



Excellence  
Awards



# Mind Network Excellence Awards 2021



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# Introducing the Mind Network Excellence Awards

## Welcome to the 2021 Mind Network Excellence Awards

Mind Quality Mark (MQM) reviews show us that, once again, local Minds are working harder than ever in difficult times to better meet the needs of their communities. All local Minds who have passed MQM in the past year have had significant strengths noted by their MQM review team. Despite these strange times, local Minds have been innovating, strengthening their organisational foundations, delivering high quality services, promoting service user influence and participation and building effective local partnerships.

All those who entered for the Mind Network Excellence Awards this year have reason to be proud of their work. Receiving a nomination is a confirmation that MQM reviewers found elements of excellent practice in the local Mind's work. Whether a winner or not, we thank all the local Minds who have entered the awards during this challenging time. We hope that everyone enjoys the awards and the local Minds involved go on to share best practice with the network.

This year's awards are for those areas of work where a local Mind has been seen to go above and beyond expectations to a standard that judges have deemed to be excellent. There are twelve categories for the awards this year, including one category where there are joint winners. A small number of other applications were deemed highly commendable.

## Why we celebrate excellence

The Mind Network Excellence Awards are open to local Minds who have recently completed the MQM process. We hope the awards encourage good relationships, promote high standards, inspire others and create a record of best practice for the network.

MQM reviewers say that, in almost every review, at least one service user that they talk to will say something like "I wouldn't be here without this local Mind, they have saved my life, they improved my life in so many ways."

We want the awards process to help local Minds to carry on developing so that they can live up to the promise that we make to people by using the name Mind, delivering excellent support for people with mental health problems.







## The awards process

All applications for the Mind Network Excellence Awards identified the need for work to be undertaken, what was done, and what was achieved. All applications also identified 3 out of the 5 hallmarks of excellence that were best aligned to the work.

- **Expertise:** skills, experience and knowledge
- **Courage:** a willingness to do what is needed, even when this may be difficult
- **Vision:** working towards a clear idea of excellence
- **Creativity:** imagination and originality
- **Commitment:** dedicating time and energy to achieving excellence

A panel of judges with lived experience of mental health problems then looked over anonymised reflective accounts from local Minds and rated the applications.

## Your chance to vote

Although the award winners for individual categories have been chosen, we'll be voting for the winners of the overarching awards during the conference and the decision will be in your hands.

Please look through the summaries of awards in this brochure to get an idea of what people have achieved. There'll also be short videos of award winners during the conference. You'll then get the chance to vote for the overall winners from each main area:

- Leadership and Governance
- Sustainability and Growth
- Influence and Engagement



# Meet the judges

The Mind Network Excellence Awards were judged by 3 experts by experience. They each provided a brief bio to tell you something about them.



## Emma

Poor mental health has touched my life and those around me, so I enjoyed being able to read about all the excellent project work that local Minds have been implementing, particularly through the rough landscape of the past year when people have been affected greatly by isolation.

It's inspiring to see how organisations have approached the challenges faced by their staff, volunteers and service users during the pandemic.



## Doreen

What a challenging couple of years it has been for our mental and physical wellbeing during the Covid pandemic! Working in the Mental Health sector has shown me how we can all work together in creating a kinder and supportive environment for all. This time has also been a personal odyssey embarking on new adventures and trying different creative and challenging tasks. Such as growing new plants, baking cakes, connecting with old friends, helping others in small or big ways and being a Mind Network Excellence Award Judge. This role has been a rewarding opportunity learning more about the work of local Minds. All nominated local Minds found imaginative and creative approaches to connect, care and help others at a time of great need and support. I found it so inspiring and as all the nominations demonstrated – the human spirit will overcome obstacles in whatever form – Covid being no exception!



## Siobhan

I've been blown away not only by the breadth and variety of the local Mind projects but also by the creativity and commitment of everyone involved.

