

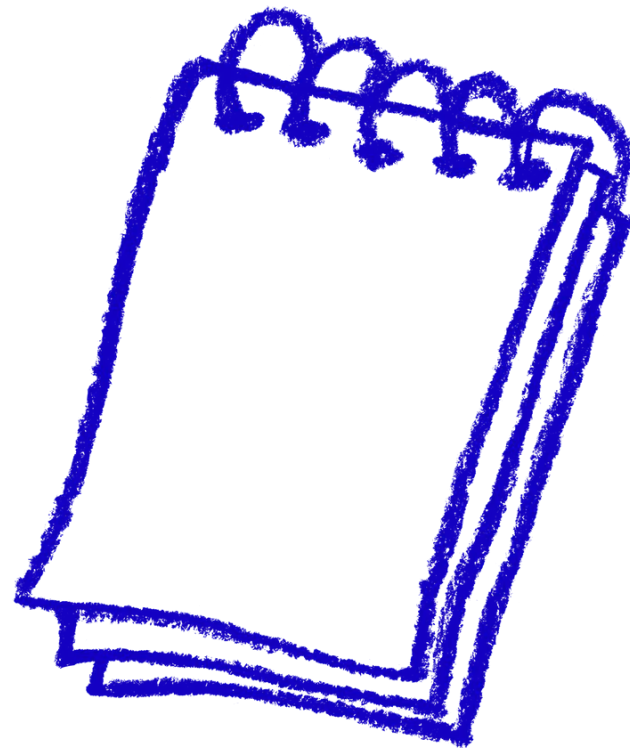


Impact Report

2022/23

For support. For respect. For you.

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A Year of Progress

Organisational

- Developed new five year strategy
- Welcomed our new trustee, Ruth
- Implemented Breathe HR system
- Hired a fundraiser
- Achieved Mind Quality Mark (MQM)
- Awarded Disability Confident Level 2
- Cyber Essentials and Working Towards Cyber Essentials Plus
- Celebrated Mental Health Awareness Week with an open day
- Introduced Lunchtime Learning Sessions

Services

- Piloted work with young people e.g. YouthShedz, whole school approach, Co-op Resilience Project
- Introduced paid counselling service
- Regular Meetings with OTs and social workers
- Took on Volunteer Development Officer and introduced new volunteering roles
- Collected feedback on local need through engagements events and surveys on Survey Monkey
- Held information stands at across Conwy County include local shopping centres, libraries and colleges
- Established new drop ins and piloted groups

Active Monitoring

"For the first time in years, I feel in control of my anxiety and stress, instead of it controlling me"

"I would recommend without hesitation, it helped me tremendously and I feel better than I have for a long time"

"It made me identify the best way for me to deal with my anxiety! It really worked."

Our Active Monitoring team continues to provide mental health and wellbeing support, emphasizing strong community connections and early intervention with other agencies. Collaboration with GPs and Occupational Therapists has expanded our reach, offering accessible mental health support with reduced waiting times.

Given the current economic climate, our team addresses increasing worries and stress around finances and day-to-day responsibilities. We focus on individual concerns, introducing skills like relaxation, breathing, problem-solving, and attentive listening. In response to feedback and identified needs, we are piloting a menopause pathway.

Conwy Mind ICAN Hub

Feedback

“The phone calls really help me; the calls are a great source of support. I have had a lot to cope with over the past year, and I don't know what I would have done without Mind.”

“The most important difference is the feeling of support from that weekly phone call. Feeling like you can say anything and not be judged!”

“I now feel more able to reach out for support rather than withdraw into myself.”

Mae Fedra'i yma i chi.
iCAN is here for you.



As our primary point of contact, the hub has received nearly 1000 referrals in the past year, supporting over 700 people through calls, groups, events, and ongoing support. We've expanded our reach with new hubs in Colwyn Bay Jobcentre and attending promotional events across Conwy.

The hub team collaborates with individuals to find the right support, whether from Conwy Mind or other local agencies. Our support calls have empowered people to manage various aspects of their lives, fostering increased confidence discussing mental health and building stronger support networks with friends and family.

Fundraising

In January, we welcomed Nicola, our new Fundraising and Community Engagement Officer. In a short time, Nicola has built strong ties with businesses, aided individual fundraisers, and spread awareness about our work.

She has gained support from local community groups and businesses like Pet Place, Oxygen Gym, Conwy Comrades Social Club, Boots Hearing Care Llandudno, Greendocs, Eirias Stadium, and has secured support by being named Charity of The Year from Old Colwyn Golf Club (2023–2024) and Llandrillo College (2024).

Individual fundraising has increased, thanks to incredible efforts like Seren Walker's 16-mile walk, Tyler Booker's family fun day, and Emma Dyas' Bongos Bingo event. With more plans ahead, we encourage anyone interested in fundraising to reach out; Nicola is here to support your ideas.



Counselling



Over the past year, our Parabl service has provided counselling support for various issues, including anxiety, depression, relationship challenges, family issues, bereavement, disability, and physical health concerns.

