

JIGSAW WORCESTERSHIRE MENTAL HEALTH RELATIVE AND CARER'S SUPPORT GROUP

England & Wales · Charity number 1173868

Details

Status Registered

Legal form CIO

Registered 2017-07-20

Register [View on the Charity Commission register](#)

Contact

Address 35 The Drive
Powick
Worcester
WR2 4SA

Phone 07503601737

Email jigsaw.worcs@gmail.com

Website www.jigsaw.org.uk

Activities

Objects: TO PROMOTE AND PROTECT THE PHYSICAL AND MENTAL HEALTH OF CARERS OF PEOPLE WITH MENTAL HEALTH ILLNESSES IN WORCESTERSHIRE THROUGH THE PROVISION OF SUPPORT, EDUCATION AND PRACTICAL ADVICE.

Activities: JIGSAW aims to improve the resilience, emotional strength and well-being of carers of people with mental illness in Worcestershire. We do this through peer support and by sharing our knowledge and understanding of mental health issues. We meet once a month in the evening in Malvern. We have a website www.jigsaw.org.uk which provides details of our activities and links to other support services.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Other Defined Groups, The General Public/mankind

Geography

- Worcestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£16,187	£7,578	-	-
2024-03-31	£4,707	£5,930	-	-
2023-03-31	£11,948	£7,452	-	-
2022-03-31	£5,888	£4,961	-	-
2021-03-31	£3,510	£3,909	-	-

Trustees

Name	Role	Appointed
PAULETTE BARBARA CLARE	Chair	2018-05-14
Angela Davison		2020-09-06
CYRUS NAOROZE BARIA		2018-05-14
HAZEL ANNE GOMMERSALL		2018-05-14
SUSAN NICHOLS		2020-09-06

Accounts



JIGSAW

Worcestershire Mental Health
Relative & Carer's Support Group

JIGSAW Annual Report Monday 1st September 2025

Introduction

A warm welcome to all our members, volunteers, and guests. For those of you who are new to our meetings, Jigsaw was established in 1996 and became a charity in 2017. We are a peer led group of volunteers who offer easy access to mental health support and information to relatives and carers who support a family member with a mental illness in the county of Worcestershire. When a family member is newly diagnosed with a mental illness it can be devastating. It can be truly frightening and very hard to understand. Our group of experienced volunteers enables carers to come together, let off steam, share their anxieties, and say how they truly feel without being judged.

National Lottery Awards for All

Last August we secured a two-year grant for £15,426.00 from the NLAfA. The grant was awarded for core operational costs and development of the group.

We are holding our AGM three months later than usual.

In March this year our website manager, Darius Baria, (son of Cyrus Baria, founding member of Jigsaw) passed away unexpectedly. Our members were all deeply shocked and time was needed to support Cyrus and his family as they coped with the aftermath of losing such a beloved son at such a young age. Many of us took comfort in attending the celebration of life ceremony held in April in his honour.

Darius was a highly valued member of the JIGSAW team who developed and maintained our website over many years. He carried out such an important role, sending news of our meetings and answering emails from new carers needing to know more about JIGSAW. His skills in IT, communication and marketing were outstanding. Darius worked on many projects for us turning our ideas into reality using his remarkable presentation and communication skills. He will be very sadly missed.

Achievements

Initially we were unsure how to pick up the pieces and carry on. For the past four months we have focused on regaining access to our website together with the Jigsaw domain name. Our thanks go to the support team at the WIX website platform who assisted the secretary with the process of becoming the new administrator. A huge thank you goes to Roy Milner, longstanding member of JIGSAW and former trustee of Positive Thoughts. In June this year Roy came to the rescue and got the website up and running again. It is with great relief Roy has taken on the role of website host and now works closely with secretary Sue Nichols to send out newsletters informing carers of our forthcoming meetings and events. We now have a new email address jigsaw.worcestershire@gmail.com.

The secretary has access to the Jigsaw Facebook page and can advertise our forthcoming meetings for our followers. We hope to regain access to the X social media platform (formerly known as Twitter) in the near future.