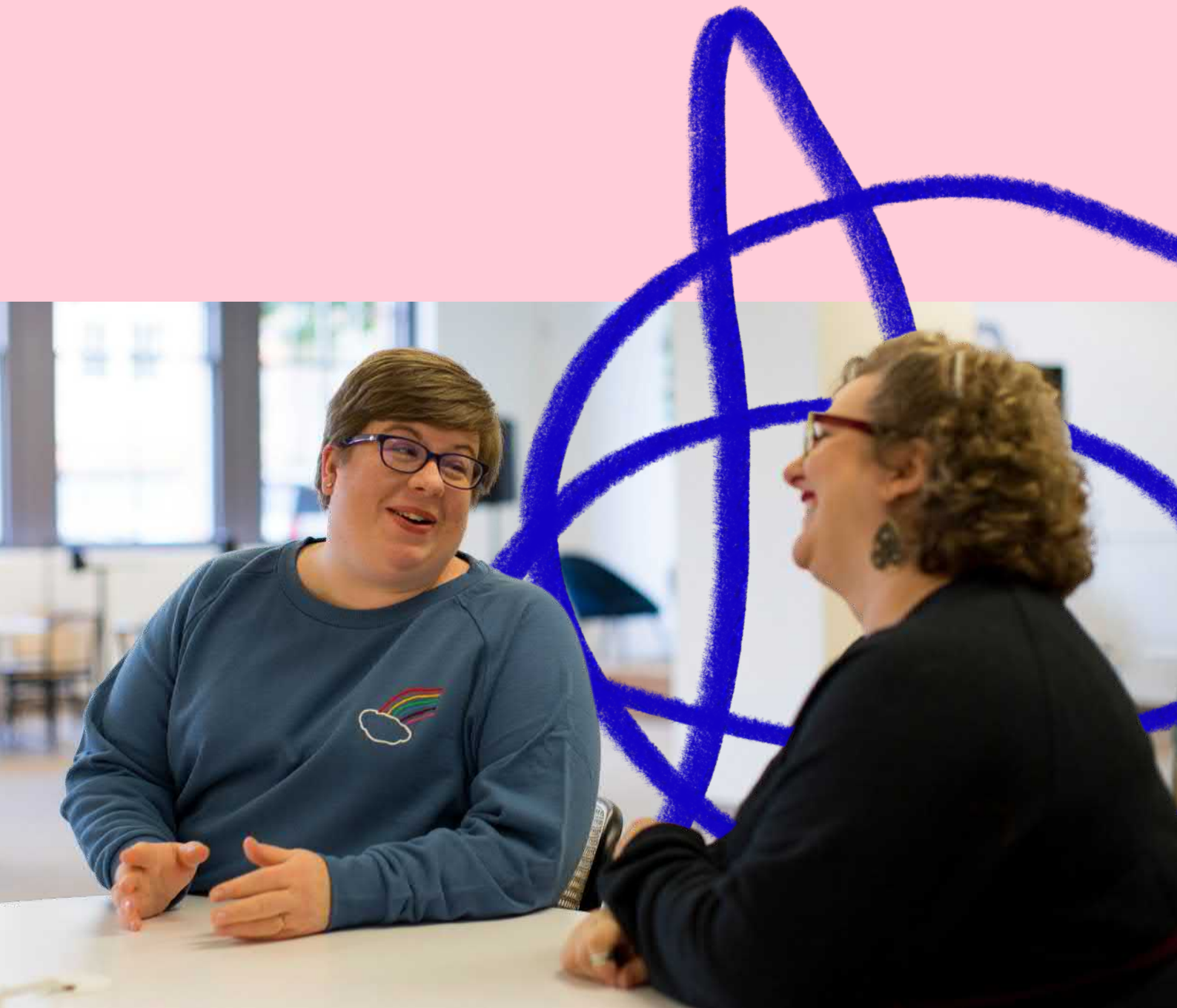
The local Minds strive hard to make services more efficient, resources more widely available, reduce stigma and discrimination, support recovery and restore productivity and possibility for people, as well as give them dignity through their tireless efforts.

It was such an inspiring piece of work to be a part of - thank you!



Network Excellence Award

# Leadership and Governance Awards





# Equality and Diversity

## — Mind in the City, Hackney and Waltham Forest

**Hallmarks:** Expertise | Commitment | Vision

### Challenge

Mind in the City, Hackney and Waltham Forest serves one of the most dynamic and diverse communities in the country. Black and black British people are underrepresented in preventative mental health services and have benefited less than other communities. The Independent Review of the Mental Health Act 2018 acknowledged that responsibility for worse mental health outcomes for black people resides in the mental health and criminal justice systems.

Additionally, evidence suggests that LGBTQI+ people experience higher prevalence of mental health issues such as depression, anxiety, self-harm and suicidality than the general population. However, many LGBTQ+ individuals indicate significant barriers precluding their access to mental health services.

### Action

Consultation with both African Caribbean and LGBTQIA+ communities identified that underserved groups benefit from support within environments providing a sense of cultural safety and understanding to redress people's experience of microaggressions through structural, society or individual discrimination.

Radical Self Care (RadSec) is an original contribution of Rainbow Mind to the range of evidence-based therapies that are effective in improving mental health, for LGBTQIA+ clients. RadSec interventions have been found to significantly reduce mental distress, anxiety and depression. RadSec has led to increased LGBTQI+ access to the organisation's services. In addition, the RadSec Practitioner Training Programme has nurtured people with lived experience to go on to train and become paid practitioners for Rainbow Mind in RadSec for LGBTQI+ clients.

### Impact

Mind in the City, Hackney and Waltham Forest has developed services that are built by and for people of colour. It has developed IRIE Mind and Rainbow Mind services using trauma-informed, culturally competent and peer-led methodologies to support people from underrepresented African Caribbean and LGBTQIA+ backgrounds. These innovations have led to newly commissioned IRIE IAPT and Rainbow IAPT services.

IRIE IAPT service has provided an additional access of 322 African and Caribbean heritage clients per year to talking therapies, with clients from African and Caribbean heritage achieving a consistent 65% recovery rate. IRIE Mind also has a dedicated Peer Leadership Coordinator, resulting greater support and engagement, and an increase in black mentorship, leadership and personal development. IRIE Mind has also contributed to the aims of increasing minority ethnic representation at all levels of the organisation, including amongst senior management and board of trustees.

