



Impact Report

2020 - 2021

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Foreword from the Chair

During 2020 – 2021, Mind Monmouthshire has seen positive results from increased investment in partnership working and business development.

Due to changes in family and/or work circumstances, three trustees resigned during this year. The first in April 2020, the second in October 2020 and the third in January 2021. Two prospective members attended their first board meeting as observers the first in January 2021 and the second in February 2021.

The charity has met contractual requirements and the staff team has continued to reach out to clients via specific projects and provision of advice, counselling, information and assistance.








The outbreak and ongoing management of COVID-19 and its restrictions has added extra dimensions and levels of complexity to service delivery throughout the county. Alternative ways of working, for example, virtual public access to regular online sessions have been broadly welcomed. Acknowledging the difficult circumstances arising from the ongoing pandemic, I am most grateful to my Board colleagues for their considerable commitment of time and effort during this year and to the Senior Management Team and staff for their unstinting commitment to our clients' wellbeing during this challenging but ultimately successful year.

Wellbeing Services

**Coronavirus
Response**

Wellbeing Services

COVID Response

-  We developed and promoted a Weekly Wellbeing Call service.
-  We remodelled our courses to be delivered online.
-  We inducted new staff remotely and interviewed by service users online.
-  We developed an online session, weekly quiz at the start of lockdown ongoing.
-  We launched a new Active Monitoring Service in June (staff trained online for a week and service went live 2 weeks later) and by July had 66 referrals.
-  We remodelled a counselling service to be delivered online and by telephone (paid for service).
-  We received new funding from August including: National Lottery, Community Foundation, Edwards Gostling Foundation and Town Councils.

We have focused on remodelling our Anxiety, Depression, Confidence and smaller bite-sized sessions for example; 5 Ways to Wellbeing and Stress Busting.

Also developed new resources for our more informal conversational style Peer Support Sessions and a new programme called “Life After Lockdown” which covers topics such as anxiety, sleep, worry etc., all taking place online.

Wellbeing Services

COVID Response cont.

Some of these individuals have accessed our sessions on multiple occasions and others have participated on a more adhoc basis. We have seen a huge change in some people's confidence accessing online platforms and know that some group members are meeting up after sessions online for friendship. Some of our fortnightly quiz sessions have also been led and co-hosted by participants themselves.

Our sessions range in delivery time from 1.5 hrs to 2.5 hrs online. Some sessions are standalone sessions and others are part of a programme of 8 weeks building knowledge of tools and strategies for improving mental health.

Delivery

-  Understanding Anxiety
-  Understanding Depression
-  My Generation Activity and Wellbeing Group for people 50 years+ in conjunction with MHA
-  Stress Busting
-  5 Ways to Wellbeing
-  Peer Support Sessions (Wellbeing Café and Feel Good Thursdays)
-  Wellbeing Quiz ran weekly from April - January (during lockdown periods).

Wellbeing Services

COVID Response cont.

In addition to the group work, we have also provided support when needed to participants outside of the group sessions. Some individuals experienced emotional triggers and reminders about their own mental health, so support was provided to ensure their feelings and experiences were contained and supported. This was also an opportunity to remind participants of their own personal coping skills. For others we have linked into our wider services for additional support.

We also recognised that some of the groups needed more time to socialise and to share (as key factor in reducing the sense of isolation and increasing connectivity with each other over a screen). As a solution to support their needs we opened the online room twenty minutes before the actual session starting time to check in and catch up with them all. This increased the overall session time however was a direct response to their needs.

During this time, we looked for and shared one change, or one strength, or one good thing that they had done, felt, seen, etc. This provided the group with the opportunity to enjoy something uplifting and rewarding; it transformed the feeling and the way they worked.

Wellbeing Services

COVID Response cont.

Wellbeing subjects that have been covered during Peer Support Sessions include:

-  Managing / Moving On from Lockdown
-  Managing Stress
-  Managing Depression or Low Mood
-  Virtual Walk
-  Wellness Recovery Action Plan
-  Exploring Anxiety
-  Mood and Food
-  5 Ways to Wellbeing

Wellbeing Services

Feedback



Given me a structure when structure has gone (Covid-19), given me tools on how to deal with situations. I feel like I asked for help and that's what I got.



Since coming along, I am really beginning to understand how to look after my mental health, and doing lots of the things we talk about to keep me well.



Today I learnt that my grief can be viewed as a gift and I have learnt skills because of it.



