

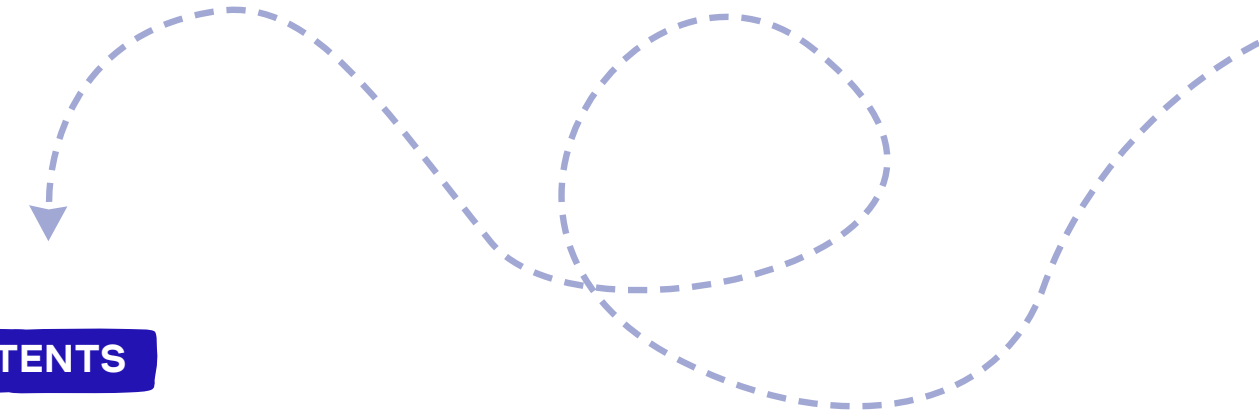
# Impact Report 2024-25

Working to ensure everyone in Teesside can  
enjoy good mental health and access the  
best possible services.





“  
Being outside and talking to other people like me has made a massive difference. Knowing I have somewhere to go every week with people to talk to and people to listen to me is brilliant.  
”



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## RIISING TO THE CHALLENGE

**We're proud to have directly helped more than 32,000 local people this year, more than we've ever supported. With a focus on collaborative service design and working with those with lived experience to shape our approach, we've helped people in new and impactful ways. Yet it's not been easy.**

The new Adult Psychiatric Morbidity Survey (APMS) data reinforced our experience of rising mental health problems in England, with the prevalence of common mental health conditions significantly increasing over the last decade, particularly among young adults and those living in deprived communities. What's equally alarming, is that fewer than half of those experiencing mental health problems are receiving treatment. This reflects the chronic underinvestment in mental health care, which is at the heart of many of the challenges we, like so many others, face as an organisation.

**"There is a fundamental problem in the distribution of resources between mental health and physical health. Mental health accounts for more than 20 per cent of the disease burden but less than 10 per cent of NHS expenditure."**

Whilst the Darzi review highlighted this ever-growing and unjust concern, we've remained positive and worked within those constraints. We're adept at working effectively, creatively and efficiently to help as many people as we can, in all communities, and of all ages as highlighted in Our Impact on page 5.



We're also still in a mental health crisis with too many people finding it slow and difficult to get the help they need. This is not acceptable. What are we

doing to tackle it here in Teesside? Well, we're working collaboratively with NHS, Local Authorities and voluntary sector partners to affect positive and tangible change. You can find out more about this on page 15 - Trust & Transformation. We're also focused on preventative support and are enhancing the provision we offer to children and young people which you can see on page 17 - Schools in Mind.

What's more, our non-medical approach puts us in a unique position to identify any underlying economic, health and social inequalities impacting on mental health and provides person-centred help to address these. Our staff are experts in recovery-based approaches to improving mental health. Looking beyond the immediate symptoms and looking for the true causes is the difference between short term fixes and meaningful long-term solutions, that work for the people we support and reduce the pressure on the wider health and social care network.

As we move forward, we do so knowing we are as committed as ever, and perfectly placed, to lead mental health support that matters and that truly makes a difference.

**Emma Howitt**  
CEO

\*quotes taken from the Darzi Review 2024

“

For the first time in a long time, I feel like I don't need anybody to save me, I can save myself. If this service hadn't come into my life, I know for certain I wouldn't have my son back in my life again now, and in all probability I wouldn't be alive.

”



## OUR IMPACT:

Demand for our support continues to grow and we're evolving all the time to ensure we're providing the right services, in the right way, to meet the local need.

