small mistake – for example in a Universal Credit application – can lead to rejection and suffering. My supervisor is always there to support me and I can learn from his experience, which gives me extra confidence. Now I'm not just a resident of Manchester, I'm part of the community and helping to solve situations in the community. Through MVAP, we are building the very fabric of the community".

As part of MVAP our service was also extended into the Homelessness Contact Centre at Manchester Town Hall – Advice Supervisors worked with volunteers to provide an access point for people waiting



to deal with benefit, debt or access to services issues.

"Very often the volunteers are still there beyond the end of the day – they go above and beyond. They own every query, take it to the end, be as helpful as they can, and complete the process"

- Commissioning Officer Manchester City Council

Advice Team

“I have really appreciated all the support I got from [my adviser] and Manchester Mind during such an anxious, depressing, and worrying time for me. Just having this support made me feel “less alone” and I always had someone to turn to when needed regarding this matter. Encouragement to continue the fight has been wonderful, eventually paying off!!”

- Advice Client

Our advice team – a strong core of our work since 1989 continued to develop services – extending our reach now by delivering advice at Laureate House as well as the longstanding Park House Advice Service. We also were successful in gaining some funding from national Mind to develop a Universal Credit project, as we know that new ways of claiming and managing that process is causing hardship.

We worked with national Mind on their campaigns around welfare reform and in February 2020 our Advice Team Manager – Giles Elliot was asked to give evidence to the House of Lords Economic Affairs Committee, who are currently investigating ‘the economics of Universal Credit’. There were two other witnesses: both were academics. Giles used the opportunity to talk about the problems Universal Credit causes to people with mental health problems, and suggested ways it could be improved. The Chair of the committee, Lord Forsyth, wrote to Giles to thank him for providing oral evidence, adding that a lot of ground was covered during the meeting and the committee found his answers most informative.

Advice work is a valued part of our services. The process of giving advice can be a bit like detective work as can be seen through the case study opposite, where persistence and identifying the facts and piecing them together are crucial. It also brings a lot of relief to people who are struggling to navigate a complicated system, which does not always bend to people’s needs.

Gently Persistent. An Advice Worker's Story.

“I saw Sol at an advice drop-in. He had long standing mental health problems and was not quite sure why he had come to see us. Eventually after speaking and listening to him for some time I worked out he had a failed Personal Independence Payment assessment. He wanted us to get his benefits reinstated but denied he had any mental health issues. It later came to light that he was receiving support from the CMHT and had several hospital admissions. He did not seem very well – he was agitated and not looking after himself. I asked if he needed more help but said he did not.”

A large part of challenging a failed PIP assessment involves asking personal questions about bathing and changing your clothes. These questions can be difficult to ask and a lot more difficult to answer under normal circumstances; but are even more difficult when you have someone who is denying they have a problem. To be able to challenge a decision or take a case forward to appeal there have to be grounds to do so, and this involves the person agreeing with what you have said. This may be agreeing that they cannot look after themselves and may need help to do basic things. We decided that we may have to restart the claim, but it would take some time until the client felt able or agreed to disclose their problems.

“Sol really wanted the benefit to continue but did not want to disclose anything about his health. So it was difficult to balance what he wanted with no information. We met five or six times to ‘gently’ go through the application, explain why the DWP felt he did not fit the descriptors and what he would need to say to prove he did. Apart from a possible lack of insight Sol had into his illness, he was initially clearly affronted by what I was asking, describing, “Having to demean oneself” to qualify, and just wanted the benefit back in place. The initial sessions were challenging as Sol was unwilling to listen to what I was saying. I constantly reassured him that I would do my best to make this as ‘painless’ as possible. After the third session, Sol started to provide information for the appeal process. At the fifth session, I was able to put together a submission that Sol was comfortable with and this was submitted to the DWP. As a result, the original decision was overturned and Sol’s benefits were reinstated, without having to go to a tribunal.”