I enjoyed talking about my loss, in a positive way.



I liked understanding where the grief is in my mind.



Wellbeing Services

Feedback



Thank you for giving me the insight to learn something new, I will do some research and build 10 minutes of movement into my day.



Learning to identify what I need and taking small steps to let other people know what I need too - work to be done!



Nice to bring mindfulness into the simple things, i.e. now I can do it every day.



Lots of fun and new things to try, my days will be busier!



Good to learn that I can use my imagination to help me- rather than always for worrying.



Wellbeing Services

Feedback



Since meeting up I notice I ask for help more and space things out more – learnt to take a step back.



I really enjoyed last week's session, It was a really great session, I love the way it is run, friendly and informal, just like meeting up with friends.



So much knowledge from group leader. Not just about how to look after ourselves but how to support others.



It's well organised and we have all learnt to use Zoom together.



Wellbeing Services

Wellbeing Calls

Covid changed people lives and reduced the support networks (formal and informal) that individuals relied upon to maintain their wellbeing and positive mental health. People told us that they hadn't realised the impact of the loss of everyday interaction and activities / routine which may have provided ways of distracting them from their mental health issues. We adapted our wellbeing service (prior to Covid consisted of face-to-face group work throughout the county) to provide planned and responsive weekly phone calls to individuals. People were able to phone and book a wellbeing call.

These wellbeing calls offered a supportive and friendly voice, checking in with people who were isolated, alone and whose mental health was being impacted on by the Covid restrictions.

Each wellbeing phone call was responsive and person-centred and covered subjects such as accessing essential services, keeping fit, activities to do at home, self-care, relaxation, challenging negative thoughts, goal setting, daily routine and safety planning in regards to mental health.

Wellbeing Services

Wellbeing calls cont.

Snapshot of weekly wellbeing phone calls, some of the issues that people experienced: This is across Monmouthshire as these were the key themes that we were responding to:



Working from home, children at home, isolated at home and juggling family life. Discussions about Wellness Action Plans for individuals to complete and reflect upon and reassurance that it's okay to feel frustrated and anxious about the present situation.



Anxiety about the ongoing COVID-19 situation, reassurance given and emailed and discussed coping strategies or links to online activities to support during this lockdown period.



Experienced bereavement in the family, but had to observe the current guidelines around funerals and how this had impacted on the grieving process and not being able to travel to grieve with family members. Support, listening ear and self-help strategies.



Loneliness and isolation, individuals benefited from a friendly voice. Encouraging people to use the 5 Ways to Wellbeing on a daily basis. For some, after a few weeks of telephone support, people were able to participate in our weekly online quiz, which met the need to see people face-to-face, and even go on to host it, promoting self-confidence and a sense of achievement.

Wellbeing Services

Wellbeing Calls cont.



Individuals who have lost their routine and weekly activities that support their wellbeing. Support, encouragement and ideas for activities, developing / maintaining a routine and looking after their mental wellbeing. Getting the basics right; sleep, food, exercise and connection.



Increasing worry about older / vulnerable family members who may be more at risk. Strategies to manage worry and control negative reoccurring thoughts and ideas for activities to act as a distraction.

**378 wellbeing calls
to 82 people.**

**87 people have
accessed our online
sessions amounting
to 571 attendances.**

Wellbeing Services

Challenges

Some of the challenges that we have faced (and resolved) are as follows:



Re-modelling an entire face-to-face service to a remote / online service. This has taken some time and is an ongoing process. There is not an easy switch from face-to-face delivery to online delivery and the process is lengthened when staff are working remotely. We have tested new ways of collecting feedback and measuring outcomes and have had to be flexible to each person; some people want to complete over the phone and others are able to complete a form sent via a link to their email. This takes more time than it would face-to-face.



Engaging people (who may / may not have used our services before).

We have increased our social media presence however are aware that many people will not be linked to us or indeed use social media. With organisations operating remotely, our traditional methods of promotion are reduced, e.g. posters, presence in venues, word of mouth. We are looking at ways to promote our services other than via social media in the first instance.

Wellbeing Services

Challenges



Many individuals who have joined us online for our wellbeing sessions have needed initial support to set themselves up on the platform and learn how to use it. We have done this via phone, email and text. We are also supporting people to engage with external services to assist with this. Once in the online sessions, we have spent time with the group learning how to use it whilst also managing the dynamics of a remote group. Following all our sessions, staff are available immediately afterwards for wellbeing calls or additional support.



