



 Mind in Mid Herts

# Impact Report 2024/2025



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# our impact this year





**This year, Mind in Mid Herts supported nearly 3,000 people through our core services and reached almost 20,000 residents through our wider community engagement, training, and awareness activities.**

Every number represents a story of someone who found hope, connection, and understanding when they needed it most. From counselling and recovery groups to outreach and employment support, our work continues to reach people at every stage of their mental health journey.

We know that mental health support is not one-size-fits-all. That's why we offer a continuum of care — from early intervention and prevention through training and peer support, to recovery-focused services and outreach for those in crisis or living with long-term conditions.

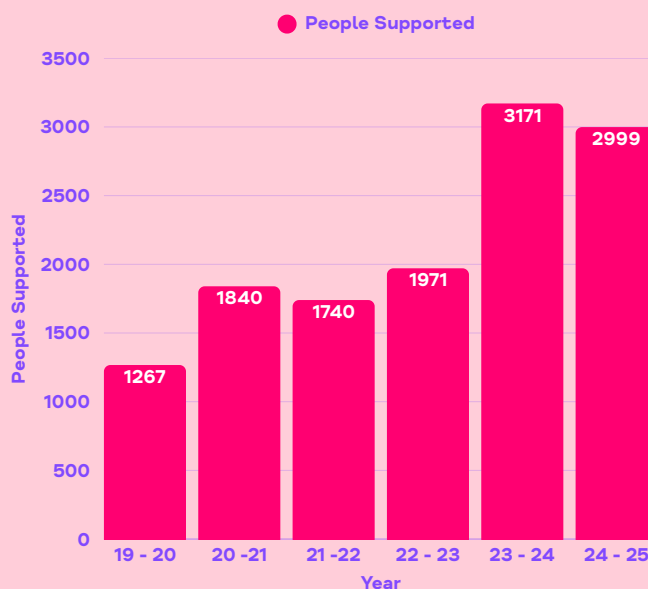
By tailoring our approach to the individual, we help people to build resilience, rediscover purpose, and take meaningful steps towards recovery.

Our teams have worked tirelessly across four wellbeing centres in Hatfield, Hertford, Stevenage, and St Albans, alongside digital platforms and outreach settings, to make sure no one is left behind. We've seen more people accessing hybrid support than ever before — blending face-to-face and online options to fit around real lives, commitments, and comfort levels.

We have continued to strengthen partnerships with our local NHS colleagues, including Hertfordshire Partnership Foundation Trust, Central London Community Healthcare NHS Trust, and local GP networks, ensuring seamless support between statutory and voluntary services.

Our work with the Integrated Care Board (ICB) and local authorities ensures that the voice of lived experience continues to shape how services are designed and delivered across Hertfordshire.

Together, this joined-up approach means people receive the right support, at the right time, from the right place — whether that's a wellbeing group, a crisis intervention, or a simple conversation that makes someone feel less alone. The need for mental health support continues to grow, and our impact shows that community-based, person-centred care works. Each year, more people tell us they feel listened to, empowered, and connected as a result of our support. As we look ahead, we remain committed to building on this impact — expanding our reach, strengthening partnerships, and championing mental health for everyone in Hertfordshire.





# our vision, mission and Values

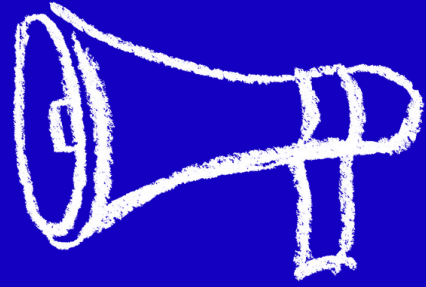






## **Vision**

"We will work to ensure the mental health of everyone in Hertfordshire is supported and respected."



## **Mission**

"Providing prevention, recovery, and support services in Hertfordshire to empower people to take control of their mental health."



## **Our Values**

**Inspirational** – Inspiring others to achieve their potential.

**Openness** – Acting with integrity and transparency while caring for staff, volunteers, and the people who use our services.