CYP@Manchester Mind

Our Children and Young People's (CYP) service had been resident at 832 Stockport Road since its inception in 2002. The building served us well but was always on the small side and with the funding in place to increase our counselling offer – we needed somewhere bigger, so the search was on and we did not have to stray far as the team moved into bigger premises in May 2019 at 709 Stockport Road – virtually just across the road!

There was a huge space downstairs to develop and staff upstairs had much more space, with more rooms also available for our growing counselling service.

The space also had great potential for working in partnership and expanding group work. If it had not been for COVID-19!

The beauty of our CYP service is and always has been having a number of services under the same roof – counselling, advice, volunteering, peer mentoring and group work – it crosses service boundaries and those important transition points through which young people can sometimes get lost.

One Mental Health Practitioner (MHP) working across four schools in Manchester turned into two MHP's working across eight schools – working in partnership with 42nd Street and others we are now able to provide valuable support to young people in school.

“Thank you so much for helping me. I enjoyed the positivity and humour you brought to our sessions. You taught me to cope with stress and approach my problems from a different perspective.”

- MHP Client



A Mentee's Story

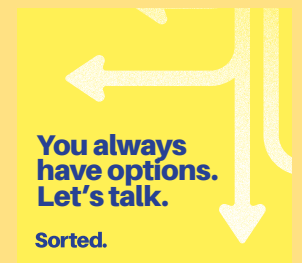
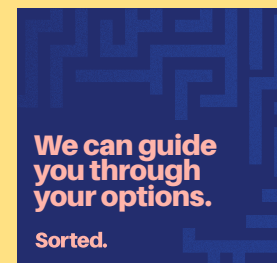
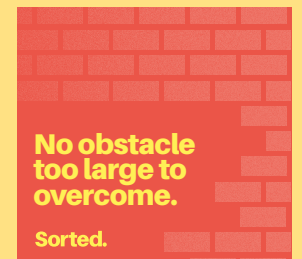
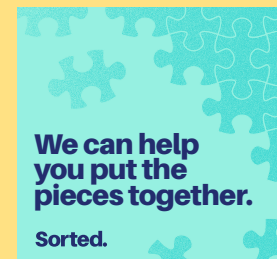
“I had peer mentoring which was quite helpful for me because I think very negatively about myself. I have social anxiety, I stammer a lot while talking and I have very weak communication skills, so the mentor assisted me and helped by telling me that everyone has special skills so we have to think positive about ourselves. He also suffered with stammering as well some time ago - so he told me that people here in UK do not criticise you if you are suffering with stammering. I have also attended counselling sessions with CYP which have been very helpful for me. I discuss all my problems with a counsellor and after sharing my thoughts with them I feel very confident. I have been to wellbeing cafe where I have taken part in different games and group tasks, which helped me in reducing my social anxiety. So overall, I have good experience with CYP and I will continue my journey with CYP. I think Manchester Mind is doing a good job for people who are suffering with mental illness.”

- Mo, Mentee, Counselling Client and Volunteer

Young people and staff got together with design agency Instruct Studio to come up with new branding for our CYP Advice services – we wanted something that used language that was recognisable and we did – Sorted.

“I have found my wellbeing has greatly improved. I have made some changes in my life that I can see have been really positive for me and many of these were inspired by my counselling sessions”.

- Young person at CYP



Food For All

“I can’t emphasise enough how valuable these couple of months at the Community Cafe were for me! I was going through a rough patch at work at the time that was affecting my mental health and volunteering gave me the opportunity to enjoy what I do, engage in meaningful work and feel valued.”

- Café Volunteer

Our Food For All work continued throughout the year – Good Mood Food was preparing increasingly colourful buffets delivered to businesses and meetings across Manchester whilst our Café and particularly the Pay What You Can Sessions on Fridays and at Brunswick Church on Thursdays continued to show increasing demand. What was starting to add value to these sessions was the transformation of our Allotment – we had staff in place who had skills and enthusiasm to really make the plot bloom and the produce grown made it directly into café and Pay What You can meals.