Online delivery and group readiness, preparation and support in its entirety takes more time than face-to-face group sessions.



Remote staff induction / broadband width in rural areas has required patience and taken a little longer. Our new staff members also came into a team with no existing staff in situ, so opportunities to shadow and be mentored have been reduced.

Active Monitoring

Jun 20 - Mar 21
Part Time Worker

Active Monitoring

We launched a new Active Monitoring Service in June (staff trained online for a week and service went live two weeks later) and by July had 66 referrals.

The intervention has a robust evidence base and achieves excellent outcomes. For example, our outcomes for clients (from June 2020 to December 2020), as measured through GAD-7, PHQ-9, and WEMWBS), showed that after engaging with the service:



84% of clients reported an improvement in feelings of anxiety.



85% of clients reported an improvement in feelings of depression.



85% reported improved mental wellbeing.

Number of people who have accessed the service:



159 people have accessed the Active Monitoring programme and offered 5 sessions each.



On average clients attended 4.5 sessions, or the course has had an attendance rate of 94% (actual figure 93.7) up to 12th November, 2020.



Referrals: (including DNA, and 4 people referred in March 2021 and not seen till April) equals a total of 228.

Active Monitoring

Feedback



Really helped me with my thinking and change the way I think. It's helped me in ways you can't imagine, I have also recommended it to others.



What Mind Monmouthshire has provided has been brilliant, I liked the way Jo has listened and given feedback.



Booklets were helpful. They helped me lift me out of the thoughts of negativity. This course has had a positive effect on me.



I found that it gave me sense of security knowing that someone was there to talk to on a weekly basis.



Completely changed my mind set in a positive way and I liked that I had the resources through the post, liked the regular phone calls on same day/time, it's just been brilliant.



Active Monitoring

Feedback



It exceeded my expectations of what I have got out of it, really good to speak with someone who is impartial. Given me confidence and helped me in a productive way, really grateful to Jo for listening to me



You have always been there, always phoned when you said you would, you have been reliable and assuring every week which has helped in a big way, thank you.



Tools to manage the anxiety and self-esteem, they are amazing and having Jo to talk to each week taking the time to listen has really helped.



Counselling Service

Report

Counselling Service

Statistics

Number of referrals	132
Assessments completed	118
Number of student/volunteer counsellors	8
Number of student/volunteer hours delivered	245
Number of hours delivered by Lead Counsellor	143
Total number of hours	388

Counselling Service

March 2020 - April 2021

Prior to setting up the new service, most of the counselling sessions we delivered were face-to-face with a few clients asking for phone counselling. At the time, our counselling team were not trained or experienced in video counselling, or had even heard of Zoom! Four weeks after starting the new paid for counselling service we were hit by the COVID-19 pandemic which made a huge impact on the way we run our service. We started setting up the new service by writing new procedures, protocols, client contracts etc. to reflect that we were no longer offering free counselling sessions but were now a business with a good reputation within the statutory services and third sector organisations.

Challenges we faced

As a team, we had to learn new skills very quickly including advertising the new service (e.g. Psychology Today, Counselling Directory, radio advert etc.), networking with statutory services (CMHT, Primary Care team, G.P. surgeries etc.) and third sector services (Women's Aid, GDAS, Job Centre etc.). Four weeks after setting up the new service the Lead Counsellor was furloughed due to Covid-19 and everything had to go on hold for that period of time which had a big impact on the service. This impacted on the whole team including the five student counsellors within our team as they have to achieve a set number of hours to achieve their qualifications in University which caused them a lot of anxiety.

Counselling Service

Challenges cont.

Upon returning to work, both myself and my line manager had to think of new ways to offer counselling sessions to our clients including writing new procedures for phone and Zoom counselling, which included the whole counselling team being trained to deliver these services which was a difficult task as everything had to be put in place very quickly. As a direct impact of the Covid-19 lockdown, we were only able to offer counselling sessions from 27th July. This impacted greatly on the number of counselling sessions offered to our clients and the income generated for the service for the first financial year of the new service.

Successes we've achieved

One of the main successes we have achieved as a team is the ability to change and adapt our thinking patterns and working practices when we are faced with difficult situations (e.g. Covid-19 pandemic). As a team, we quickly changed the way we work from mainly face-to-face counselling to offering phone and online counselling. Through trial and error, we are now in a much better position to see what is working and what isn't working for the new service. We looked at where referrals were coming from and broadened our marketing approach. Another success is the number of new students contacting us for placement opportunities within our team, which we received almost 30 students contacting us in the last few months asking to join our team.