# Board of Trustees — Herefordshire Mind

**Hallmarks:** Commitment | Courage | Expertise

## Challenge

Taking on new projects involves a certain level of risk. When things don't turn out as planned the fallout can be significant. Herefordshire Mind had invested in a purpose-built residential facility for people coming out of hospital. When it became clear that the project was not going to get to a breakeven point the organisation was left with a significant liability. At around this time 2 CEOs had left in a short period of time and the organisation appointed an Interim CEO. There was a need for the CEO to focus on developing the organisation's offer, presence and income, and there was a real risk that managing the liabilities from the unsuccessful development would make this unachievable.

## Action

The board ring fenced the management of previous liabilities to permit the CEO to focus on service delivery and organisational growth. This led to the trustee board managing risk over a long period of time to secure the sale of a significant asset.

The board took responsibility for negotiating with the provider of the loan which had been used to buy and develop the building, as well as working with the local NHS Foundation Trust and Clinical Commissioning Group in an effort to retain the building as a public mental health sector.

Effective engagement meant that the loan provider understood the organisation's position and was supportive of the method that they used to dispose of the asset to clear the liability. Taking ownership for the liabilities from this reasonable but unsuccessful venture, the trustees supported the new CEO to focus on service quality and organisational effectiveness.



## Impact

Working on this issue over the covid pandemic made the board's position even harder. However, the asset has now been sold, removing the liability that the organisation was facing. Meanwhile, the actions of the board of trustees freed up the new CEO to deliver improvements within existing services and develop new services including a supported housing project, a new Safe Haven Service and a new counselling service. By taking responsibility the trustee team have enabled Herefordshire Mind to move forward with exciting developments, making a difference to people's lives on a daily basis.



# People

## — Manchester Mind

**Hallmarks:** Courage | Commitment | Vision

### Challenge

As part of a review looking at how well embedded its values were across the organisation, Manchester Mind wanted to make sure that its recruitment practices were truly able to support values-based recruitment. There was no problem with the staff or volunteer team, the organisation just wanted to make sure that its practices were as well suited as possible to attracting and selecting people with a passion for working with people with mental health problems.

### Action

Manchester Mind worked with an external “values expert”, holding regular workshops where staff could utilise time with her to problem solve through a values lens. This led to a discussion about the benefits of values-based recruitment.

There were no problems with staff or recruitment, and the organisation did tend to recruit people with connecting values, but this work made it more deliberate and conscious. Adverts were redesigned, for example starting off with values and moving salary to the end. The language in job descriptions was changed to make them more values based, person specifications were shortened, and some skills-based items were made more general e.g. ability to build kind relationships in a way that promotes a sense of belonging.

The tone of communications to people before interview was changed. People were given advance notice of the interview questions to reduce stress. This has made a difference to the quality of what people bring to interview.



### Impact

Those who have a sense of connection to the organisation's values are now more clearly identifiable at interview. Manchester Mind puts work into supporting successful candidates to feel connected with the organisation before they start work, maintaining communication with people between interview and start date, and asking people what they need from the organisation in their first weeks.

The effect is that staff understand the organisation's values and know these should be evident through their work. Service users can be confident that they will be met by staff whose work will be aligned to the values of openness, belonging, strength and collaboration. This produces services that build kind and trusting relationships, rooted in a strengths-based way of working with people.

# Information Governance

## — Havant and East Hants Mind

**Hallmarks:** Expertise | Courage | Commitment

### Challenge

Confidentiality and information governance are what supports people to be able to freely share deeply personal aspects of their lives with local Minds. As well as putting in place a good framework for information governance, Havant and East Hants Mind wanted to make sure that there were no disincentives to reporting potential data breaches.



### Impact

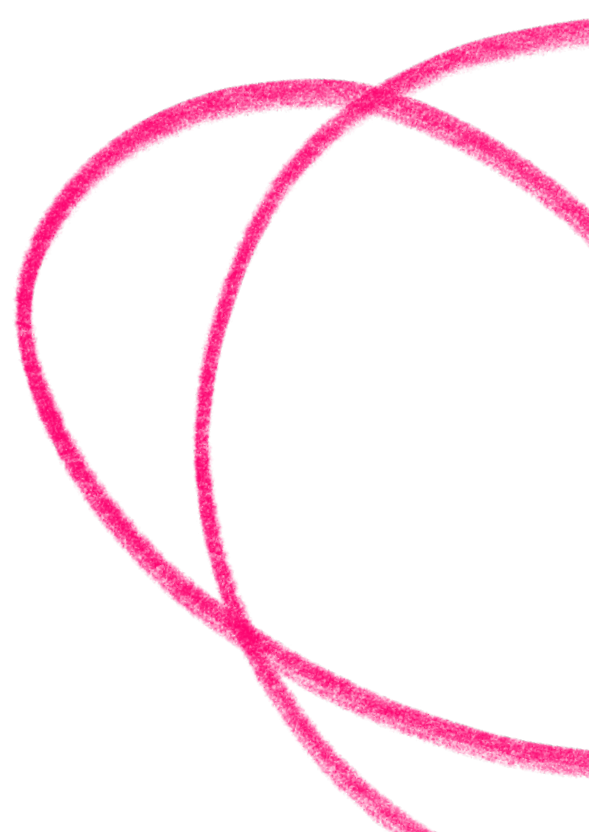
By accepting that errors might occur and undertaking reviews of information governance Havant and East Hants Mind has created a culture of good practice, error checking and organisational learning. Training and support have ensured that staff and volunteers know there will be a culture of 'no blame' when a mistake happens as a means of encouraging reporting and resolution. This also means that identification of errors can be used for learning and systems development.