In the last financial year we supported **32,120** local people



## Who did we support?



“The support I received was life changing, the team literally saved my life”

## How did we support them?

### 1:1 support

74% of people using our services received ongoing person-centred community based support

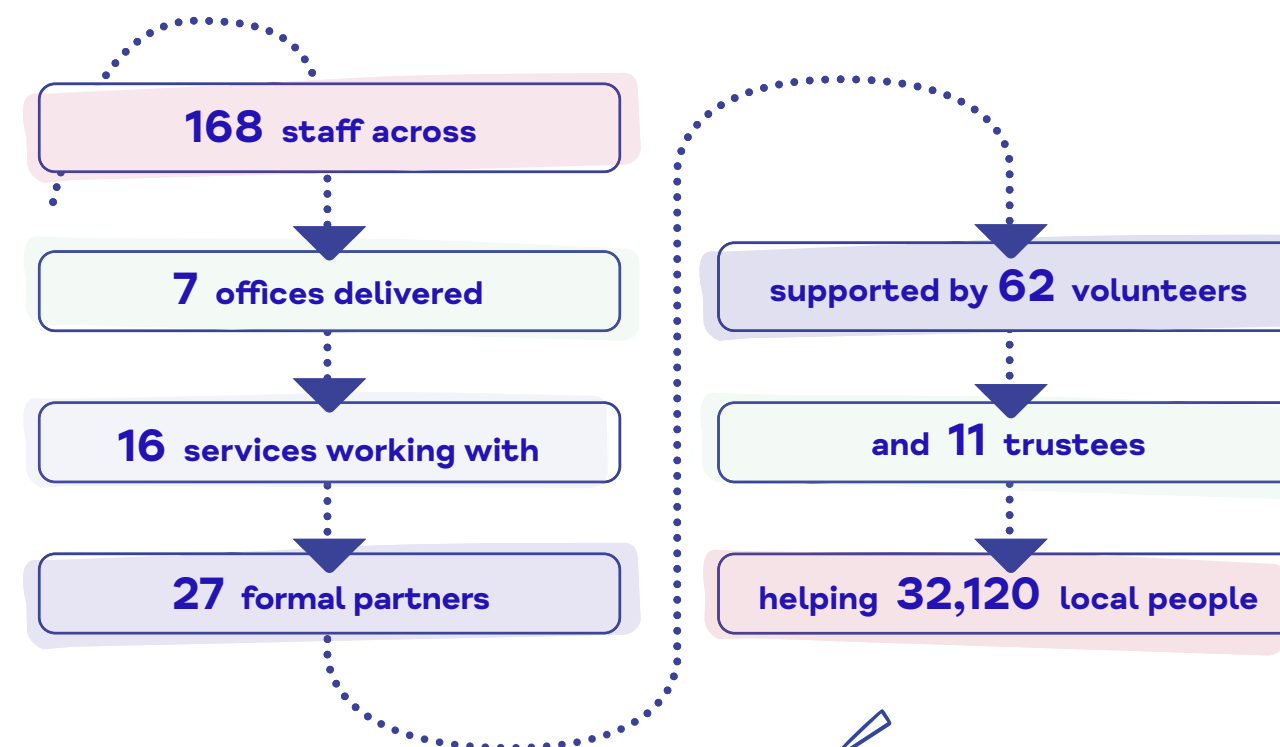
### Training

2,120 people received mental health and wellbeing training

### Group sessions

660 people received group support in a community setting

## How we work in numbers



Making some noise - we engaged with over 14,200 people at events

Our comms team worked hard behind the scenes to:

- Publish **26** leaflets signposting to our services
- Develop **13** FREE self-help guides
- Welcome **39,000** people to our website
- Share **525** social media posts reaching **326,426** people

We hosted 22 workshops for health and social care professionals



## LIFE SUPPORT

### We're making a difference locally, one person at a time

#### Advocacy

"Thank you for all you've done for me, especially writing the letter to the Judge in my court case so I was allowed to have an assessment take place about my grandchildren staying with me. You've always listened when others haven't - the good place I'm in is down to you."