Counselling Service

Feedback



From the initial telephone calls to set up sessions, it was clear that my counsellor was really listening. Because of the sensitivity of the issues that I needed to deal with, I was concerned about working with someone inexperienced. When my counsellor offered to work with me his confidence and experience was very reassuring and I felt in very safe hands. It has been a pleasure and a privilege to work with my counsellor and he has provided the 'tools' for me to deal with what comes up. It has been a journey that we've gone on together and is a clear example of the many facets that make up a counselling experience. The combination of professional knowledge and skills together with the ability to really listen, empathise, show kindness, laugh, and share where appropriate, makes for an extremely positive experience. Thank you, and thank you Mind Monmouthshire.



Counselling

Feedback



You deserve a medal and a pay rise! Definitely underrated. I thought counselling was going to be a waste of time but I'm a complete convert to counselling. More money should be given to you rather than the G.Ps. It's been so positive! I don't know how you can go from one mind-set to another with a few diagrams you put on the whiteboard.



I would like to thank you in helping me understand my problems and helping me deal with them in a friendly, comfortable manner so that I can now see the light at the end of a very long tunnel. You have given me hope and confidence in looking forward to a future which I thought I had none. Many, many heartfelt thanks in your dedication, understanding and professional manner.



I just wanted to say thank you for all your hard work during our counselling sessions. It's so lovely to come across such a positive male role model in life. Your support has helped me more than I can ever explain and I hope other young adults admire and appreciate it like I do. Society needs more people like you.



Tenancy Housing Support

**Coronavirus
Response**

Supported Living Properties

We used funds from the Oakdale Trust and the Gwendoline and Margaret Davies Trust to supply 9 people with tenancy starter packs. We also enabled 21 people to move into independent tenancies.



Coronavirus Impact on Supported Housing

The 12 months from April 2020 – March 2021 had a number of challenges for Supported Housing. At the start of lockdown, we had three vacant rooms, and an agreement with the local authority that we would not be moving anyone into supported living accommodation until there was a lull in lockdown rules. At the time (March 2020), there was no Housing Support Worker or caretaker in post. Cleaning of the communal areas was undertaken by the cleaning contractors we use during holiday and sickness periods, and this was able to continue throughout the first few months of lockdown, until we were able to appoint a caretaker.

The existing tenants were supported by the TASL team who were able to provide telephone support, particularly through the early weeks of first lockdown. At that time, staff were advised to stay at home as much as possible. Support workers were making support calls throughout the day, encouraging tenants to keep themselves safe and to abide by the rules.

A decision was made to offer an out of hours service, as a temporary measure. The number of calls rose significantly as lockdown weeks increased, and the decrease in June coincides with the slight relaxing of the regulations, followed by the increase in lockdown again in July and August.

Coronavirus Impact on Supported Housing cont.

One of the main challenges during this time was making sense of the government guidelines and ensuring that tenants understood and adhered to these. The Welsh Government guidelines talked about 'single adults' and 'support bubbles' but within supported housing we sought guidance from both environmental health and Cymorth Cymru regarding how we defined these terms within a house of (up to) 12 tenants. It was agreed that, as one 'house' which had 'support bubbles' such as mental health practitioners, support staff and care providers entering, that we would classify the houses as one household. We requested that, for this reason, tenants did not form wider support bubbles with other households once lockdown started to ease, but that they waited until the restrictions had been relaxed further. Fortunately, the tenants were agreeable to this, and were supportive in our attempts to keep them safe.

As lockdown eased and we were able to start to begin some face-to-face support, we were able to take some of the homeless previously housed in Bed and Breakfast into our supported housing in a managed way.

This face-to-face support continues in compliance with Welsh Government regulations and guidance.

Coronavirus Impact on Supported Housing

Since November 2020 there has been an increase in the number of one bedroom properties becoming available in Monmouthshire, and a number of tenants have been able to move on into independent living. These tenants have been assisted in their move into independent living by support staff.

52

calls made to the
Out of Hours service

Supporting People Funded Projects (SP)

Welsh
Government
Funded

Tenancy & Supported Living Project (TASL)

166 individuals received 8,632 hours of support over a 12 month period.