### Action

Havant and East Hants Mind's work in information governance is based on putting together a sound foundation of policies, training, and discussion in team meetings. It is also based on being open to the possibility that data breaches might occur, looking out for these and having a no blame culture when resolving the issue.

The organisation has ensured all staff and volunteers understand both the need for confidentiality and the responsibilities to uphold this.

Havant and East Hants Mind has undertaken a comprehensive and rigorous review of data governance and IT security procedures. Data protection is part of mandatory training for all staff and volunteers and is covered in team meetings and in supervision. There is a clear commitment to being open with service users about how their information is held, how it will be used and what their rights are around their data.



# Finance and Fundraising

## — Mind Jersey

**Hallmarks:** Expertise | Creativity | Vision

### Challenge

Operating in an uncertain funding and commissioning landscape whilst facing significant increase in referrals across all services, Mind Jersey faced the additional challenge of fundraising in a pandemic. There was a desire to increase fundraising, but the pandemic meant that this was increasingly difficult. The board of trustees and Executive Officer needed to come up with an effective strategy that could address the uncertainty whilst responding to people's mental health needs.



### Action

Mind Jersey's board of trustees includes people who have expertise in finance, law and investment, all of whom helped to assess and guide Mind Jersey's financial direction and strategy.

The organisation identified the need to manage financial risks by diversifying income, investment portfolios and fundraising. When covid forced the cancellation of all fundraising events, Mind Jersey increased work on grant applications. Success in this area has allowed the organisation not just to maintain services but to expand them.

### Impact

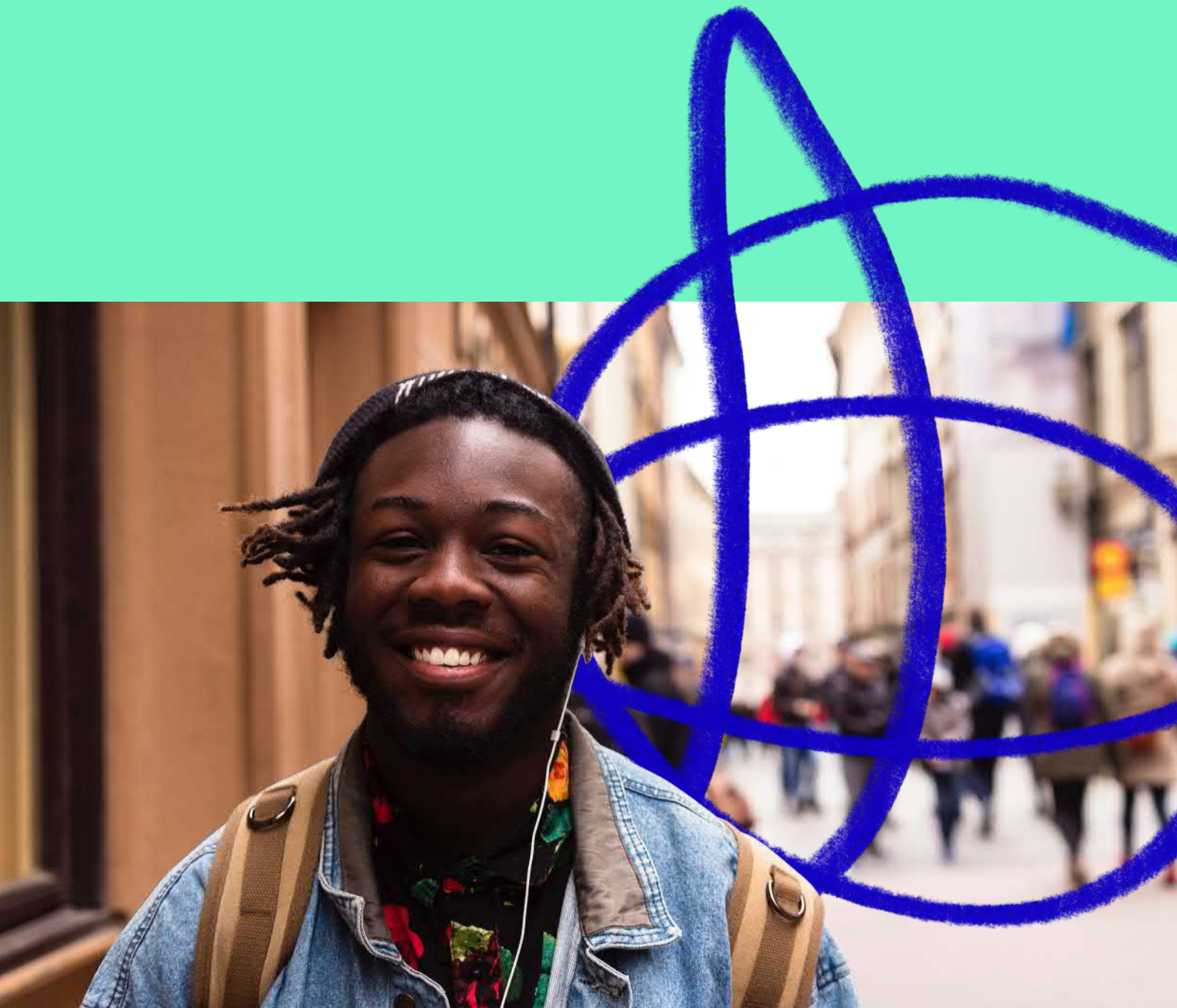
Mind Jersey has developed a clear financial strategy overseen by a board of trustees that carries out effective financial scrutiny. Finances are discussed at every board meeting including any risk on the horizon and E.O. meets with treasurer and administrator once a month to review budget.

