



Annual Report 2023-24





It saved my life. It's as simple as that. Several times, it's saved my life, over and over and over.



Amanda, Portsmouth Service User



Welcome!



Sally Arscott
Chief Executive Officer



John Wilderspin
Chair of the Board of Trustees

2023-24 was a difficult year for many. Inflation was high and people were feeling the impacts of the cost-of-living crisis.

Poverty and debt can fuel poor mental health, and coupled with long NHS waiting lists, more people sought our help than ever before – and often at a time when they were more unwell.

At Solent Mind, we continue to rise to these challenges, supporting our communities when they need us most. Our wellbeing teams and peer workers are often the first point of contact for people, fostering trust, and ensuring a welcome and safe listening ear.

Some communities face greater challenges than others in accessing health services, and we continue to reach out, collaborate and nurture lasting relationships to ensure that everyone can gain the support they need.

Over the course of 2023-24, our teams based in GP surgeries have embedded their services more deeply and demonstrated that impact daily. Our peer teams have supported people to connect with their communities again through our variety of peer groups. Our employment teams have helped people secure and sustain employment. And our crisis teams have literally saved lives.

Despite a challenging and changing world, our teams continue to do what they do best. They reach out, connect and deliver meaningful and compassionate support to allow people to manage their mental wellbeing, and thrive again.

But we can't do this alone; we work alongside many others across the voluntary, statutory and corporate sectors to fund and continually improve our services.

It is these partnerships that keep us strong, so thank you.





Our services

Life throws many challenges our way and can be tough.

Our selection of mental health therapy, wellbeing services and crisis centres across Hampshire are designed to ensure that anyone struggling has somewhere to turn to for advice and support.

We offer safe spaces for people to be themselves and get back on track, through courses, workshops, activities, and 1:1 emotional support.

And we want our support services to be accessible to everyone who needs them. That's why earlier in 2024, we moved our Portsmouth Wellbeing Centre to a more central location of Arundel Street.

“**The one word that I associate with Solent Mind is that it's inclusive. You know you're going to be listened to and heard.**”

Fiona, Portsmouth Service User



48,000

Over 48,000 service user interventions in 2023-24

Our community support groups provide a safe environment to make connections and meet like-minded people.

By sharing experiences together in groups, led by a trained member of staff, people leave feeling supported, knowing they're not alone.

Clare, who accessed one of our free Digital Skills courses, said: "I have no family to ask for help, so this course has been a lifeline to me. I enjoyed making new friends and my mental health has improved as I'm not so isolated."



“Art therapy has enabled me to gain insight into my past, present and future. The process offers a way for me to explore opportunities for moving forward within a safe, positive, supportive and realistic environment.”

Dave, Winchester Service User

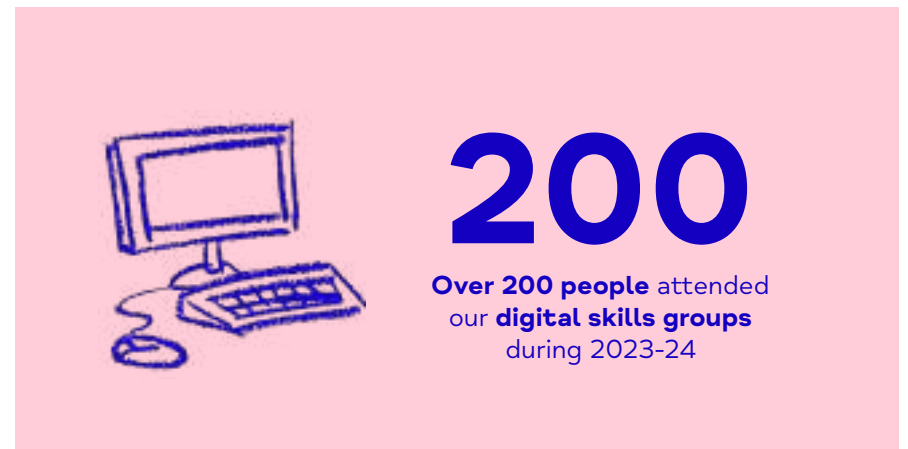


“

It saved my life. It's as simple as that. Several times, it's saved my life, over and over and over.

”

Ananya, Portsmouth Service User



200

Over 200 people attended our digital skills groups during 2023-24

Winchester

Winchester Wellbeing Centre



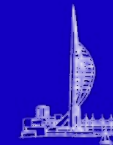
Eastleigh

Eastleigh Wellbeing Centre
South West Hampshire Safe Haven



Southampton

The Lighthouse Bitterne and Shirley
Mayfield Garden Centre, Cafe and Wellbeing Support
Southampton Peer Support

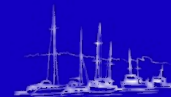


Portsmouth

Portsmouth Wellbeing Centre,
PositiveMinds
Remind Dementia Service
Solent Recovery College

Fareham and Gosport

Fareham and Gosport Wellbeing Centre



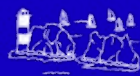
Hythe

New Forest Wellbeing Centre,
Marcella House



New Milton

New Forest Wellbeing Centre,
The Hollies



More of what we do across Hampshire

Anchoring Minds

For Royal Navy and Royal Marine families in Portsmouth, Fareham, Gosport and the Isle of Wight.