People given 1:1 Support	166
Hours of 1:1 support	8,632
Clients under 25 years old	24
Clients ended support in stable accommodation	51

Exception - During Covid-19 lockdowns the Welsh Government found temporary placements of accommodation for all homeless clients and so no clients were homeless or at risk of homelessness in this specific year.

Tenancy & Supported Living Project (TASL)

Case Study

John was referred to the Mind Monmouthshire TASL project in mid-2020. He had a history of anxiety and depression accompanied by a tendency to angry outbursts that resulted in verbal aggression. He had been barred from a couple of shops in town and he would regularly lash out verbally at his partner. In addition, they were struggling with arrears and they had to top-up their rent so their finances were in a poor state.

In addition, there were a number of maintenance issues in the house that were not being addressed by the landlord despite the efforts of the couple. A SMART support plan was put in place to tackle the issues that John had and this has been reviewed regularly as support has progressed. Firstly, the Tenancy Support Worker put in a request for a DHP with a letter of support which was accepted and eased John's current financial situation.

After protracted negotiations, a payment plan was put in place to pay back the arrears. This had been particularly affecting John's stress levels.

The landlord had not been completing what they called non-priority maintenance calls during the lockdown, but the Tenancy Support Worker pointed out that some issues such as non-flushing toilets were in fact priority and these have now been completed and appointments are in place for the more minor repairs. John was a regular user of cannabis. It was suspected that this adversely affected his mood leading to paranoid thoughts and making his violent outbursts worse. A referral was made to Gwent Drug and Alcohol service (GDAS) and John has now reduced his consumption and is engaging regularly with a GDAS Support Worker. Looking at his anger issues, a referral was made to Primary Care Mental Health Services and John now has dates for a period of counselling with the NHS.

John needs structure to his day and would like to return to work, but it is clear that he is not ready for this at the moment. John has good DIY skills and likes bikes and it is hoped that some regular voluntary work can be sought when the lockdown is finally lifted.

Working with the third-party organisations on behalf of John has been particularly difficult during lockdown since, apart from staffing levels, recognition of third-party authority to talk on John's behalf has been arduous with every organisation having a different procedure. This has slowed down the progress of tasks identified on the support plan, but much has been done to improve their situation. John's anger levels are much lower and home life is considerably more settled than it was.

Welfare Rights

People supported	162
Income maintained	£49,324.60
Additional income	£70,178.88
Under 25 years old	10

Welfare Rights

Case Study

Mr Jones is a 58 year old gentleman who lives alone following his wife leaving him many years ago, which he has never come to terms with. He is diagnosed with clinical acute depression with anxiety.

At the time of applying for PIP, 2nd Aug 2018, Mr Jones was suffering from suicidal thoughts and still is. His overriding concern is with ending his life and the only reason he doesn't is the thought of his family. Mr Jones has suffered verbal and physical abuse for seven years from two neighbours which the police have been involved with and there is an injunction on place against the perpetrators. This has severely affected Mr Jones' mental health.

His need to focus mentally on fighting the black thoughts so that they do not become suicidal distracts him from his motivation and ability to deal with everyday activities such as preparing and cooking food.

Mr Jones has great difficulty in dealing with other people. Mr Jones was physically bullied by his sibling for many years to the extent that a knife was pulled on him which was very stressful for Mr Jones. Mr Jones has a history of mental health breakdowns resulting in hospitalisation.

He has become more reclusive as a result of the abuse and has anxiety where he used to be very social. He has completed courses with Mind Monmouthshire previously.

In Aug 2018, Mr Jones was supported by an application for Personal Independence Payments (PIP). An assessment by Capita for PIP was carried out at Mr Jones' home and he scored zero on all the tasks against the PIP criteria. Mr Jones was advised to make a 'Mandatory Reconsideration' (MR) of the award as following my assessment he would qualify for PIP on mental health grounds alone. The MR was completed which was turned down with zero points, and the decision maker stated that he believed the assessor's account of the assessment rather than Mr Jones'.

Mr Jones was supported to the Magistrate's Court for an appeal by Mind Monmouthshire due to his poor mental health. Mr Jones was very emotional throughout the court case and without our representation he wouldn't have continued with the process and would have withdrawn the appeal. Mr Jones was awarded both care and mobility on appeal which resulted in £6485 back pay and £108.25pw. Mr Jones is adamant that it isn't just the financial gain which of course will help ease the pressure on him, but also feeling justified and not being seen as a liar. Mr Jones said "without the support of Mind Monmouthshire I wouldn't have known what I was entitled to or how to go about applying for benefits" He also said the support he received at the Magistrates' Court was invaluable.