Sharon, 58, Middlesbrough

#### Appropriate Adult

"The Appropriate Adults' service, which my office commissions from Teesside Mind, provides an invaluable service to some of the most vulnerable members of our community. Call-outs for Appropriate Adults have seen year on year increases since Teesside Mind began co-ordinating the service over eight years ago. Teesside Mind's volunteers selflessly provide a 24/7 service across Cleveland in their own time - they play an essential role, and our partnership makes a real difference to so many people"

Matt Storey, Police and Crime Commissioner for Cleveland

#### Be Heard Youth Drop-Ins

"I keep coming back because it's fun with friendly people to talk to. It's a place to relax and calm down. I come because I want to make friends and talk to people like me."

Noah, 13, Stockton on Tees

16 services supporting 32,000 local people.

#### Carers Service

"Each piece of information from different sessions contributes to a bigger picture. It's like assembling puzzle pieces throughout the course, making the caring role more positive."

Sam, 31, Saltburn

#### Children and Young People

"In the past I experienced feeling depressed and this was awful, I felt so low and sick. It felt painful, I couldn't do anything and couldn't be bothered, it's the worst feeling I've ever experienced. Now I feel extremely positive and find the good in all situations, I don't dwell on stuff anymore and I've made lots of different friends. You have been really friendly, made me feel welcome and I can express everything I'm feeling. I never thought anything would help or I could change, but this was so different. You've made me feel safe and comfortable which has been why I've been able to share things."

Chloe, 14, Middlesbrough

#### Dementia Advisory Outreach Service

"The advice I received has been extremely helpful, not only as a guide to dementia but also as a tool to help me with family situations. I have more personal appreciation towards family issues. Thank you."

Barbara, 51, Redcar

#### Impact on Teesside

"Being able to talk to someone who listens without judging makes me feel seen and heard. The therapist is calm and friendly. We're working together on a plan to help me - I'm not there yet but I think I'll be happier by the end and able to live my life properly."

Steve, 28, Middlesbrough

#### Off The Scales

"This course has changed my life and the way I take care of myself. It's not just about my physical health but my mental health too. The changes I've been supported to make have left me feeling positive for the first time in a long time!"

Pat, 52, Middlesbrough

#### Realise

"I'm exceptionally happy with all aspects of the service, my counsellor is so caring, professional and thorough."

David, 46, Stockton on Tees

#### Recovery

"I haven't had the best experiences with mental health professionals in the past, I wasn't the best person to deal with, and it was a bit like a rollercoaster from one week to the next, but I always felt like they never lost patience, and they never gave up. I always feared the worst, but they never judged, they always tried to understand, and they never fobbed me off or tried to get me to 'move forward.'"

Sue, 53, Stockton on Tees

#### Recovery College

"It's warm and welcoming. I would, and have, recommended this course and the whole of the Recovery College to everyone I have spoken to. It changed my life. This and the phone calls from my Recovery Support worker saved me and I will always be grateful."

Stacey, 37, Middlesbrough

#### Redcar Wellbeing Service

"It has truly changed our lives, opening many doors. Before attending your sessions, I was so low I considered taking my own life. With your support and the GP's, I no longer have those feelings. I still feel on edge sometimes, but it's now a blunt edge, not sharp or cutting."

Barbara, 57, Redcar

#### Social Prescribing

"Since my social prescriber got involved things are moving forward and I feel more positive. Being outside and talking to other people like me has made a massive difference. Knowing I have somewhere to go every week with people to talk to and people to listen to me is brilliant."

Jo, 60, Middlesbrough

#### Supported Self Help

"Yesterday really shifted my perspective and gave me clarity on things. I've been reading more about my complex PTSD and so much more makes sense to me now. I genuinely just thought I would live the way I am now for the rest of my life, but this has been amazing."

Saira, 44, Middlesbrough

#### Virtual Reality Mindfulness Therapy

"I really enjoyed the study and I think it would really help people who are housebound by allowing them to go into different environments. I'm Autistic and I've tried doing mindfulness sessions before, but the VR sessions really helped me to focus."

Melissa, 27, Stockton on Tees

#### Workplace Wellbeing

"This is one of the most useful and important courses I've ever attended. I started from a point of little understanding but ended the sessions with a very good understanding of the requirement of Mental Health First Aid."

Chris, course delegate, Stockton Borough Council

We're in the heart of the community delivering support in schools, GP surgeries, Roseberry Park Hospital, Cleveland Police Station and countless other local venues.