**Altogether** – Stronger in partnership.

**We Care** – Listening and facilitating change.

**Passion** – Caring for the people who use our services is at the heart of everything we do.



# Key

## Achievements

### 2024 - 2025





# Here are our key achievements for 2024 to 2025

## ~3,000

### People Supported

We reached nearly 3,000 people through our core services and over 20,000 across Hertfordshire — expanding support through our four wellbeing centres, digital groups, and community outreach.

## 8,120

### Improving lives through counselling

Our counselling team delivered 8,120 sessions for 1,143 individual clients, helping people process emotions, manage anxiety, and rebuild confidence through therapy.

## 683

### Onward referrals

Through our **Physical Health Checks programme**, we supported 261 people with serious mental illness to access essential health reviews, making **683 onward referrals** to ensure holistic care for mind and body.

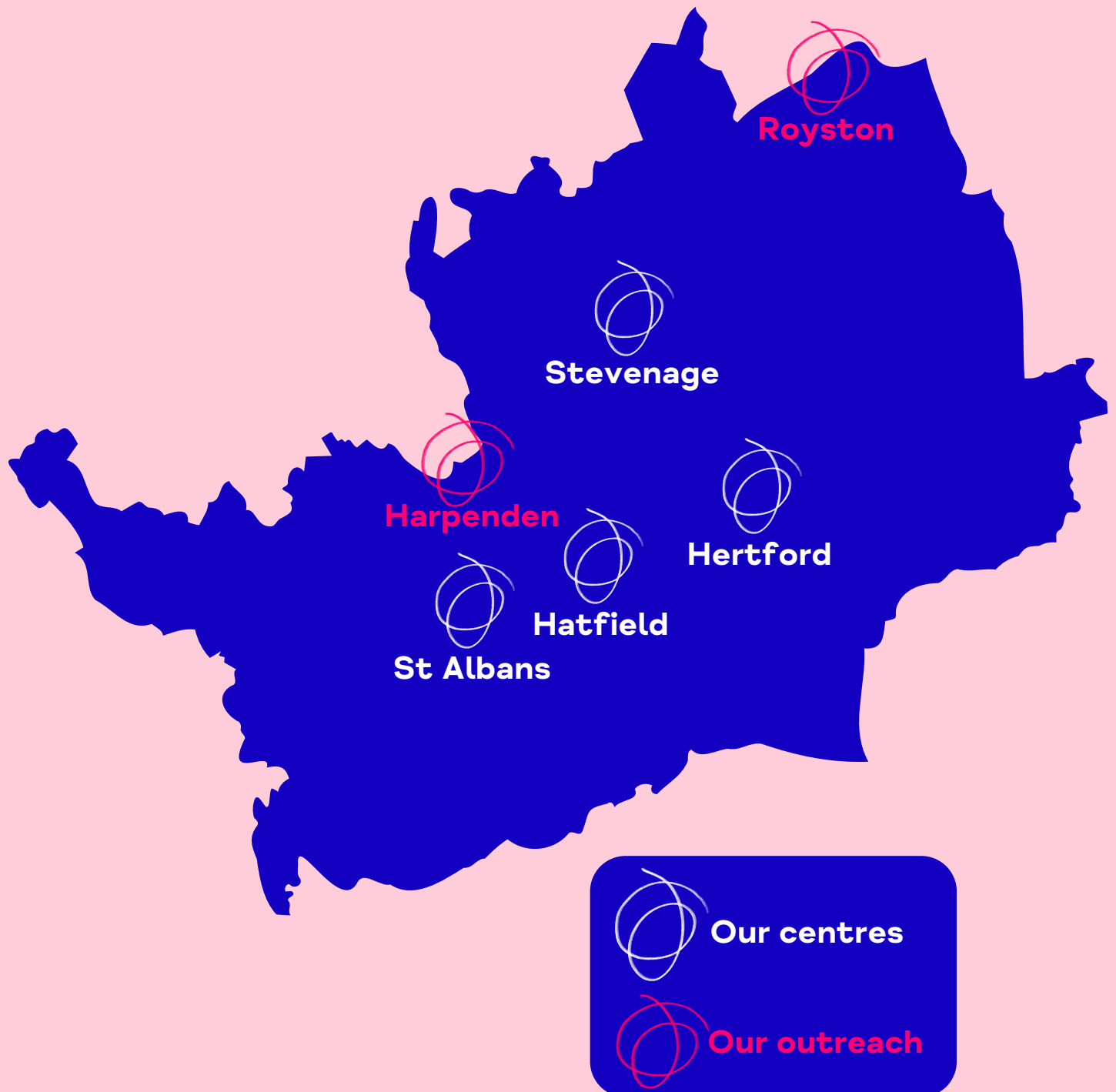
## 393

### People crisis helped through our A&E Link Workers

Our partnership work across the NHS and local systems, ensuring vital support at key moments - from our A&E Link Workers at Lister Hospital helping 393 people in crisis, to our Stepping Stones project supporting 139 people back into the community after hospital discharge.



# Key Services Delivered





**Our services continued to grow in reach and quality throughout 2024/25, supporting people across Hertfordshire with compassionate, tailored, and practical mental health support.**

### **Counselling and Talking Therapies**

Our counselling service remained one of the most in-demand areas of support, offering free and contracted talking therapies across St Albans, Hatfield, and Stevenage and online.

This year, we delivered 8,120 counselling sessions to 1,143 individual clients — a remarkable achievement for a small team made up of six core staff members and a dedicated network of volunteer counsellors.

Our talking therapy contracts included Dynamic Interpersonal Therapy (DIT) and Counselling for Depression (CfD), delivered by 16 qualified sessional counsellors. These structured approaches have helped hundreds of people explore emotions, process difficult experiences, and build healthier patterns of thought and behaviour.

We also partnered with local organisations and colleges to provide workplace wellbeing sessions — ensuring that mental health support reaches people in their professional lives as well as personal ones.

### **Wellbeing Centres and Group Support**

Across our four centres, we delivered 715 in-person group sessions, supporting 744 people through activities that promote recovery, social connection, and self-discovery.