Mind Jersey has now developed several risk managed approaches to ensure the charity has sufficient financial resources to carry out its planned activities safely and effectively. Success in focusing on grant applications has enabled maintenance of existing activities as well as the development of a new perinatal early intervention mental health support service and provision for people and families over 65 who are managing lifelong challenges to their mental health. To date this new service has recruited 48 mental health peer volunteers.



Network Excellence Award

# Sustainability and Growth Awards



# Service Effectiveness

## — Mind Jersey

**Hallmarks:** Vision | Commitment | Courage

### Challenge

In the middle of first lockdown 2020 Mind Jersey carried out a piece of research about the impact of the pandemic on people's mental health. Over 300 responses told stories of anxiety and loneliness, and the importance of being able to talk to other people who had similar feelings. This chimed with other research which indicates that people with lived experience of mental health are often best placed to provide informal "peer support" to others experiencing poor mental health. Research also showed particular need for support for new parents and people over the age of 65.

### Action

Mind Jersey developed and extended their offer of mental health peer support to new parents and to people over 65 with new or long-term enduring mental illness. Anecdotal research showed that statutory mental health services can be experienced as too medical focused and not enough thought given to social aspects of care. In contrast, peer support was seen to create a friendly, welcoming, non-stigmatising environment for people to access support.

Over the past 5 years Mind Jersey had recruited approximately 300 peer volunteers who have been provided with appropriate training and supervision. In the extension of peer support over the past 12 months, Mind Jersey recruited and trained 64 new peer support volunteers for the perinatal pathway and for people over the age of 65 years.



### Impact

People with mental health problems have more access to local personalised services that can support them on their journey of recovery and wellbeing. The peer support services provide a flexible pathway of support. Use of consistent and appropriate outcome measurement has demonstrated the impact of these services, and feedback from service users in a recent evaluation includes:

- “My wife has commented on how I seem to have found my mojo again and I am so grateful to my peer who also lives with bi-polar illness like me.”
- “At a time when our whole community is in chaos with a deadly disease peer support groups have provided a nugget of sanity for me and my friend.”

# Sustainability

## — Mind in Harrogate District

**Hallmarks:** Courage | Vision | Creativity

### Challenge

Mind in Harrogate and District had been largely dependent on a single local authority contract which was focused on the provision of a drop-in day centre and were mindful of the likelihood of a reduction in the funding of that contract. However, the organisation had a vision of providing a wider range of services, being more recovery focused, and reaching more people. To do this would mean changing the model of operation to be more in control of their own destiny.

### Action

Mind in Harrogate District has transformed its business model and income streams from total reliance on local authority funding to having a mixed income strategy with multiple grant funded projects. Their delivery methods have become more recovery focussed and they have been able to invest in their building and services.

Mind in Harrogate District secured the central contract but at a significantly reduced level. This proved to be the catalyst for radical change in the business model. They embarked on new projects to generate income whilst meeting the needs of the local community. Despite the reduction of core funding Mind in Harrogate District used 13% of that funding to create a partnership with three other local mental health service providers. This partnership has created a 'no wrong door' method of accessing support in the localities of the district, working with social prescribers to improve the quality and relevance of services that individuals receive.



### Impact

Mind in Harrogate District now has a mixed funding base, a range of contracts, good reserves, and own their building. It has broadened its offer of support, is offering a counselling service for the first time in their history and has developed a befriending service and an outreach service to support many more people in the rural district.

They have also strengthened their training offer to generate income for our organisation, creating a paid for training offer for clients including The National Trust.

Mind in Harrogate District is now in a far stronger financial position, is more in control of its future, and is doing more to support its local community.



# Service Design and Innovation — Woking Mind

**Hallmarks:** Expertise | Vision | Commitment

## Challenge

During the Covid-19 outbreak, Woking Mind experienced increasing demand for mental health support. Despite having moved to online modes of delivery for peer support groups and counselling services, many clients still had a strong preference for traditional forms of contact, either because they had no access to the technology required or did not wish to use it.