## YOUR IMPACT

**Our generous supporters helped us raise over £150,000 and every penny will be spent right here in Teesside.**

524

miles were run by our fundraisers – the equivalent of travelling from Teesside to Exeter and back

51

brave supporters took on our challenge events including the UK's highest skydive and the Edinburgh Marathon

3,618

local children were reached in school wellbeing assemblies sponsored by 5 local businesses

Buddy, our mental elf, engaged with 7,963 children at our festive fun runs

100kg

paint powder were used to make magical memories for 2,183 children at our colour runs

100%

increase in corporate support for our work

301

dogs came to Bark in the Park 2025 helping raise over £6,000 alongside 40 local business

144

people played in charity football matches for us

Support for our Big Give Christmas campaign directly funded our Be Heard youth drop in service



“

We've loved supporting Teesside Mind and our children had the most magical time taking part in the festive fundraising run with Buddy the Mental Elf. Teaching our children about what good mental health looks like is so important and the mental elf run and colours runs have helped us to weave messages into fun activities. The assemblies they've delivered are hugely beneficial and added value for us. We're so happy to continually support the great work the charity does for the local community.

Mr Hunter, The Avenue Primary School, Middlesbrough

”





## A POSITIVE BUSINESS CASE

Poor mental health in the workplace continues to have a negative impact nationally and locally.

Nearly 10% of UK adults took time off due to poor mental health during the last year, with almost half of these absences lasting a month or longer, costing the UK economy £57.4 billion. These figures are shocking, and they represent a huge loss. A loss of opportunity and fulfilment for individuals and a loss of productivity for employers and our economy.

We know that 47% of employees believe that an open dialogue about mental health would significantly improve their wellbeing at work, so our Workplace Wellbeing team is working with the local business community to tackle this growing concern and implement effective support measures.



### Safe Space Chat: Bespoke 1:1 support in the workplace

We designed the Safe Space Chat service for businesses of all sizes and across all sectors. Purchasing a number of confidential 1-2-1 support sessions that their workforce can access, typically at their site. Each business has a tailored, secure online booking system to make the service easy to access and entirely confidential for the employee. Currently three organisations have adopted the model and we've delivered **58** sessions.



“The course was very informative. We had a great instructor with a beautiful attitude towards mental health and an obvious passion for the topic and teaching others. There was a good amount of interactive work with other colleagues and no pressure from the course or instructor.  
Sue, training delegate, Fujifilm

## Working in partnership

Aside from providing Mental Health First Aid England courses our team designs and delivers training to help businesses support their workforces. From short yet effective webinars and workshops covering topics such as stress, digital wellbeing and anxiety, to more in depth mental health courses and bespoke consultancy, we work with organisations of all sizes across all sectors.

### Meet some of our clients...



### The numbers

- 1,721** employees received mental health training in the workplace
- 74** Workplace Wellbeing workshops were delivered across Teesside
- 19** organisations were supported by our team
- 109** employees received 1:1 support as a result of our workshops



## INFLUENCE & PARTICIPATION

### People's lived experience is at the heart of everything we do.

We believe that the voices, insights and expertise of people with lived experience can change and diversify the way we think about how we work and help improve the quality and relevance of everything we do. We actively seek opportunities for people with lived experience to influence and participate in our work. It's not enough to rely on our own experiences or those of the people around us.

We know that when done well, influence and participation activities can be of significant benefit for those involved.

- It validates the experiences people have had and allows this experience to be used positively to make improvements in support and services
- It helps people to practice existing skills and develop new ones
- Taking part helps people to be more effective in their everyday lives and to be more able to contribute and feel connected to their local communities
- Sharing and talking about experience helps people to meet others, to make more sense of their experiences and develop their views
- People feel valued and respected, this can challenge self-discrimination

“I'm passionate about seeing improvements in the services and don't want to see other people continuing to suffer trying to get support. I hope that one comment or statement that I gave helped someone and it made a difference.

David, Stockton

“I feel listened to and valued. Being involved has improved my sense of self-worth.

Pat is involved in our Community Mental Health Transformation coproduction group.

### How are we doing this?



**4 peer support** workers with lived experience recruited to deliver our new service



Our feedback events have been attended by **over 200 people** – we've gathered their stories and insights



Co production groups have helped shape our marketing materials for our **Redcar Wellbeing, Dementia Advisory Outreach Service, Recovery, Be Heard and Community Mental Health Transformation** services



Lived experience experts are on our **recruitment panels** helping us make sure the right people join our team

“

I attended a Lived Experience Event in July 2023. At the time, I was employed but on sick leave due to mental health issues and subsequently I lost my job.