Our social and peer support groups provide safe, welcoming spaces for people to connect with others facing similar challenges. Many participants describe feeling less alone and more confident after joining a group — an essential step towards recovery and self-esteem.

Sessions ranged from creative workshops and psychoeducation to structured peer support and wellbeing programmes. In late 2024, we launched a Decluttering Peer Support Group to help participants manage the emotional and practical challenges of clutter. Fourteen people took part, reporting positive outcomes including reduced anxiety, greater understanding of triggers, and improved home environments.

### **Digital Support**

Our online groups continued to offer vital connections for those unable to attend in person due to mobility, caring responsibilities, or anxiety. Forty-eight people regularly joined our Digital Wellbeing Group and Friday Quiz, proving that digital community support remains an essential part of inclusive care.



## **One-to-One Support and KIT Calls**

Through Keeping in Touch (KIT) calls, we supported 289 people, providing ongoing emotional reassurance and a consistent point of connection. These calls helped many individuals gradually build confidence to engage with groups or return to social activities.

Our one-to-one support sessions reached 259 people, offering a space for focused emotional support, signposting, and recovery planning. Feedback showed that participants felt listened to, more confident, and better equipped to manage their mental health independently.

## **Employment Support**

Our rebranded Vocational Support service helped 58 people find work, return to education, or sustain employment while managing mental health conditions. We supported people returning after sickness absence and those navigating workplace adjustments, recognising that meaningful occupation is key to long-term wellbeing.

Across all these services, our goal is to empower people to make positive changes in their lives, through kindness, connection, and continuous support.





## Stepping Stones Project

Through our Stepping Stones Project, we supported 139 individuals transitioning from inpatient care to the community. Our team meets with patients in Albany Lodge and Aston Ward, providing visits outside the ward and offering ongoing outreach support after discharge. This project, established in 2004, remains a cornerstone of our commitment to smooth and effective transitions from hospital to community care.