Support for Farmers Project

People receiving support	16
Hours of support on project	2496
Left with positive outcomes	4

Farmers SP Project

Case Study

K is a 48 year old farmer, running a dairy herd on a farm established by his grandparents. There is some diversification by also managing a small flock of sheep and the occasional pig litter. The farm has been affected by rural theft of machinery, changing legislation, market prices and TB infection.

Following a series of family and farm crisis, K had an episode of mental ill health that required a period of hospitalisation. During this time, he agreed to all guns being removed from the property and was introduced to medication and services to assist in his mental wellbeing.

K has engaged well with Mind Monmouthshire services, making time in his busy farming schedule to meet and talk to support workers on a weekly basis. During the lockdown he has maintained regular support sessions by phone and social media.

At point of introduction to Mind Monmouthshire, K was emotional, tired, lacking in motivation, fearful of his illness and under enormous emotional pressure. He is the only male in the household and felt he was going to be the one who destroyed his family legacy on the farm by not being good enough.

The Farmers Support Worker has encouraged and introduced K to farming community support networks, and helped him review his security, update his qualifications and keep him up-to-date on paperwork, legislation and standards. This has increased K's confidence and interest. K has been supported to discuss and explore his diagnosis and develop an understanding and awareness of mental health; the acceptance of his condition as an illness rather than a weakness has been essential in his recovery process.

Farmers SP Project

Case Study cont.

He is now able to recognise the changes in himself, notes mood dips, loss of motivation and general wellbeing. He is developing better awareness and resilience to his illness and has a known network of support services that he calls upon to assist with a range of problems.

The specialist knowledge and understanding of the farming community held by the support workers has assisted K through a period of ill health and supported him to resume a full role in the running of his farm, and restore his confidence.

The Farming Support Workers have provided practical information and guidance on recovery and wellbeing that has enabled this farmer to challenge some of his own prejudices, misconceptions and stereotypes about mental ill health. He has become vocal in his farming and local community about promoting good mental health practices. He has learnt where to turn when he needs support, is prepared to share his experiences and offer support to others.

Information, Advice & Assistance (IAA)

The Information and Advice Service (IAA) has been providing services via telephone, WhatsApp, email and Zoom.

We witnessed during the period an increasing number of clients who reconnected with us after the initial contact for either more information / support or as a source of emotional support.

IAA service maintained regular contact with food banks and local churches providing hot meals and made regular referrals to these services, one client stated it “gave them a purpose to get up each day, they looked forward to the meal being delivered and gave them back an appetite for food, and had promoted them to cook on the weekend”.

IAA service maintained regular contact with local churches over Christmas 2020 who provided 14 families with Christmas meals in Abergavenny area and 4 family cook-your-own packs delivered by support workers. In addition, we liaised with the Salvation Army who provided an Aldi voucher for 28 families at Christmas and 20 children who each also had a £15 Argos Voucher to spend on toys.

During Easter through liaison with the Salvation Army they provided an Easter egg voucher for 27 families.

**Total of IAA issues
1590**

Information, Advice & Assistance (IAA)

Number of new referrals for the reporting period	824
Number of people being supported in total	821
Number of referrals responded to and closed	824
Number of referrals not picked up in 48 hours	0
Number of referrals to the Safeguarding team	0
Number of complaints	0

Information, Advice & Assistance (IAA)

Breakdown of IAA provided to that individual

Primary and secondary care, and support services, including how they function and how to access them	65	Substance misuse	2
Support and preventative services and other 3rd sector organisations	587	Citizens Rights	2
Referrals to Advocacy support, (including advocacy support for benefit claims and appeals).	6	How to make a complaint, raise concerns	2
Tenancy support	87	Crisis	10
Carers services including accessing Carers Assessments	6	Counselling	73
Housing issues such as grants, repairs	8	Cross border referrals	8
Homelessness	18	Specialist Support e.g. BME groups, young people etc	12
Emotional support	513	Financial information including benefits and direct payments, support individuals with benefit claims	191

Information, Advice & Assistance (IAA)

Case Study

Background

Phone call from an individual who has been given our number by another agency.