Pay What You Can gave rise to Play What You Can, which took suggestions from people coming to lunch to let us know what music they would like to hear. Not only did we get the tunes which got added to the playlist but often moving descriptions of why. Little things can make a big difference.



“It’s a great idea this, makes it feel like our place”

- Play What You Can contributor

“This experience gave me perspective and I restored my trust in people. I felt that I was mentored in everything from picking up creative cooking recipes that I still use at home, to getting advice and being listened to about what was troubling me”

- Café Volunteer



Community Training

“I liked that the trainer was open about her own mental health, it helped me open up and express myself”

- Training Participant

We have been growing our free community training over the years from delivering mental health awareness, Building a Healthy Future (resilience course for people with long-term physical health conditions), Mindfulness for Stress (some free places offered) and in December 2019 working in partnership with Home Start Manchester we welcomed the proposition of delivering a new course to mums in North Manchester who are struggling with peri-natal mental health issues

- Mums Matter.



Unfortunately for the latter, the pandemic slowed down the set up and delivery of the work but it was still great news to be able to start providing support to women who sometimes struggle during pregnancy and after with poor mental health.

Building a Healthy Future delivered courses all over Manchester and offered valuable techniques to people through mindfulness, positive psychology and CBT to help people feel more in control.

“Own your illness, don't let it own you”

- Participant from Building a Healthy Future Course

Sarah's Story - a Mindful Journey

“I signed up for the course because I wanted a bit more ability to be aware and in the moment. I wanted to try and learn some skills to help me see if I could better myself. I have a tendency to over complicate situations and anxieties about leaving the house. Sometimes I just didn't leave the house, and spent time just trapped at home. If I had to leave, I'd either sleep through it, or just get to the door and go “no”. I would get really nervous and start to feel ill every time I thought about leaving and I would get headaches and it all became good reasons not to leave the house. It always sounded very sensible “but I can't leave I'm feeling really ill” but then as soon as you do not have to go out, it would be: “oh, I'm better now!”

I've always been sceptical about meditation. I had tried an app but it never really worked, but I was in a place where I needed to do something and I thought maybe in a group setting it would help. [The sessions were] a mixture of meditation and information, and you would hear other people's experiences, which was nice because it makes you feel not as crazy or alone. I particularly liked it in our first session when we set up rules and one of the rules was “nothing's stupid” and that was really relaxing because you are often worried about what you say.

The people on the course were amazing. It helped me build confidence and see that even the most 'normal' people have issues and struggles, so small hiccups do not seem as big as they do in your head sometimes. [What helped was] the combination of attending the group and the home practices. And doing it at home – it got better, the more I learned. It's a skill like any other, so the more I practiced, and the weeks went on, the easier I found to do it, to relax and take a few minutes to myself to just become aware of my body.

I have been able to leave the house a bit more freely and it's been quite amazing. I used to get a fair bit of back pain because I was always so tense, but it's really helped with that. Since the course finished, I've felt more confident about starting college, which will hopefully lead to more things. I have felt more relaxed because now I tend not to overthink as much. If someone's angry and shouting, I'm not reacting as much. I'm settled more. I have been doing driving lessons and it's helped for not focusing on a mistake “it's just a mistake, everyone does it” rather than think a mistake makes me a terrible driver. So hopefully I will pass my test! I'm also going to be a mental health ambassador for Manchester Mind. You guys have helped me so much; from the brink of destruction to being able to find my feet again. There's a long road ahead but at least I've got a pathway.”

Working in a Community Mental Health Team (CMHT)



We have social workers, support time and recovery workers, housing and welfare rights workers, carers support worker and administration staff. At one time our staff were working as part of the assertive outreach team. Today they are contributing to working with people across Manchester and supported by CMHT's. Our Housing and Welfare Rights Workers and Carers Support Worker still work across Manchester supporting people and carers who are on

the Assertive Outreach pathway – this often means that people will have a diagnosed mental illness, have found it difficult to maintain support from CMHT's and have been in hospital and often have other things going on which makes life difficult e.g. physical ill health, insecure housing, substance use and dealing with stigma and discrimination. These factors often make the work difficult to keep track of as demonstrated in the case study opposite.