## Physical Health Checks for People with Serious Mental Illness (SMI)

We supported 261 individuals with Serious Mental Illness (SMI) to receive their physical health checks last year. This service is crucial because people with SMI, on average, live 15 to 20 years less than those without such diagnoses, an unfortunate statistic that has remained unchanged for decades.

Our physical health check programme began as a pilot in 2022 and is now in its fourth year. We've gained valuable insights on how to better engage individuals who previously declined annual health checks. On average, it takes around seven interactions before someone feels comfortable enough to proceed.

All our health workers are trained phlebotomists, which means they are skilled in taking blood samples while offering a reassuring, patient approach.

This helps ease the anxieties of individuals who are nervous about needles, uncertain about test outcomes, or have lost trust in healthcare professionals.

Thanks to this supportive approach, our "did not attend" rates have been cut in half since the project began, allowing us to make a more meaningful impact on the physical health of people living with SMI



# Training and Development





**2,678** people trained 24/25

In 2024/25, we trained 2,678 people across Hertfordshire, equipping individuals, workplaces, and communities with the knowledge and confidence to support mental health and wellbeing.

Our training offer grew stronger than ever, with new courses including Menopause and Mental Health, Neurodiversity and Mental Wellbeing, and Bereavement Support Sessions.

These joined our established portfolio of Mental Health Awareness, Suicide Awareness and Prevention, and Mental Health for Managers and Customer Service.

We also continued to deliver Living Well courses designed to help people make lasting changes in their lives.

This year, we ran 24 courses and workshops, supporting 365 people to manage anxiety, reduce self-criticism, and build emotional resilience.

We were proud to be selected as one of six local Minds to act as interim delivery partners for National Mind, helping shape their future training model and achieving Enhanced Status for quality and person-centred delivery.

Internally, we delivered 17 live training sessions for staff and volunteers, ensuring our teams remain confident, skilled, and supported. Our CPD framework, combined with regular supervision and learning days, ensures continuous growth and reflective practice across the organisation.



# SPOT THE SIGNS & SAVE A LIFE

SPOT THE SIGNS OF SUICIDE RISK AND YOU COULD SAVE A LIFE

**We are a suicide prevention campaign, helping to remove the stigma of talking openly about suicide. We provide training courses and signposts to mental health services available in Hertfordshire.**

**We aim to:**

- Increase public awareness of depression and suicide in Hertfordshire
- Remove the stigma linked with suicide
- Provide suicide prevention training to GPs, healthcare providers and the voluntary sector in Hertfordshire
- Work with companies to create safer workplaces
- Signpost to mental health services available in Hertfordshire

Our ambition of zero suicides in Hertfordshire is consistent with the national suicide prevention strategy for England.

We also aim to improve support for those bereaved or affected by suicide.

Our vision is to make Hertfordshire a county where no one ever gets to a point where they feel suicide is their only option.

The Spot the Signs and Save a Life is a suicide prevention campaign funded by Hertfordshire and West Essex Integrated Care Board. The campaign is managed and delivered by Mind in Mid Herts in partnership with Hertfordshire Partnership University NHS Foundation Trust (HPFT) and Hertfordshire Mind Network

## **Spot the Signs Training**

Our fully funded training will increase participants' knowledge and awareness about suicide. We will explore information about which groups of people are most at risk and why, protective factors and briefly review practical strategies for identifying and responding to signs of risk in adults.

You will be provided with some of the latest information and statistics in regards to suicide nationally and locally in Hertfordshire.

## **This training will:**

- Increase your awareness and knowledge of suicide
- Introduce practical steps about how to respond to someone who may be at risk of suicide
- Make you feel more confident about spotting the signs of suicide





**SPOT THE SIGNS  
& SAVE A LIFE**  
SPOT THE SIGNS OF SUICIDE RISK AND YOU COULD SAVE A LIFE

# 472

**Total number of  
people trained in  
2024 - 2025**



## 165

**Bespoke training**



## 113

**Other**



## 184

**From Primary  
Care Network  
Training**

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# 3,999

**Total Trained in  
the last 5 years**

# our Digital Impact





This year, our digital presence and reach grew significantly, reflecting the expanding role of online engagement in our services and support:

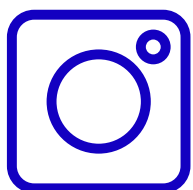
**9,410**

Total audience across all our social media channels

## Our top 3

Social Media Channels

As of financial year 24/25\*



**3,041 followers**

203 posts were seen **85,744** times by **51,457** unique individuals



**2,999 followers**

270 posts were seen **49,831** times by **38,135** unique individuals



**1,296 followers**

207 posts were seen **32,381** times



Our website

**12,155**

unique visitors

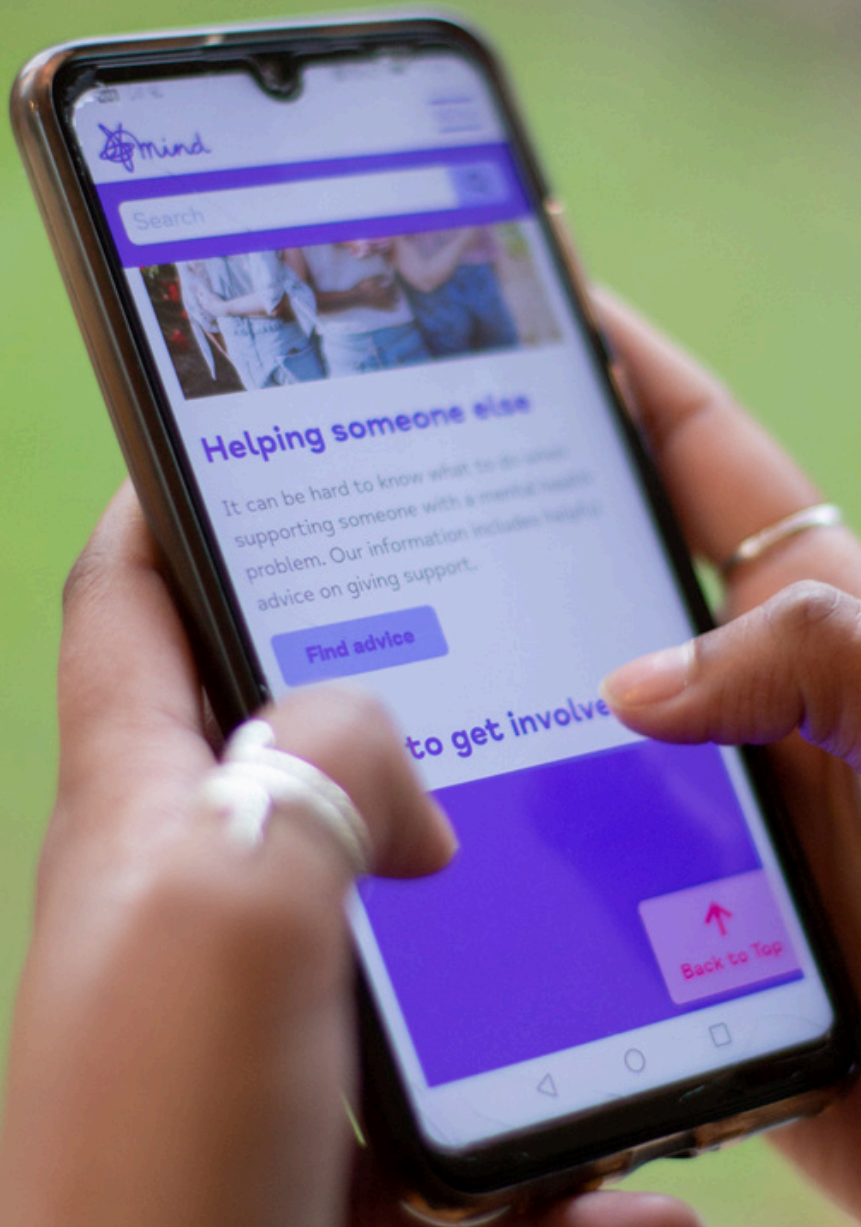
**50,185**

page views

**Top Pages:**

Home Page  
Self Referral Form  
Vacancies

# Stay Connected with mind in Mid Herts





**We're building a community that supports, inspires, and empowers individuals to prioritise their mental health – and we'd love for you to be part of it.**

## **Follow Us on Social Media**

Whether it's Instagram, Facebook or LinkedIn, our channels are packed with:

- Updates on our services, events, and workshops.
- Campaigns that raise awareness of mental health and highlight issues that matter the most to our community.
- Stories that inspire and celebrate resilience in Hertfordshire.
- Mental health tips and resources to support you and your loved ones.