New Reflective Group

Included in our bid to the National Lottery Awards for All we requested money to pilot a new closed group to further empower some of our longstanding carers. The funds enabled us to run six bimonthly support sessions facilitated by a qualified psychologist. Meetings commenced in July 2024 and took place at the Beacon Clinic in Great Malvern. These sessions provided dedicated time and space for carers to reflect on the impact of their caring role and explore strategies to achieve a healthy balance between their own self care and supporting their loved one. The pilot proved to be very successful with regular attendance and a request for the group to continue for another year.

Jigsaw Christmas Tree

In December last year we proudly took part in the Christmas Tree Festival at the Worcester Cathedral. Our thanks go to Angel Davison and her husband for all their hard work in designing, building and installing the tree. The tree was decked out with colourful jigsaw pieces, and along with our newly designed leaflet, it boosted awareness and promoted Jigsaw to many visitors during Christmas.

Financial Matters

The National Lottery Awards for All grant is a restricted fund and it covers the following Jigsaw activities:

- Administration
- Annual Subscriptions
- Connecting with Carers: Social media marketing
- Increasing awareness: publicity and PR
- Online virtual meetings: Zoom and meeting support
- Website: regular updates, improvements
- Newsletters for members: + carers news digest
- Fortnightly planning, monitoring and update meetings
- Pilot of bi monthly Reflective Sessions for one year
- Contingency planning: IT service and repairs

At the end of March 2025 Jigsaw had approximately £3,000 unrestricted funds. There remains a contingency fund of £2,500 kindly donated in 2023 by Andrew Manning-Cox, the High Sheriff for Worcestershire.

I would like to thank our treasurer Polly Clare for managing the JIGSAW bank account and keeping track of our income and expenditure. Once again thanks go to Gordon Whittaker our independent accountant for checking and verifying our accounts (*see attached income and expenditure account for the year ended March 2025*) For the not so financially minded members I have prepared a spreadsheet explaining the details of our income and expenditure from the Jigsaw Community bank account. (*see attached*)

We do most of our banking online with Barclays and there are three trustees who are able to initiate and authorise any payments made.

We plan to hold a trustee meeting in the near future to monitor and approve the spending of the remaining NLAfA grant.

Donations

I would like to thank the following people and organisations who have made donations to JIGSAW in the financial year ending March 2025:

- Sharon Stimpson from the IASME Consortium (£100)
- Gordon Archer – sponsored walks (£175)

- Jennie Collins – covering the cost of our fundraising stall at Clarence Park (£5)
- University of Worcester student fundraising event (£7.50)

We have held a number of car boot sales and tabletop sales throughout the year, and we have raised an amazing **£484.10** including the tea and coffee money collections. My thanks go to all our members who have donated items for sale and helped to man the stalls.

Attendances April 2024 to March 2025

There was a total of 239 attendances including 24 new attendees

Throughout the year we held a total of 23 meetings:

- 13 Face to face meetings at MHSP (including Zoom)
- 1 Zoom meeting in December
- 9 Coffee mornings

We vary the venues and dates for the coffee mornings each month. They take place during weekdays either at the Café Bistro in the Malvern Winter Gardens or the café and Community Room at the London Road Waitrose store nearer to Worcester. The purpose of the coffee mornings is to give new carers the chance to connect with existing Jigsaw carers in a relaxed and informal setting for some supportive conversation.

Previously we emailed anonymous feedback forms after every meeting for attendees to provide comments which help us to improve our meetings. We are keen to send them out again now that the website is back up and running.

Monthly meetings

Our programme of regular monthly meetings from April 2024 to July 2025 has been varied and informative:

2024

April – The Prepared Carers Checklist – Karen Bent, Community Engagement Officer (Social Inclusion & Participation) – Herefordshire Locality

May – Early Intervention Service and Psychosis – Benita Jones, Occupational Therapist

June – **Open Meeting**

July – **Annual General Meeting**

August – The Malvern Neighbourhood Mental Health Team – Stuart Searle Jones, Clinical Lead

September - Psychiatric Medication Q&A session – Andy Down, Chief Mental Health Pharmacist

October – Risk Assessment and Community Mental Health Services – Justine Hill, Deputy Associate Director-Primary Care and Community Mental Health and Stuart Searle Jones, Clinical Lead for the Malvern NMH Team