Interested in Active Monitoring Course – An individual currently experiencing symptoms of low mood, anxiety, grief and loss, and some physical health issues and therefore shielding until August 2020. The current COVID situation and lockdown has also exacerbated mental health by not being bothered with own personal and self-care plus suffering from poor sleep. Loss of employment has caused tension in the family home., made worse by being stuck at home due to COVID.

IAA Required

Information around wellbeing, potential Active Monitoring referral and financial benefit check.

IAA Provided

Discussed how the client was feeling and what would be useful to them in terms of their wellbeing and self-care.

Discussed the Active Monitoring Service. Active Monitoring will help them to understand range of emotions, gain hints and tips to feel more in control. IAA booked course which is completed in six weekly 20 min telephone sessions and booklets that can be emailed or posted.

Discussed current financial situation, information provided and discussed about eligibility for PIP (Personal Independence Payment) and ESA client happy to start the process to claim.

Welfare Rights appointment booked with Mind Monmouthshire to support client through process to ease stress.

Information, Advice & Assistance (IAA)

Case Study cont.

Outcomes

Referral made for Active Monitoring and first session booked. Client was happy to engage for the six weeks and chose the following pathway booklets, Depression, Anxiety and Grief and Loss.

Client completed Active Monitoring and came back through to IAA to see what else was on offer in terms of learning and mental health. Information provided on Silver Cloud and Stress Control / Activate Your Life. Client reports benefits of Active Monitoring and learning.

Information given on weekly Mind Quiz /and Peer Support Group via Zoom, client never used Zoom. Assistance to access Zoom i.e. IAA worker agreed to email instructions to download app and call back a few days later to have a practice. Call to client resulted in successful connection, with step-by-step instructions over the telephone that day.

Arranged to meet the client on Zoom 15 mins before Quiz started in case any issues joining, client joined Quiz and Peer Support Groups successfully and took part with other clients from across Monmouthshire.

Now client able to access Zoom, information given about other online creative opportunities. Client has felt connected to wider community, loved meeting new people, boosting confidence and lifting low mood.

Client informed us they were successful with PIP/ESA claim and had received back payment, which has taken the pressure off finding a job which fits in with current health conditions.

Financial Report

Apr 20 - Mar 21

Financial Report

Income

Source

Value (£)

Donations	26,196
Interest	1,344
Commercial (counselling & training)	18,663
Other	5,560
Charges to residents	390,597
Rent	5,713
SPPG	360,000
Mind	31,285
Local authorities	43,586
National Lottery	12,500
Town councils	25,000
ABUHB	9,276
Coronavirus Job Retention Scheme	11,509
Monmouthshire Housing Association	2,500
Grant providers, charities & foundations	94,568
Total	1,038,297

*This income includes a large amount of restricted funds, which have been carried over to the next financial year.

Financial Report

Expenditure

Expense

Value (£)

Staff costs	631,018
Rent	80,790
Building costs	78,909
Depreciation	23,634
Charges	516
Insurance	7,320
IT and telephony	27,727
Advertising and marketing	8,131
Professional fees	11,693
Room hire	1,198
Travel expenses	13,022
Other	3,416
Governance	5,060
Total	892,434

Our Partners, Fundraisers & Donors

**Thank you
to all**

Partners

Abergavenny Ladies Business Association
Abergavenny Town Council
ABUHB
Barclays Bank
Bridges Centre
Capsel
Chepstow Town Council
Community Foundation Wales
Cymorth Cymru
Edward Gostling Foundation
Farming Community Network
Garfield Weston Foundation
Gwendoline and Margaret Foundation
Gwent Mental Health Alliance
Gwent Wildlife Trust
Masons
Mind
Mind Cymru
Monmouth Town Council
Monmouthshire Community Councils
Monmouthshire County Council
Monmouthshire Housing Association
Moondance Foundation
National Farmers' Union
POBL
Rhondda Cynon Taff Council
Rotary Club of Abergavenny
Secondary Schools
Supporting People

TELA

The National Lottery

The Oakdale Trust

Usk Farmers Club

WCVA

Fundraisers & Donors

Abergavenny Band

ALBA

APEX

Barclays Bank

BOOZY BODS

Cw Cw

Gateway Church

Llanarth Fawr Community Council

Llanover Community Council

Monmouth Boys School

Monmouth Girls School

Mon Life

Nevill Hall Hospital

NFU

Sarah Frost

SL Dance

TELA

Usk Fitness