## **Subscribe to Our Newsletter**

Keep up-to-date with all things Mind in Mid Herts by signing up to our newsletter. Delivered straight to your inbox, it's your go-to for:

- The latest news, stories and impact from across our services and community.
- Information about upcoming events, groups and workshops.
- Practical wellbeing resources, tips and tools to support your mental health.
- Ways to get involved, from volunteering and fundraising to campaigns and appeals

## **Why Stay Connected?**

Your support helps us reach more people, raise awareness about mental health, and break the stigma. By following us and subscribing, you'll not only stay informed but also play a vital role in creating a compassionate and supportive community for everyone. It only takes one scan to connect with us. Together, we can make a lasting impact.

Simply open your camera or QR scanner app, point it at the QR code, and tap the link to get started.

### **Stay Connected**



**Follow us**

# Volunteering

at  mind in Mid Herts





Over the past year, 97 incredible volunteers contributed a total of 4,398 hours to support our work. This figure doesn't even include the outstanding efforts of our counsellors or our Board of Trustees.

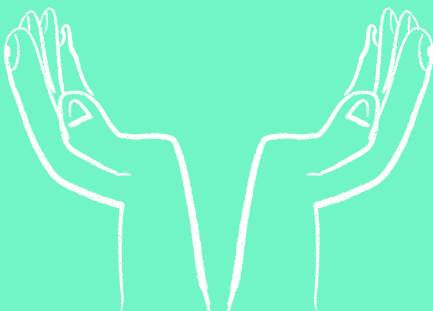
Our volunteers truly help change lives. They support us in a wide range of ways: from assisting with our weekly groups (covering art, creative writing, music and yoga, to name a few) — delivering our 'Living Well' courses, to making Keeping in Touch calls, offering a Befriending Service, helping with office administration, and supporting fundraising activities.

Volunteering with Mind in Mid Herts provides an opportunity to develop new skills, receive training, build connections and feel purposeful. Many of our volunteers progress into paid roles with us, a testament to their dedication and commitment to growth.

We celebrated the contributions of our volunteers during Volunteers' Week (June 2024) and Trustees' Week (November 2024). In addition, two volunteers were successfully nominated for a two-night hotel stay through the Room to Reward initiative—a special thank-you for their exceptional dedication and support.

**“There was a call where someone told me they felt truly heard and understood by me for just listening to them. That moment really stuck with me and it reminded me how valuable just being present and empathetic can be.”**

**Keeping In Touch'  
Volunteer (Inoke)**



# Fundraising

at  mind in Mid Herts





**We are incredibly thankful for the individuals, community groups, and funders whose generosity makes our work possible.**

We received ongoing support from Hertfordshire County Council, the Mental Health Integrated Health and Care Commissioning Team, and the Hertfordshire and West Essex Integrated Care Board, which continues to fund our wellbeing, counselling, and outreach services.

We also received vital grants from charitable trusts including the Harpenden Trust, Edward Gostling Foundation, and Etauliers Charitable Trust, enabling us to continue our outreach and wellbeing programmes.

Our community fundraisers went above and beyond — from local churches, schools, and theatres, to yoga events, concerts, and charity challenges. Each event, donation, and act of kindness plays a crucial role in helping us continue our mission.

We also want to thank our corporate and community partners, including Abbey Theatre, Harpenden Concert Band, Alison & Caroline for taking on an epic Ultra Marathon to raise funds to support the Thrive Young Persons' Clinic, and everyone who took part in events such as Mental Elf, helping to raise both awareness and funds for mental health.