November – Personal Independence Payments – Tony Goodman, Social Worker with the Home Treatment Team

December – **Open Meeting**

2025

January – **Open Meeting**

February – Neighbourhood Mental Health Services Update - Diane Topham, Interim Deputy Associate Director

March – Worcestershire Association of Carers – Jane Taylor, Carer Wellbeing Lead

April – Legal Issues - Chris Milne, Director (Solicitor) and Head of Market Drayton Trusts & Estates

May – Self Care - everyday tips and activities to support good mental health – Charlotte Neville, Being Well and Community Signposting Coordinator

June – Laughter Yoga Session – Sue Maclusky, Sootheoutstress.co.uk

July – Open Meeting

August – Summer Break

Committee meetings were held on: 21st October 2024, 17th March and 18th August 2025

We are extremely fortunate to have such a committed and enthusiastic group of volunteers on our committee and I value all their ideas and contributions.

Networking

We've kept in touch with organisations across Worcestershire, though we have attended fewer meetings than usual. Our focus has been on running Jigsaw and keeping in touch with our members while rescuing the website.

Training and workshops

The secretary attended an online course in February run by the NCVO (National Council for Voluntary Organisations) Safeguarding Essentials in Charities.

WhatsApp Group

I'd like to thank Sarah one of our committee members who has set up the JIGSAW WhatsApp group for our regular members. This has proved really helpful for the little details and keeping us in touch in a friendly and informal way.

Longstanding volunteers

I would also like to extend my heartfelt thanks to our longstanding trustees, Polly, Cyrus, Hazel, Angela, and committee members, Sarah, Carolina, Aileen and Jennie for supporting me in running JIGSAW.

Future Plans

Some of our plans for 2025 needed to be put on hold when Darius passed away in March. As we move forward during the remainder of 2025 we need to re visit and revise some of those plans.

We have money in our unrestricted funds and plan to have our newly designed poster and leaflets printed in the near future. There is some outstanding work to be completed on the trifold leaflet and Jigsaw business card.

Since March our outgoings have decreased as we no longer pay Darius for his work managing the website, sending out newsletters, coordinating Zoom meetings and all-round support with our activities. As a result, there is going to be an underspend in the NLAfA grant for the remaining year.

Darius had planned to re design the website in keeping with our new publicity posters and leaflets. There is a website designer who may be able to work with us on this project. An initial meeting is planned and costs need to be discussed with the Trustees and approved by the National Lottery administrators.

The Pilot Reflective Group proved very successful. It was well attended and of great benefit to the carers involved. A request has been made to extend the group for another year. This will also need to be discussed with the Trustees and approved by the NLAfA administrators.

Future meetings:

Saturday 20th September – Coffee Morning

Monday 6th October – Psychiatric Medication Q&A session

Conclusion

JIGSAW will continue to reach out to carers who are feeling isolated and struggling to cope, offering friendship and a lifeline that enables them to continue with their vital role and improve their own mental wellbeing.

Darius will be sadly missed by everyone who knew and worked with him but we will endeavour to carry on with his legacy and future proof the JIGSAW group.

Sue Nichols
JIGSAW Secretary

September 2025

JIGSAW - WORCESTERSHIRE MENTAL HEALTH RELATIVE & CARER'S SUPPORT GROUP

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2025

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
INCOMING RESOURCES				
Donations and Legacies	0		0	4,052
National Lottery Community Fund	15,426		15,426	0
Funds Raised	761		761	655
	<hr/>	<hr/>	<hr/>	<hr/>
TOTAL INCOMING RESOURCES	16,187	0	16,187	4,707
 RESOURCES EXPENDED				
Room Hire	30		30	0
Secretarial Services	180		180	300
Speaker/Training	1,065		1,065	200
Telephone	112		112	87
Insurance	133		133	96
Stationery	70		70	45
Web Site Management/Marketing and Publicity	5,654		5,654	4850
Computer Costs	155		155	244
Sundry Expenses	179		179	108
	<hr/>	<hr/>	<hr/>	<hr/>
	7,578	0	7,578	5,930
 NET INCOMING/(OUTGOING) RESOURCES				
	8,609	0	8,609	-1,223
 TOTAL FUNDS BROUGHT FORWARD				
	5,763	0	5,763	6,986
	<hr/>	<hr/>	<hr/>	<hr/>
 TOTAL FUNDS CARRIED FORWARD				
	14,372	0	14,372	5,763
 <u>TOTAL CASH FUNDS</u>				
	14,372	0	14,372	5763