The pandemic magnified existing mental health conditions for existing service users and brought in many new people who were accessing support for their mental health for the first time. Woking Mind decided it needed to increase its capacity, mobilising the right help for people quickly by utilising its expertise, extensive local knowledge and connections with primary and secondary providers.

## Action

Woking Mind developed a model that combined the expertise of staff for more complex cases and the flexibility and affordability of volunteers for people with less complex needs, allowing a wide range of needs to be effectively addressed. However, though Woking Mind was confident about the need for such a service, funders were not. Trustees decided to test and develop the service using funding from reserves.

The organisation built a strong infrastructure and management team to produce a step change in capacity to support more people. The result was Woking Mind's Community Wellbeing Calls (CWC) programme - an agile telephone support service. The service is based on a two-tiered model that combines suitably trained volunteers with experienced members of staff to deliver varying degrees of support.

## Impact

Woking Mind has been able to support a greater number of people using a flexible intervention. Telephone support contacts are now over 180% higher, when compared to a year ago. By providing weekly calls for around 10 weeks, the organisation has been able to monitor and support service users on a regular basis, during times of great distress.

The programme also had a ripple effect by supporting people who found themselves in new roles to deal with the effect of the pandemic. Staff of local Borough Councils who were asked to carry out unfamiliar roles and make direct contact with vulnerable people began to refer their clients to the CWC service. As a result, Woking Mind has been able to support key workers, ensure people get the support they need, and have substantially increased their reach across the county.

# Environment

## — Springfield Mind

**Hallmarks:** Courage | Creativity | Commitment

### Challenge

Through listening to its service users, Springfield Mind discovered a need and desire for an outdoor community activity. Many service users had talked about the influence of connecting with the environment on their wellbeing. Gardening and spending time outside were noted as positive influences on mental health, particularly for those people who found other activities too physically challenging or anxiety provoking.



### Action

Springfield Mind has worked with a group of volunteer ambassadors to promote the benefits of outdoor activities, whilst supporting people's mental wellbeing through eco-therapy.

Their Green Minds project is a volunteer led community initiative based at Stratford upon Avon and Leamington Spa allotments. They have developed a relaxed, outdoor environment which is available for anyone who has or have had personal experiences of mental health difficulties.

Several members have created novel planting ideas and areas for reflection. There are also beehives and a nature pond. The gardeners continually look for new and innovative ways to re-use and recycle, from a bathtub planter to water butts and a compost toilet.

### Impact

The Green Minds allotment has created a safe space to engage with nature. Service user feedback has been very positive, stating that working outside in nature provides a sense of release and has helped them in their recovery from illness and traumatic events. In the words of some of those who use Green Minds,

- “It’s something I really look forward to and has been a real inspiration for me. I struggle with my mental health, groups of people and being in a crowded room. Green Minds allows me to have my own space when I need it, and to join in with others in the group too.”
- “I love nature, and here is a very calming place for me. There is something very satisfying about seeing something that I’ve planted, grow and blossom. Seeing this helps me maintain my focus and watching other people laughing and enjoying themselves makes me happy too.”
- “I can stay there for as long as I want and just happily potter around. Throughout lockdown this was my place of sanctuary.”

Network Excellence Award

# Influence and Engagement Awards





# Service User Influence and Participation

## — Havant and East Hants Mind

**Hallmarks:** Expertise | Vision | Commitment

### Challenge

Havant and East Hants Mind is based on the premise of providing an authentic and compassionate response to people who need support. The organisation has a strong belief that this is best done by integrating service user participation into everything they do. It has consistently aimed to create a consistent influence & participation framework across all services of the organisation.

### Action

Havant and East Hants Mind reached out to their service user community to increase their influence & participation in services. Having been successful in this has allowed the organisation to increase its overall service effectiveness.

Services were collaboratively remodelled to ensure that service users felt valued as individuals, felt their priorities were understood and that their wellbeing was of paramount importance to those that supported them. Co-production reviews were undertaken to ensure that the focus of the service staff was on the individual and that the method of support is working for all service users. Monitoring scales were implemented to track progress and service user feedback has been consistently positive.

Service users are involved in recruitment including interview panels, developing services and new initiatives and governance. Regular service users' forums are held, service user feedback is given and further actions to the feedback are shared in a transparent manner.



### Impact

There is a route for service users to become volunteers, peer supporters and paid staff. A recent staff survey showed that 78.3% of paid staff have lived experience of mental health illness and 47.8% have used mental health services.

Peer supporters provide a wide range of support including telephone check ins to vulnerable service users, support us to deliver workshops and courses and help us continue to deliver valuable tips and tools around managing mental health.

Much of the organisation's training delivery is designed by, run by and managed by people with lived experience. There has also been lived experience input into development of a BAME service, complex bereavement service and suicide prevention services.

# Partnerships and Profile

## — Mind in Middlesbrough and Stockton

**Hallmarks:** Vision | Commitment | Creativity

### Challenge

Mental health affects all parts of the population and is not limited to people's interaction with mental health services. For this reason, Middlesbrough and Stockton Mind developed links with numerous local organisations to ensure a range of tailored community response to people's situations, whether that be relating to ageing, being in a minority community, having a diagnosis of cancer, being at university, wanting to access women led peer support or simply wanting to participate access volunteering opportunities.