# Our Finances

## For 2024 - 2025

This year, our income rose slightly to £1.49 million, allowing us to keep investing in our services, leadership, and infrastructure.

We finished the year with a modest deficit of £59,000. This was mainly due to some contracts not being renewed and the rising cost of running our buildings during the second half of the year.

The extra income helped us expand our counselling and training offers. In total, we supported nearly 3,000 people through training - including Peer Support, Bereavement Support, and Menopause and Mental Health courses — as well as our ongoing Living Well sessions.

Our counselling service also continued to grow, supporting more than 1,000 people through our two main talking therapy programmes: Dynamic Interpersonal Therapy (DIT) and Counselling for Depression (CfD).



Alongside this, we continued to run our social support programmes, volunteering and employment support, and extended our outreach and grant-funded projects across mid-Hertfordshire.

We hold £123,000 in unrestricted reserves and £657,000 in restricted reserves. These funds give us short and medium-term security and include a dedicated capital reserve to help us secure a permanent home for our services in the future.

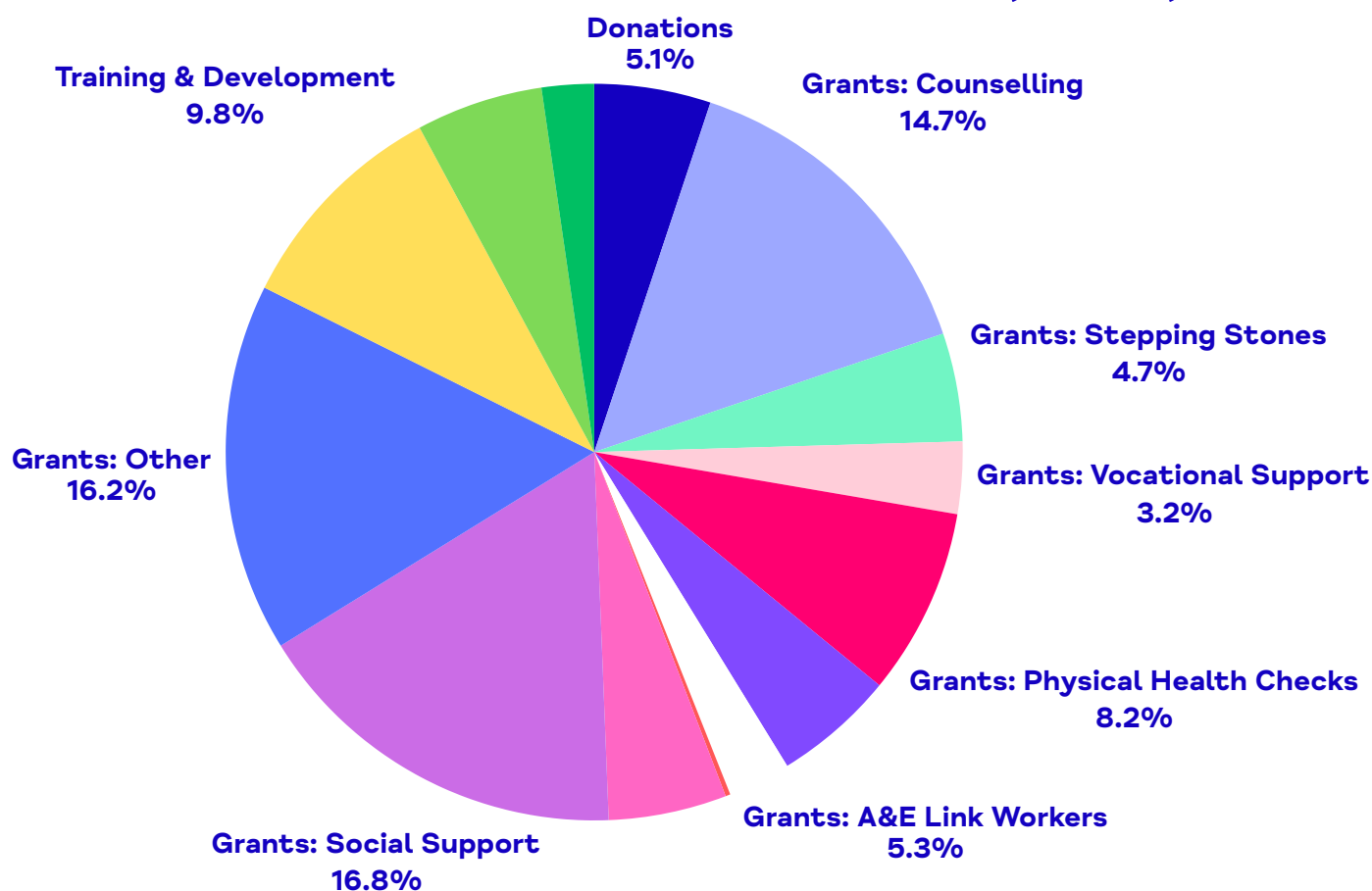
Demand for our support continues to rise, and many people are now coming to us when they are seriously unwell and need more intensive, personalised help. We will continue to adapt to meet these needs by monitoring our finances carefully, investing wisely, and working in partnership with others.