Assertively and Kindly Delivering Advice and Carers Support

One of our advice workers tells us of the example of working with J who has been in and out of hospital. J claimed Personal Independence Payment – due to his symptoms he failed to keep to his benefit assessment date and the claim was closed – this is a common problem. He was staying in a hotel after having been made homeless. Our advice worker met him there and helped him make a call to ask for the claim to be reopened. This was agreed and they also got the agreement for the DWP to carry out a paper-based assessment so that he could avoid the stress of an in-person assessment. The claim was eventually successful. But in the meantime, the hotel J was staying in closed. A move to a friend's house was short-lived. J made a homeless application but told them he had no health problems, so he was not considered to be in priority need. He ended up sleeping rough which was doubly risky as J is in poor physical health, underweight with a history of self-neglect. Our worker needed to be involved in challenging the homelessness decision drawing on the relevant legislation and this resulted in J being granted full housing duty and access to a longer term home. This role is an essential part in a person's care ensuring people are able to work through the complexities and get access to their rights and entitlements.

Carers often feel forgotten and ignored, although they might well be the people who are involved in giving day-to-day support in difficult circumstances. The Carers Support Worker is there to ensure that carers to people on that Assertive Outreach Pathway have access to support and to ensure Carers Assessments are completed. It is a role that is very much appreciated.

"I feel that since I have had the support of the carers' worker I have been in receipt of excellent service. Carer's Assessment are completed in good time each year, in order that an individual budget for a much-needed break can be delivered. There is a social forum and I am kept as are numerous other Manchester carers very well-informed regarding services/events/benefits and a number of other miscellaneous matters which are important to our needs and I speak for a number of local carers when I say that we now feel that our voices are heard and that we are extremely well supported in our demanding roles as carers!"

- Carer of a person receiving support from CMHT

Employer Training

“A practical and insightful course which really helped me to understand the impact of Mental Health in the work environment. The tutor was engaging and incredibly knowledgeable, guiding us through the course and helping us to reflect on our own experience with Mental Health, personally and as Managers.”

- Course Participant on Managing Mental Health in the Workplace

We have been aiming to promote mental health in the workplace for several years now and this year the focus was on working with our local Mind partners across Greater Manchester to develop a package of training for employers enabling both strategic change around workplace wellbeing and greater awareness within managers and teams. This process came to a sudden stop with the onset of the pandemic but prior to this we had worked with a number of local employers, the City Council and individuals who attended our range of courses which ranged from Managing Mental Health in the Workplace to Mental Health First Aid, and Finding a Healthy Balance.



“I enjoyed how open the discussion was, I have no history personally with Mental Health illness so it really helped open my eyes and gave me a deeper understanding of the struggles others can be going through. It has exceeded all my expectations.”

- Course Participant

Fundraising

“Thanks again for the support Manchester Mind have given us over the last few months. It really made an impression with myself and the other lads running the marathon. The experience was amazing, and it was made even better knowing that I got to support such a great charity.”

- Team Fundraiser

Fundraising has become an important way to diversify our income. It is about raising money, but also about creating inspired relationships with people and businesses, who give their time and energy to raise awareness in their communities and workplaces. This year we had a lot to be grateful for - by March 2020 annual donations reached just under £400,000, although by then the impact of the pandemic was beginning to show, bringing significant changes to our charity and everyone across the city, with a challenging year to follow.



“I just wanted to say thank you again for today and for sharing the work that Manchester Mind does. It was really inspirational and well received by the office. Your enthusiasm for what you do really shone through.”

- Charity of the Year Partner

“It's nice to see the information stating what the donation can pay for and reinforces the message to our staff that each person's donation really does make a difference”.