Our team of qualified counsellors provide flexible support with appointments available on various days and times. Demand for face-to-face counselling at our Abergele office has sharply increased, although we still offer phone and Zoom options.

In March 2023, we introduced a paid counselling service to address the demand for longer term, immediate support, and we're exploring ways to expand and promote this option for increased accessibility.

- **“The counselling was so helpful, it is good to talk over my problems and issues with someone who is objective, it has helped a lot with my self esteem”**
- **“It made me feel that I wasn't alone. It reminded me of everything I always knew but didn't practice”**
- **“Best decision I made was to get help and learn to talk about my feelings rather than lock them away”**

450 hours of counselling delivered

85 people referred to Counselling

Groups, courses & training

Over the past year, we expanded our range of groups and courses to include informal peer support sessions, structured mental health courses, and formal training for businesses.

We piloted community delivered groups with a creative focus in partnership with Oriel Mostyn, Melody through the Mind, and Pride. Our counsellors conducted Anxiety Management courses, and our trainer organized '5 Ways to Wellbeing' walks in collaboration with Carneddau Landscape Partnership, Transport for Wales, Creating Enterprise, and TAPE.

These walks allowed participants to explore Conwy's beautiful countryside and learn simple actions for incorporating the 'five ways' into their daily lives.

Courses offered

- Mums Matter support group
- Anxiety Management course
- Arts for Wellbeing
- Lifemusic group
- Mental Health First Aid
- Mental Health Awareness
- Coffee mornings, Walk and Talks

"I enjoyed the friendly, relaxed feeling in the groups – I was made to feel very welcome."



Lived Experience

Conwy Mind is dedicated to involving individuals with personal experience in shaping our services. In the past year, we've engaged with the community to understand their needs, break down barriers, and create more opportunities for lived experience leadership.

This includes co-producing our new five-year strategy plan and encouraging online participation. We held two successful face-to-face consultation events, gathering ideas and experiences to identify local needs and shape future services.

Looking ahead, we plan to expand these efforts by circulating surveys widely and establishing a regular forum for ongoing feedback on our work."

Consultation Feedback

- Over 90% of people felt that social anxiety was a barrier to accessing groups and community based support
- All felt that more flexible operating hours were needed
- Mindfulness, life skills and anxiety based courses were among the top things people recognized as essential in improving their mental health and promoting wellbeing
- Access to groups and services would need to be varied and include different ways of engaging
- People felt that consistent and cohesive support should be built around the individual

Young People's Services

We have expanded our young people's services by increasing our presence in local secondary schools through student support sessions and mental health awareness talks and events.

We were also delighted to secure funding for two youth projects, one in partnership with Abergele Youth Shedz and another with Anna Freud and National Mind.

Mike, our practitioner, now works two days a week at Youth Shedz, providing creative support to young people at risk of falling out of mainstream education.

The SCESS project, in collaboration with Anna Freud and National Mind, offered 1-to-1 online sessions and webinars nationally to support young people, school staff, and parents in discussing and managing mental health.



“My outlook on life has changed. I'm accomplishing things I thought were not possible for me.”

Volunteering

Volunteering at Conwy Mind is a fantastic way to create a positive impact. It allows you to meet new people, utilise your existing skills, gain new experiences, and boost self-confidence. Our flexible approach to volunteering ensures meaningful roles and a sense of belonging to the Conwy Mind team.

With a new two-year project, funded by WCVA, we aim to integrate volunteering into every aspect of our work. This initiative taps into the wealth of volunteer experience to develop innovative services and embraces a co-production approach. We're also building connections with agencies like Diverse Cymru and Guide Dogs for the Blind to share volunteers and provide support to those accessing both services.

Projects our volunteers have been involved in:

Fundraisers, Befriending, Course Assistants e.g. Mums Matter, ACT with Yoga, coffee mornings, arts for wellbeing workshops, creative writing, Lifemusic etc.