The Statement of Financial Activities were approved by the Board of Trustees and signed on their behalf by:

Trustee

Date

Accounts



JIGSAW Annual Report Monday 8th July 2024

A warm welcome to all our members, volunteers, and guests. We are holding our AGM slightly later this year due to our King's Award for Voluntary Service celebrations which took place in June.

Introduction

For those of you who are new to our meetings, Jigsaw was established in 1996 and became a charity in 2017. We are a peer led group of volunteers who offer easy access to mental health support and information to relatives and carers who support a family member with a mental illness in the county of Worcestershire. When a family member is newly diagnosed with a mental illness it can be devastating. It can be truly frightening and very hard to understand.

Relatives and carers don't always know what to say or do for the best and it is traumatic dealing with a family member who has attempted suicide, self-harm or taken an overdose. It is difficult to talk to other family members or friends about ongoing mental illnesses such as severe depression, OCD, psychosis, personality disorder, autism. Our group of experienced volunteers enables carers to come together let off steam, share their anxieties, and say how they truly feel without being judged.

We have a website www.jigsawgroup.info and we send out regular newsletters to our subscribers advertising our regular meetings and activities. We also use social media platforms Facebook and X (formerly Twitter). Our leaflets and posters also help us to raise awareness and reach out to relatives and carers who are isolated and struggling to cope with their role. We class ourselves as a small but vital charity providing a lifeline to relatives and carers. We aim to promote awareness of mental health services and empower carers in a safe, confidential, and supportive environment.

Our News: The Kings Award for Voluntary Service

In November 2023 we were truly honoured to receive the Kings Award for Voluntary Service (KAWS) which is considered to be the MBE for voluntary groups. This award is a testament to the passion and dedication of our volunteers. The Kings Award will bring a greater awareness about what we do to support relatives and carers in Worcestershire.

In May this year myself and volunteer Hazel Gommersall were invited to attend the Kings Garden Party at Buckingham Palace. The weather was glorious, and we got there despite the train strikes and the event was fantastic. The organisation, the tea party and the whole occasion was something we will always remember.

For those who couldn't attend the King's Garden Party we held a local celebration at the **Malvern Hills Science Park** in June this year. Our volunteers and supporters were invited to join us when the King's representative, the Lord Lieutenant for Worcestershire, Mrs Beatrice Grant, presented us with our certificate signed by King Charles along with a beautiful crystal

trophy in recognition of our volunteer's dedication. It was a wonderful celebration and a chance to thank all our supporters.

I would like to thank Alan White CEO at MHSP and administrator Wendy Perrins and her staff for enabling us to use this fantastic venue for our celebration.

Financial Matters

Our **National Lottery Awards for All** grant came to an end in February 2024. In May we applied for further NLAfA grant which will last for two years and we await the decision sometime in August.

In March this year we were allocated £3,000 by the Trustees of **Positive Thoughts** after they closed down their organisation and distributed their assets. Positive Thoughts was a small, long running local charity which provided social contact and support to people experiencing poor mental health and it struggled to continue in the aftermath of Covid. I am personally very sad to see this charity close, it started in 2006 when the psychiatric day hospital in Malvern closed down and it was a vital lifeline for patients with severe and enduring mental illness. I'd like to thank Roy Milner one of the founding members of Positive Thoughts for his service and his links with JIGSAW over the years.

Jigsaw has a contingency fund of £2,500 kindly donated in 2023 by Andrew Manning-Cox, the High Sheriff for Worcestershire. In the coming year we would like to try and increase this amount to provide a bit more financial security in between applying for new grants.