Despite a challenging year, we end in a healthy financial position with strong reserves, a modest deficit, and a clear plan for the future. None of this would be possible without the dedication of our staff, volunteers, funders, and partners.



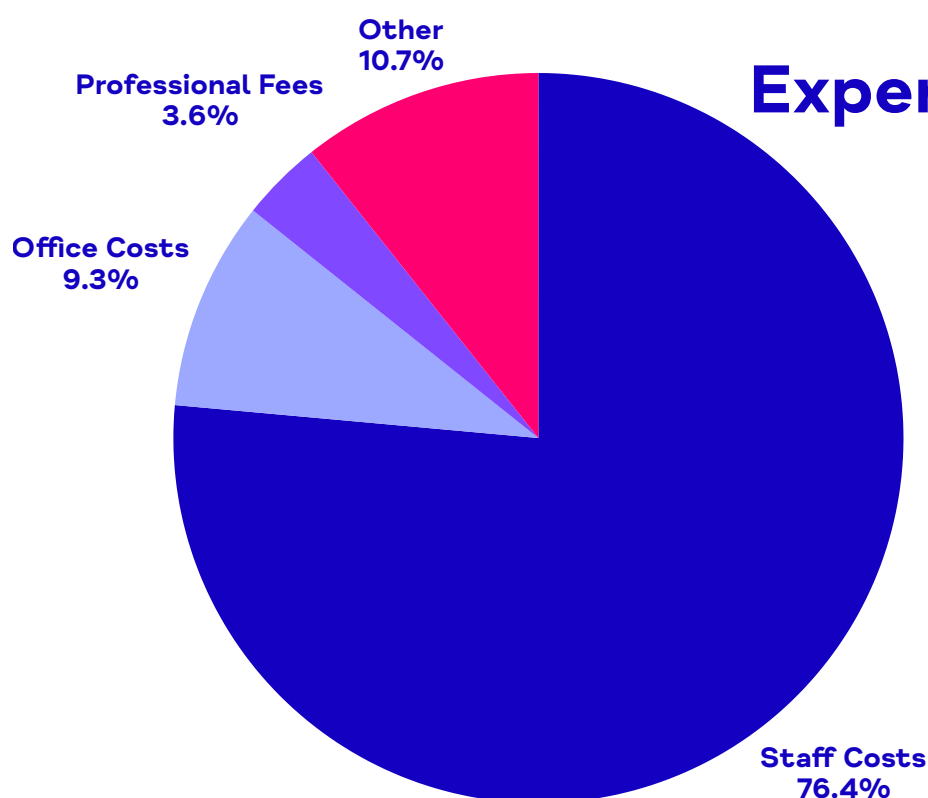
## Income

**£1,489,641**



## Expenditure

**£1,553,280**



# mind in Mid Herts

Your local mental health charity



03303 208100

[admin@mindinmidherts.org.uk](mailto:admin@mindinmidherts.org.uk)

Mind in Mid Herts, 11 Hatfield Road, St Albans, AL1 3RR

Registered in England 04746078

Charity No. 1101678