### Action

Mind in Middlesbrough and Stockton has developed a range of projects in partnership with other organisations. These include

- Work with Macmillan on support for the mental health of people with a diagnosis of cancer which was rolled out in partnership with North East and North Cumbria NHS ICS
- Community Minded which supports people with mental health problems to access volunteering opportunities with other voluntary sector organisations
- Partnership with Arch North East and My Sister's Place to develop a women's peer support programme
- Mentally Healthy Universities work with Goldman Sachs Gives and Teesside University to provide workshops and short courses for students
- Community Outreach working with local BAME organisations, individuals and community groups to understand and appreciate emotional and mental health needs in the context of culture and faith, and
- Ageing Better Middlesbrough (ABM), running a multimillion-pound, 5-year project leading a partnership of voluntary sector organisations to tackle loneliness and isolation amongst people aged over 50 in Middlesbrough.

### Impact

The impact of Ageing Better Middlesbrough alone is remarkable. It has led on the formation of a Middlesbrough Collective, a group of organisations in Middlesbrough who have a stake in making things better with the people living in Middlesbrough. The Ageing Better Middlesbrough project plays a key role in national learning and is a member of the Northern Steering Group for the national evaluation Co production project. Through its Age Friendly Fund, the programme awarded £30,000 to more than 30 community projects and activities in Middlesbrough.

Over the lockdown period, Ageing Better Middlesbrough provided over 3,000 befriending calls to those aged 50+ in Middlesbrough, recruited 15 volunteers to help provide digital advice to members and developed the Rainbow Friends postcard project – which allowed different generations to send heart-warming messages to each other. Our affordable warmth team were also on hand to provide energy support.

# Tackling Stigma and Discrimination — Cornwall Mind, West Sussex Mind

## Cornwall Mind

**Hallmarks:** Expertise | Creativity | Courage

As well as hosting a number of wellbeing groups in the community and using this presence as a means of tackling stigma, Cornwall Mind presents “A Space to Speak Your Mind” a radio show on a community radio station which is also available as a podcast. It is put together by people with lived experience.

The radio show sprang from looking at how those with lived experience of mental health challenges could have a voice in local radio to challenge the stigma and discrimination around mental ill health. It was developed by a group of people with lived experience.

The Space to Speak Your Mind radio show is now broadcast each month from three local community radio stations. A mix of topical items, discussions with celebrities and interviews with members of the local community and grassroots organisations have all contributed to mental health be discussed through the show and the supported social media streams.

## West Sussex Mind

**Hallmarks:** Creativity | Commitment | Vision

West Sussex Mind’s “Open Minds” community anti-stigma and awareness raising project started in 2016. Since then, it has reached nearly 16,000 people - running champions workshops with school children and college students, in workplaces and other leisure settings. It has also engaged with creative community campaigns and activities and involvement in widescale cultural and community events such as Worthing Pride.

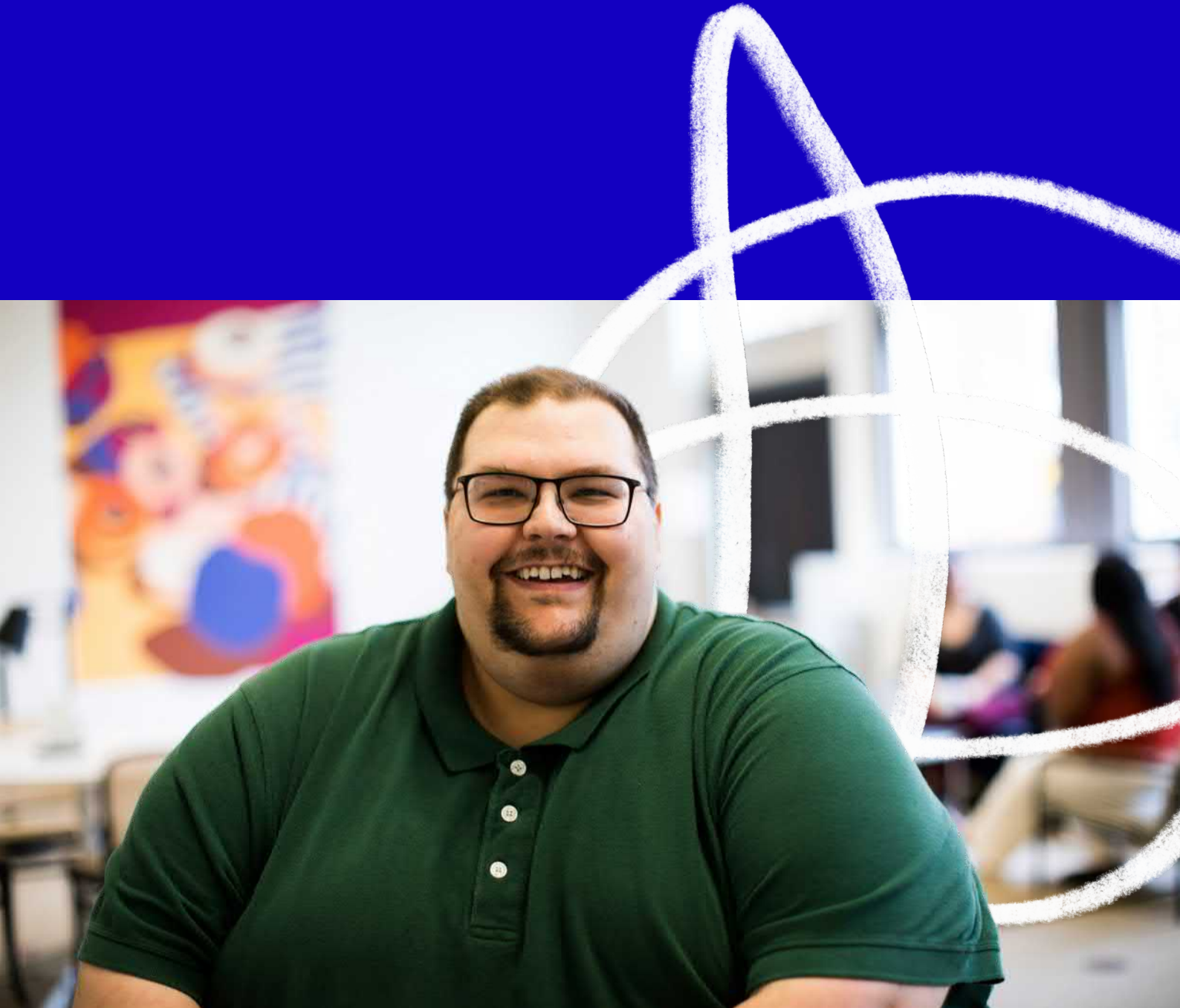
In 2020 champions identified a need to reach out to care home staff during the first lockdown, delivering kindness in care packages to every care home in 4 local towns reaching 1150 care staff.