Following the event, I responded to an invitation to form a co-production group and with four other members developed a framework for involving service users. I was one of the group members to go on and turn the document into a training session for staff and delivered it twice to different groups of staff.

During this time, I experienced an exacerbation of my mental health issues but continued to attend the co-production group and helped develop a set of guidelines to improve information shared on referrals and during assessments.

Being part of this group was a transformative experience. It wasn't just about contributing to change, it gave me a sense of purpose and achievement that I hadn't felt in a long time. Being part of something that can truly make a difference has been a source of motivation and strength. This experience has been a crucial part of my healing journey – one I continue to walk.

Sara, Middlesbrough

”



## TRUST & TRANSFORMATION:

**It's our mission to make sure people get the support they need as quickly and simply as possible.**

This is where Community Mental Health Transformation plays a part. It's a national NHS programme which aims to enhance mental health services by bringing care closer to home and ensuring equal access across communities.

We want people to find 'the right door at the right time'. We're leading the Voluntary Community Sector (VCS) contribution to Community Mental Health Transformation in Middlesbrough and together, we're doing this and more.. We're improving partnership working and communication between statutory services and the VCS to ensure people receive the help, support and treatment they need from the right service in a timely way. It sounds simple but we're changing working cultures, streamlining processes and challenging the norm.

It's working and we're proud that statutory services are valuing the expertise and support offered by the VCS. The VCS are viewed as partners and statutory bodies are more willing to share information in the way it's needed when it's needed. Putting people and their needs first.

### This can become a reality...

Easier, timely access to help when needed

More support available in primary care and for those are 'lost'

Better support for communities experiencing the greatest inequalities

Improved quality of life for people

Increased range and quantity of support available

Increased satisfaction from people using services

### ...if we all work together



“We are more equipped to support people with their mental health issues and reduce the risk of them harming themselves.

Anna, Open Door North East, one of the Community Mental Health Collective partners.

”

The Community Mental Health Collective is made up of VCS organisations that are driving forward the agenda of Community Mental Health Transformation in Middlesbrough and we're proud of the impact we're making.



### Transformation in numbers

We've supported

Over **400** local people with complex mental health needs through the Community Mental Health Collective

We've coordinated

**22** Learning Together Workshops such as Suicide Awareness, Meet the Team at Parkside, Recovery Ally training, with **399** attendees from **20** organisations

We've developed

**1** Trusted Assessment Pledge to ensure one way of working across mental health care with the support of **13** organisations

We've delivered

**5** transformative events focusing on lived experience and the future of CMHT across Teesside connecting **202** people and building **1** impactful network



“

People are getting to the right place earlier, the Collective pathway is making things better for the people we all support.

Ejaye, My Sister's Place, one of the Community Mental Health Collective partners.

”



## SCHOOLS IN MIND

**Last year we worked with over 5,000 young people across our four dedicated services, and our Schools in Mind service grew considerably to meet demand.**

Schools in Mind supports primary and secondary school children and can be commissioned by any school across Teesside. During the last financial year we worked with 21 schools. We help in lots of ways - one to one or in groups - tailoring our support to suit the needs of the school and individual children. We focus on understanding what's triggering the emotional issues and then teach coping strategies which work towards building resilience for the future.

We're working with schools directly, helping their children to become more resilient and aware of their mental health. In addition to working in schools, our team hosts sessions at our offices or online so that we can accommodate the young person where they feel most comfortable, or help them to prepare to return if they're not currently attending school.

**86% of the students we worked with achieved meaningful change towards their individual goal as measured by the Child Outcomes Research Consortium.\***

\*Child Outcomes Research Consortium states that three points of movement on a goal demonstrates meaningful change

**“Nobody does what Schools in Mind does.”**

Mrs Smith, Head Teacher,  
St. Thomas More Catholic  
Primary School

### Kira's story...

Kira's goal was to learn some coping techniques for her anger. She was referred to Schools in Mind because she would flare up at the slightest thing. Kira described her anger as awful because she “couldn't stop it from happening”. She wanted help because she would get in trouble in class for shouting back, even though she didn't mean to. In sessions, Kira and her practitioner worked on identifying how the anger felt in Kira's body. Kira realised the first sign of her temper rising was a tingling in her hands. Once Kira was able to recognise her anger warning signs, her and her practitioner were able to look at things Kira could do to calm down, before she got angry. The practitioner introduced the STOPP skill and Kira had this to say:

“I always get into trouble at school, but I actually used the STOPP skill. I was able to see my anger coming and take deep breaths to calm down and it made such a difference - it worked and I didn't get into trouble!”