I would like to thank our treasurer Polly Clare for managing the JIGSAW bank account and keeping track of our income and expenditure. Once again thanks go to Gordon Whittaker our independent accountant for checking and verifying our accounts (*see attached income and expenditure account for the year ended March 2024*) For the not so financially minded members I have prepared a spreadsheet explaining the details of our income and expenditure. We do most of our banking online with Barclays and there are three trustees who are able to initiate and authorise any payments made.

Donations

I would like to thank the following people and organisations who have made donations to JIGSAW over the past year:

- The Trustees of Positive Thoughts
- Sharon Stimpson from the IASME Consortium
- Tom Wells from Worcestershire County Council
- Marian Bailey
- Bill Mason
- The Evesham Rose Croix Freemasons
- The Provincial Grand Chapter of Worcestershire Freemasons

We have also received online donations from Amazon Smile and the PayPal Just Giving Fund

We have held a number of car boot sales and tabletop sales throughout the year, and we have raised an amazing **£631.02** including the tea and coffee money collections. My thanks go to all our members who have donated items for sale and helped to man the stalls.

Attendances April 2023 to March 2024

There was a total of 254 attendances including 30 new attendees.

Throughout the year we held a total of 26 meetings:

- 11 coffee mornings
- 5 Zoom meetings
- 7 Face to face meetings
- 3 Hybrid meetings

We vary the venues and dates for the coffee mornings each month and we held our first ever weekend coffee morning on Saturday 29th April. By doing this we hope to enable carers who work different shifts or work Monday to Friday to have an opportunity to attend for a supportive chat. This arrangement also works well for any new carers who may wish to meet existing carers in a more relaxed informal setting for the first time.

These coffee mornings allow carers more time to talk in depth about their struggles and gain support from other carers. We are extremely grateful to the staff at the London Road Waitrose store who book the community room free of charge for our coffee mornings.

We send out anonymous feedback forms after every meeting and we will continue to take on board any comments and make improvements.

Monthly meetings

Our programme of regular monthly meetings from April 2023 to March 2024 has been varied and informative:

- **April 3rd – Zoom** Kooth and Qwell - Digital mental health support platforms – Bryoney Cook
- **April 17th – Community MH Link Worker** Worcs Assoc of Carers – Julia Howells Social Worker
- **May 8th – Neighbourhood Mental Health Teams** – Stuart Searle Jones Senior Nurse Practitioner
- **June 5th – Annual General Meeting**
- **July 3rd – Psychiatric Medication Q&A Session** – Andy Down Pharmacist WHAC NHS Trust
- **July 24th – Presentation of Certificates of Appreciation** to our sponsors
- **August 7th – Zoom Legal Session** Wills, LPA, Trusts – Chris Milne solicitor
- **September 4th – Carers Voice Service** – Kate Webb - Worcestershire Association of Carers
- **October 2nd – Dementia Care and Meeting Centres**– Kirsty Hughes
- **November 6th – De-escalation Techniques and Training** – Bill Say Psychologist Just Say Training
- **December 4th – Zoom Open Meeting**
- **December 11th – Christmas Social**
- **January 8th – Zoom Open Meeting**
- **February 5th – Recovery College and Prepared Carers Checklist** – Sarah Taylor Practice Educator
- **March 11th – Zoom Bipolar Disorder Q&A** – Will Morgan

Committee meetings were held on: 22nd May and 23rd October 2023, and 26th February 2024

We are extremely fortunate to have such a committed and enthusiastic group of volunteers on our committee and I value all their ideas and contributions. One of our volunteers, Kim is standing down from the committee this year. I would like to thank her for all her support and kindness to new carers she will be sadly missed on the committee.

We now have two vacancies on the committee. Expressions of interest are welcome from carers who have attended our meetings regularly over the last year.

Website and Social Media

In addition to our regular meetings, we also have an online presence and huge thanks goes to Darius for managing and maintaining our amazing website and for all his time and hard work. Darius is the glue that holds JIGSAW together sending out all the adverts for our meetings and co-ordinating our online virtual meetings. He collates all the anonymous feedback carers give us following each meeting and he manages our Facebook and X (formerly Twitter) accounts (*see attached reports*).