Key Issues

**Money
worries**

Housing

Isolation

Aging

**Workplace
stress**

Menopause

**Caring
responsibilities**

Retirement

**Returning
to work**

**Separation/
divorce**

Loss

Bullying

Parenting

**Exam
stress**

**Health
issues**



Active Listening

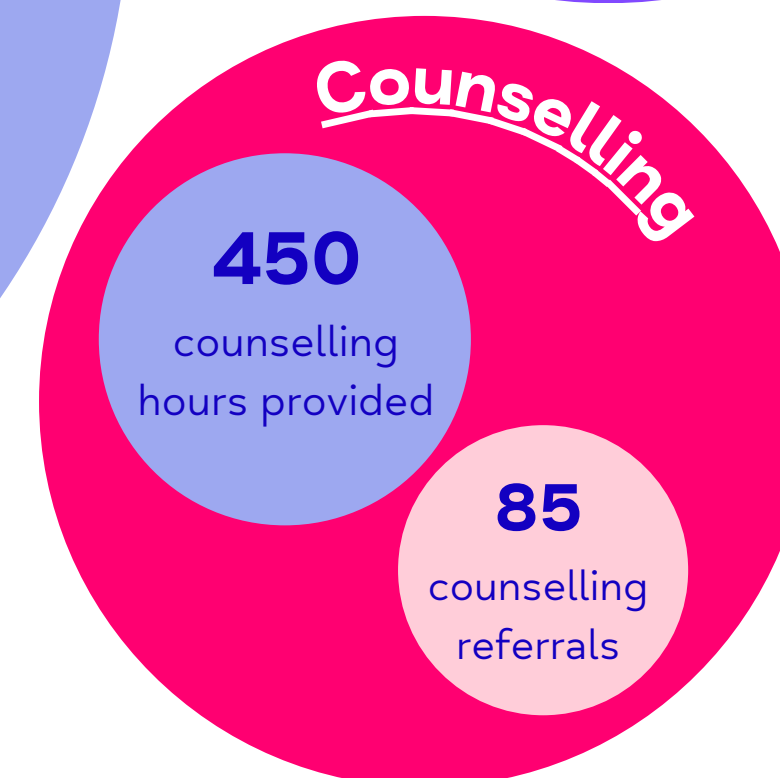
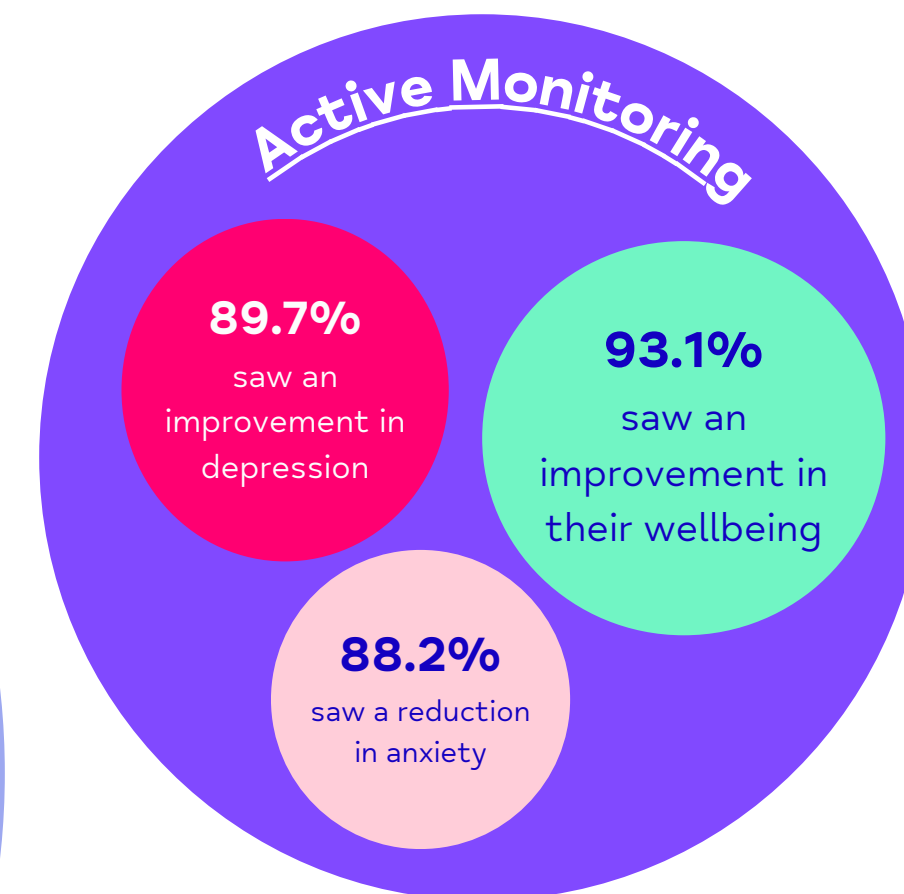


You said	We have	We will
You would like more walks	Offered walks across Conwy over summer 2022	Introduce more walks as part of a newly funded project called Get Active
You would like a shared reading group	Trained a member of staff to deliver this	Liaise with local libraries to set up a group
You would like relaxation and mindfulness groups	Piloted an ACT with Yoga group	Collaborate with Pride Cymru to develop a relaxation groups based on the needs of people who use our services
You would like the opportunity to have a say in the development of services	Held two engagement events, invited volunteers and people who use our services in to feed back about our strategy and services to our office	Set up a regular forum to ensure people who use our services have a say in what is offered
You need more support to access groups and services because of social anxiety	We ensured a known staff member or volunteer was at group sessions	We will continue to review services to ensure barriers to access are removed

Our Year in Numbers

1282

Total people supported through our services





- **Comic Relief**
- **Thriving Minds**
- **Abergele Action**
- **Postcode Lottery**
- **National Mind**
- **WCVA**
- **Oriel Mostyn**
- **Melody through the Mind**
- **Pride**
- **Carneddau Landscape Partnership**
- **Transport for Wales**
- **Creating Enterprise**
- **DWP**
- **Family Centres**
- **Babi Actif**

We would like to offer a heartfelt thanks to all our funders, volunteers, fundraisers, partnerships agencies and everyone who has been involved in supporting us over the last 12 months.

Conwy Mind

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Thank You!

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