**“My daughter's confidence has come on leaps and bounds since meeting you – thank you for all your guidance, patience and advice. She's happy and comfortable in her own skin and feels less socially awkward. It's lovely to see how her emotional resilience has improved over the last few weeks.”**

Parent of Daisy



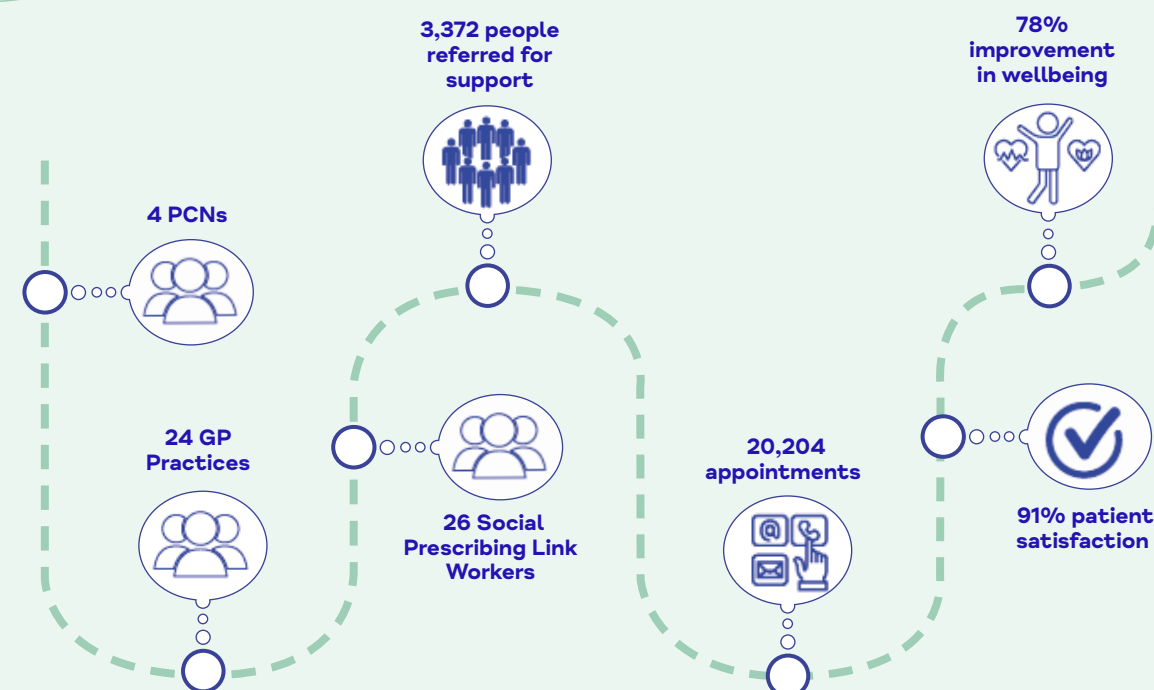
## CONNECTION & COMMUNITY

Things like loneliness, debt, poor housing, or stress due to financial pressures can impact our mental health and can't be treated by medical professionals alone. That's where social prescribing steps in.

### What is it?

NHS England describes social prescribing as a personalised approach care that connects people to support and services to improve their health and wellbeing. Essentially, our link workers connect people to activities and groups, and signpost to support that addresses their unmet needs that are negatively affecting their health. It's an all age, whole community approach that delivers real results - we're delivering person centred care for everyone.

### What have we done



Evidence shows that for every **£1** invested in social prescribing the social and economic value generated is an average of **£8.56**

\* Data taken from The National Academy for Social Prescribing 'The Impact of Social Prescribing on Health Services Use and Costs' report, November 2024

**41%** reduction in the need for GP appointments following a referral to our Social Prescribing teams

“  
Since my social prescriber got involved things are moving forward and I feel more positive.  
”

“  
We are very grateful for our adult and young person's Social Prescribing teams and the amazing job they do for our patients. They find out what matters to each individual, what the person feels would make their life better, and what barriers the person is facing. They work with them, empowering and supporting them to meet their goals, access other services and make positive changes in their lives.  
”

GP Clinical Lead, Greater Middlesbrough PCN