Networking

We continue to maintain contact and attend meetings with organisations throughout Worcestershire:

- Worcestershire Association of Carers (WAC) - www.carersworcs.org.uk
- Healthwatch Reference and Engagement Group: www.healthwatchworcestershire.co.uk
- Voluntary Community Sector Alliance - worcsalliance.org - a group of wide-ranging voluntary organisations providing public services outside the NHS and Social Care
- Carers Action Worcestershire - crossroadsworcs.org.uk - a consortium of small voluntary organisations under the umbrella of WAC

Co Working with Herefordshire and Worcestershire Health and Care NHS Trust

Following the Care Quality Commission (CQC) report in January 2024, our volunteers have actively engaged with mental health care professionals and have voiced our concerns about proposed service changes and highlighted the potential strain on unpaid carers.

In March representatives from JIGSAW participated in a pre-consultation event giving the views of carers on the proposed **Reconfiguration of Adult Mental Health Inpatients and Rehabilitation Services**

The HAWC NHS Trust are reviewing and updating their Carers Policy. In April we were invited to share our views about the '**Prepared Carer's Checklist**' in a Zoom meeting with Karen Bent, Patient Engagement Officer.

In July we were asked to comment on documents developed by Scott Parker, Director for Improvement in the HAWHC NHS Trust. We were able to provide constructive feedback to

Jane Thomas, patient engagement officer and Sue Harris, Director of Strategy and Partnerships on the **'Behaviours for All - Patient and Carers Experience'** project aimed at improving staff, patient and carer experience when using Trust Services

Training and workshops

In November we invited Bill Say, psychologist, from Just Say Training to deliver a session on De-escalation Techniques. This session had been requested by a number of carers, so we arranged this bespoke training to address specific issues faced by our carers when they are faced aggression from their family members in a psychiatric emergency.

Pilates sessions for Carers

Run by Debbie Sankey (balancedbee71@gmail.com). Sessions take place at the Malvern Victoria Bowling Club in Malvern Link every Tuesday evening. Relatives and carers are welcome to join us or try a taster session

Certificates of Appreciation

In July we held a presentation event at the Malvern Hills Science Park. We offered our sincere thanks and presented framed certificates of appreciation to our supporters:

- Andrew Manning-Cox, High Sheriff for Worcestershire 2023 for our contingency fund.
- Derek Green and Simon Smith from Sanctuary Housing who have provided us with IT equipment and helped us set up our virtual meetings on Zoom
- Alan White CEO and Wendy Perrins at the Malvern Hills Science Park for letting us use their meeting room for our monthly meetings

WhatsApp Group

I'd like to thank Sarah one of our committee members who has set up the JIGSAW WhatsApp group for our regular members. This has proved really helpful for the little details and keeping us in touch in a friendly and informal way.

Longstanding volunteers

I would also like to extend my heartfelt thanks to our longstanding volunteers and committee members, Polly, Cyrus, Hazel, Angela, Sarah, Kim, Carolina, and Brendan for supporting me in running JIGSAW.

Future Plans:

Re-design of Publicity Materials

We are having our publicity materials updated and hope to have our new tri fold leaflets and posters approved for printing very soon. They will feature the KAVS logo along with all our other sponsors. Thanks goes to Polly and her daughter who have been working on this

project for us. They have done an amazing re brand. Thanks also goes to Tom Wells our local county councillor for providing the funds for this project.

New Sessions – A facilitated Reflective Group

We are due to pilot a new closed bi-monthly group starting in July. Some of our longstanding carers have participated in our meetings over the years. They offer support to new carers but there is little time at our meetings to address their ongoing needs and emotional struggles. Sessions will be run by trained psychologist, Rachel Morgan and paid for from JIGSAW funds. The sessions will offer carers time to reflect on the impact of their caring role and to focus on their wellbeing needs and develop more fulfilling lives.

Future meetings:

August – an update about Neighbourhood Mental Health Teams in Worcestershire

September – Question and Answer Session about psychiatric medication

We also hope to arrange a craft workshop in the autumn

In the year ahead, we will definitely be focusing on ‘future proofing’ JIGSAW. We have talked about contingency plans, but we need to address this issue to keep the group running now and into the future.