Heads Up

For children and young people in Southampton and across the New Forest.

NHS Talking Therapies

Using a clinical stepped guidance model, people from across Hampshire can self-refer and receive evidence-based therapy, whether face-to-face, over the phone, online, or through group or peer support sessions.

Employment Support Services

Whether you are accessing secondary or primary mental health services, our teams across Hampshire and Portsmouth help people secure, sustain or move closer to employment.

Digital Skills

Free courses and drop in sessions, set in safe and calm environments at locations across Hampshire.

Workplace Wellbeing Training

Supporting companies across the region to implement wellbeing approaches. We help improve employees' understanding of mental health and give them practical techniques to help themselves and others.

Solent Mind receives excellence award

In March 2024 Solent Mind was named 'Most Effective Service' provider at the Mind Excellence Awards.

The annual awards, run by National Mind, are open to all 100 Minds across the country. The judges identified that our services displayed all five hallmarks of excellence, namely expertise, courage, vision, creativity and commitment.

They said "We are a real example of breaking down barriers and an inclusive and unafraid culture."



Read the full article here:
solentmind.org.uk/news_award





We understand

Experiencing poor mental health can be isolating.

Our teams of peer workers are here to help. With their own lived experience, they can walk alongside those who use our services, guiding them on a road to recovery, and reminding them they are not alone.

Providing a non-judgemental listening ear, they use their own experiences to help people determine their own strengths and develop healthy coping strategies.

Whether it's through one-to-one support or via a selection of activity groups, we use peer support across all our services, offering a space where everyone feels safe, accepted and understood.



“ I came to Solent Mind’s Portsmouth Wellbeing Centre after my doctors’ put me in touch. It’s a good job they did, because I know I wouldn’t be here otherwise.

After initially taking part in some group sessions, I now have one-to-one support from Steve. He comes round each week and helps me to leave the house and venture into the community. ”

Richard, Portsmouth Service User

“ I was abused as a child, and later in life I was in a toxic relationship and suffered 3 bereavements. I went to a very dark place and wasn’t talking about it. I didn’t want to be here anymore.

With military parents I was taught not to show my emotions, so it was hard for me to open up. That was until I found peer support. I had the chance to talk to people who could understand what I was going through. I didn’t feel alone anymore.

I wanted to give back and now I’m leading a team at Solent Mind which is offering peer support for patients while on the waiting list for therapy. I wouldn’t want to do anything else now. ”

Scott Munro, Peer Support Team Lead,
NHS Talking Therapies





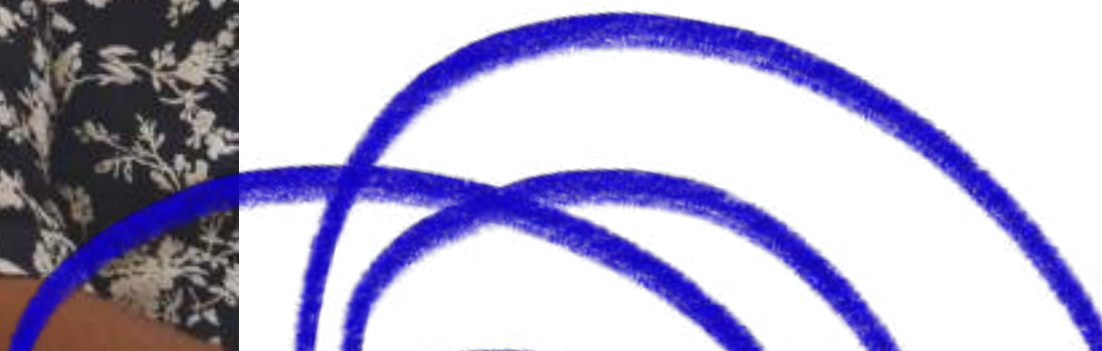
We're here for you

Our crisis centres in Bitterne, Shirley and Eastleigh are here for you when you need it most, providing a lifeline to hundreds of people each year. Open 7 days a week, 365 days a year, we provide essential out-of-hours support, in person and online.

All centres offer a warm, welcoming and non-judgemental safe space for people aged over 18 experiencing mental health crisis, with no referral needed. Our passionate and dedicated teams are made up of people with lived experience of their own mental health challenges.

Sarah Byrne, Service Manager at our Eastleigh-based Safe Haven, said: "To know that we've made a difference to someone's life, or the fact that they've still got a life, is just amazing."