The 2021 “Moving Minds” campaign aimed to respond to the many inequalities highlighted by the pandemic. Champions wanted to reach people who might be experiencing poor mental health for the first time. Also, in 2021 the Moving Minds campaign film was played in Worthing cinema at every film for 2 weeks. It was seen by 8,058 people and prompted an increase in referrals for support. West Sussex Mind also reached 40,000 homes with 4 pages of mental health information.



Network Excellence Award

# Highly Commended



# Highly Commended

## Board of Trustees: Mind in the City, Hackney and Waltham Forest

The board of Mind in the City, Hackney and Waltham Forest has been heavily involved in using data to influence strategy and service development, and to review risk. A dedicated committee has been established to develop and scrutinise an organisational approach to risk, service development and performance. The remit of this committee includes monitoring performance and equality and diversity data, reviewing population health and best practice data, analysing gaps and areas for improvement, and making strategic development recommendations.

## Partnerships and Profile: Rotherham and Barnsley Mind

Rotherham and Barnsley Mind has continually built on its profile and partnerships over the last 5 years. It has created bespoke workplace wellbeing packages to better engage with local employers and has delivered mental health training in the workplace and to community groups. Rotherham and Barnsley Mind became involved with its local commissioning group to help develop a specification for the children and young people's service, has advocated for housing groups for vulnerable people with mental health issues and has sought to better meet the needs of marginalised people within the community through partnership working with the Rotherham Ethnic Minority Alliance and the YMCA young refugee and migrant service.

## People: Woking Mind

Woking Mind transformed their volunteer management, enabling the development of new services that have resulted in a major step change in the organisation's reach. A Volunteer Co-ordinator was recruited to formalise and develop the volunteering programme, including a new volunteer strategy, and standardised processes around volunteer recruitment, retention, training, compliance, support and development. The volunteering programme has allowed Woking Mind to meet the needs of its service users during covid. Woking Mind has also worked with other local Minds, creating a volunteer management network which is open to all local Minds.

## Sustainability: Havant and East Hants Mind

As part of their drive to expand their support offer and range of funding streams, Havant and East Hants Mind successfully broadened its income whilst developing a children and families service, strengthening both its ability to support all ages and its financial position. From a few school drop-ins three years ago, Havant and East Hants Mind has now grown to be the leading voluntary sector mental health children and young people provider in the area. It was the first Mind in the network to launch a Children's Safe Haven. It also delivers spot purchased wellbeing work, an open-access Safe Haven, "Active Families" and intensive Family Support and developed a CYP Crisis Line.

## Tackling Stigma and Discrimination: Herefordshire Mind

Herefordshire Mind's Art Space is an open access visual art project led by an art therapist. Art Space gives adults in Herefordshire the opportunity to be involved in finding their voice through art and communicating this to the wider public. Participants are directly involved in the development of the regular exhibitions within public gallery space. The project offers a therapeutic safe space for artists to express their lived experience and provides opportunities to participate in professionally curated exhibitions in public venues to showcase both artistic talent and challenge stigma around mental health.

The Mind Network Excellence Awards is an ever-growing project and as we receive more feedback it can continue to evolve and improve.

The Quality team would like to thank everyone who has participated in the Awards and those who have worked behind the scenes to deliver them.



**Excellence  
Awards**



If you would like to get  
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