- Business Supporter

The End of the Year as we knew it



So a really positive year ended fairly abruptly in February when we started to realise what was coming our way – and things have not been the same since – for anyone! We will be reporting on this in more detail next year but what I would add in here is that we moved in March from office to home working – almost without missing a beat. There was a huge amount to do in terms of purchasing equipment, communicating with people, being aware of individual circumstances, risk assessments, continuity plans as well as the emotional and physical changes. We also had to make sure our services remained as accessible as they could possibly be given they moved to remote delivery. Some of our services such as volunteering were halted initially and new services such as telephone support started to take shape. Orders for Good Mood Food stopped but staff did not – starting to produce meals to contribute to the city-wide food response and the calls coming through to us from people finding it difficult to access food. It was not perfect but in the short-time we had available the whole staff team pulled together to ensure our services continued.



Finance

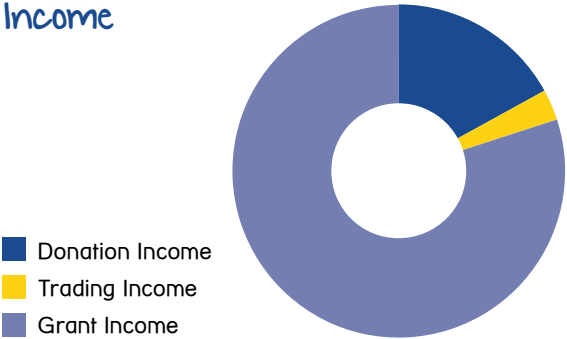
Manchester Mind had a very good year financially in 2019/20, income increased 21% on prior year to £2,294,566, and year end reserves totalled £713,913.

The majority of our income is generated from grants, however we saw a huge increase in donation income of 63% in 2019/20, which is in line with our strategy to diversify income streams to ensure long-term financial sustainability.

Unrestricted reserves increased by £73,439, and this will be used to invest in self-funded projects and provide matched funding to enhance our service provision.

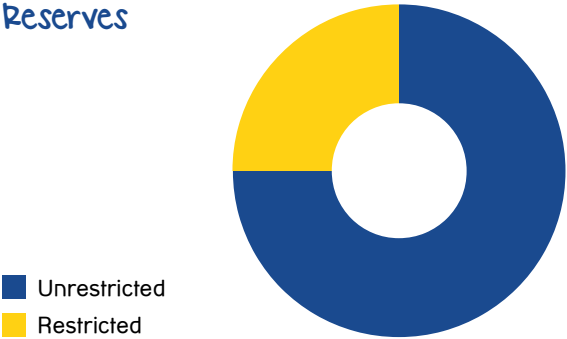
The £713,913 reserves balance is split between £177,388 restricted funds to be used on specific projects in future years and £536,525 unrestricted funds which covers our continuance contingency and funds for future investment.

Income



Income		
	% Split	Total 19/20
Donation Income	17%	396,213
Trading Income	3%	57,799
Grant Income	80%	1,840,554
	100%	2,294,566

Reserves



Reserves	
Restricted	177,388
Unrestricted	536,525
Total	713,913
Unrestricted Reserves	
Cotinuance provision	223,000
Investment Funds	313,525
Total	536,525

Thank you... we have great staff and volunteers.

We always thank staff at the end of these reports and it is meant – we have great staff, but this year more than ever before, everyone stepped up and worked incredibly hard to adapt so that we pretty much remained open. People who could have been worried about job security, turned their skills to other things and made it work. Just like the planning of the September anniversary event was a team event, the move to dealing with the impact of the pandemic was also a huge team effort – so am just ending this here with a huge thank you to all our staff and the volunteers old and new who have supported us during this year.

Thank you also to all our funders:

The National Community Lottery Fund
Manchester City Council
Greater Manchester Mental Health Trust
Henry Smith Charitable Trust
MHCC

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