Miriam* was signposted to the Safe Haven after being discharged from hospital. When she felt like harming herself and needed to speak to someone, she said she was welcomed in 'with warmth and kindness, without any negative judgement'. She said she was also given a fidget box to help calm her nerves.





“ The workers shared aspects of their own mental health journey, which made me feel more normal and self-accepting. I valued being able to meet face to face as I can struggle communicating over the phone. This has proved a challenge in the past and has been a barrier to me accessing or benefiting from the NHS’ out of hours service.

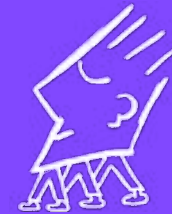
The Safe Haven team were there for me in my time of need and I’m incredibly grateful. It has made the difficult transition from hospital to community a little bit more manageable. I’d encourage anyone struggling to give it a chance to see how it goes. ”

Miriam*, Safe Haven Service User

*Name changed by request



Watch our Lighthouse video and find out more about our services
solentmind.org.uk/the_lighthouse



Our crisis centres provided support to over **4,000 crisis episodes****

Our Lighthouse project supported over **820 individuals.**

All helping to prevent a suicide attempt, a trip to A&E, or detention under the Mental Health Act.



**An episode refers to a single instance of crisis support.

Our impact

Financial impact highlights

Income

£12,380,694 - **10%** increase

in income on 2022-23



£11,114,512

Contracts and grants



£650,387

Donations and legacies



£541,778

Trading activities



£74,017

Other investment income

Expenditure

£12,247,830 - **19%** increase

in expenditure on 2022-23



£9,047,861

Direct delivery of
mental health services



£2,009,866

Support costs

£533,418

One-off investments



£241,665

Raising donations
and legacies



£415,020

Trading activities



Our full financial reports can be found on our website. Visit solentmind.org.uk/reports

Service impact highlights

2023-24

Find out more about our services:
solentmind.org.uk/our-services



48,000

Over **48,000 service user interventions*** happened across Solent Mind services.

8,000

Our **crisis centres** provided support to over **4,000 crisis episodes****, and a further **4,000 people** were helped in our **Wellbeing Centres** across Hampshire.

1,700

1,700 people were supported to sustain, secure or move closer to **employment**.

6,000

We supported over **6,000 young people** in schools and colleges through our **Heads Up Children** and **Young People's project**.

*Interventions refer to a course of treatment, and therefore can include multiple contacts or appointments.

**An episode refers to a single instance of crisis support.

Your impact

We would not be able to support and advocate for our communities without your generous donations.

Nothing in this report would be possible without you. So, thank you! Here are some of the stories that make up over 3,000 donations in 2023-24:

£650,387
raised by **donations and legacies**

8400+
**volunteering
hours**

with over 500 corporate volunteering hours across 7 geographical locations, including at our Mayfield Garden Centre.





We want to thank our corporate partners, who provide incredible support for us throughout the year, uniting with us so we can do even more to help improve mental health and wellbeing in the local area. Specific mentions go to Infinigate Cloud, which held several fundraising events in our honour and handed over £20,000 and to Southern Co-op for donating £26,230. We're hugely grateful.

£149,211 donated by our **corporate partners**.

Thanks to Southampton men's barbershop chorus, Ocean Harmony, which held an acapella concert to commemorate its 20th anniversary in aid of Solent Mind. The sold-out singing event included a varied repertoire of hits and raised **£1,234** for us.

We're also hugely grateful to Hannah Boyland who chose to support Solent Mind in memory of her friend, who took his own life in 2022. Hannah completed a 24-hour fitness challenge involving all the coaches at CrossFit Solent.

She raised an incredible **£2,372** for Solent Mind.

We'd like to say a huge thank you to all our supporters, volunteers, donors, funders and partners, including:

- Coastal PCN
- NHS Hampshire and Isle of Wight ICB
- Solent NHS Trust
- Southampton City Council
- Portsmouth City Council
- Hampshire County Council
- Southern Health NHS Trust
- Department of Work and Pensions
- MJB Charitable Trust
- Dibden Allotments Fund Charitable Trust
- Percy Bilton Charity
- Southampton Voluntary Services
- Royal Navy Royal Marines Charity
- Energise Me
- Southampton Charitable Trust
- All of our corporate donors, individual donors and those who wished to remain anonymous
- ZAP Creative, our corporate design partner, for donating the design for this year's report

As well as to everyone who helped fundraise for Solent Mind through a self-led fundraising challenge or one of our organised events:

- Spinnaker Tower Abseil
- Great South Run 2023
- ABP Southampton Marathon 2023
- Quiz Night
- Mental Elf



“They gave me hope.”

Jacqueline, Service User



solentmind.org.uk | 023 8202 7810

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