We will keep reaching out to carers across Worcestershire and will do our very best to represent their views and contribute to developments in the NHS, Social Care and the Voluntary Sector

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Sue Nichols

JIGSAW Secretary

July 2024

JIGSAW - WORCESTERSHIRE MENTAL HEALTH RELATIVE & CARER'S SUPPORT GROUP**INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2024**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
INCOMING RESOURCES				
Donations and Legacies	4,052		4,052	5,250
National Lottery Community Fund	0		0	5,996
Funds Raised	655		655	702
TOTAL INCOMING RESOURCES	<u>4,707</u>	<u>0</u>	<u>4,707</u>	<u>11,948</u>
RESOURCES EXPENDED				
Room Hire	0		0	294
Secretarial Services	300		300	294
Speaker/Training	200		200	110
Consultancy	0		0	225
Telephone	87		87	63
Insurance	96		96	96
Stationery	45		45	38
Web Site Management/Marketing and Publicity	2,519	2,331	4,850	6341
Computer Costs	244		244	200
Sundry Expenses	108		108	85
	<u>3,599</u>	<u>2,331</u>	<u>5,930</u>	<u>7,746</u>
NET INCOMING/(OUTGOING) RESOURCES	1,108	-2,331	-1,223	4,202
TOTAL FUNDS BROUGHT FORWARD	<u>159</u>	<u>2,331</u>	<u>6,986</u>	<u>2,490</u>
TOTAL FUNDS CARRIED FORWARD	<u>1,267</u>	<u>0</u>	<u>5,763</u>	<u>6,692</u>
<u>TOTAL CASH FUNDS</u>	<u>1,267</u>	<u>0</u>	<u>5,763</u>	<u>6986</u>

JIGSAW - WORCESTERSHIRE MENTAL HEALTH RELATIVE & CARER'S SUPPORT GROUP

STATEMENT OF ASSETS AND LIABILITIES 31 MARCH 2024

	2024	2023
	£	£
Liabilities		
Room Hire	0	45
	<hr/>	<hr/>

The Statement of Financial Activities were approved by the Board of Trustees and signed on their behalf by:

Trustee

Date

Accounts



JIGSAW

**Worcestershire Mental Health
Relative & Carer's Support Group**

JIGSAW Annual Report Monday 5th June 2023

JIGSAW has had another busy and successful year including some exciting new developments. Our membership has grown and our activities have expanded.

Grants

We are especially grateful to Andrew Manning-Cox the previous High Sheriff for Worcestershire 2022/2023 and the National Lottery Awards for All for their generous grants which we received in February this year. Without this timely financial support our group would have struggled to continue.

We are also very thankful to have received two grants totalling £1,000 from Masonic Lodges in Worcestershire.

Thanks also goes to Councillor Beverley Neilson who granted JIGSAW £200 from her County Council Divisional Fund in January 2023

Sponsorship

Andrew Manning-Cox has been instrumental in helping us to achieve our aim to reach out to carers across the county of Worcestershire. After the COVID lockdowns it was clear that some members of JIGSAW preferred to meet via Zoom and others liked the face to face meetings that we held at the Malvern Victoria Bowls Club.

We were trying unsuccessfully to run what is known as 'Hybrid Meetings' (a mixture of in-person and remote attendees) but the Wi-Fi connection in the area was unstable. Andrew very kindly arranged for two IT consultants, Derek Green and Simon Smith from Sanctuary Housing to come and help us out with the technology. They advised us that the conference microphone and speakers we had weren't powerful enough and we needed a stable Wi-Fi connection too.

As luck would have it, all this coincided with us finding a new venue and meeting room at the Malvern Hills Science Park in Barnard Green. (suggested by one of our members who works there). The CEO of the MHSP, Alan White is happy to let us use the meeting room free of charge. It has built in Wi-Fi and a large television screen which is perfect for our needs. Thanks also goes to Wendy on MHSP reception who has been really helpful and made us feel welcome.

Derek and Simon were able to fund and purchase a top of the range camera and microphone for JIGSAW for which we are incredibly grateful. We met at the MHSP where they installed the software and made sure everything was set up and running smoothly.

From now on we will be able to hold our monthly meetings at the Malvern Hills Science Park and carers from across the county can join us via Zoom. Directions to the new location will be available on the Website. (Our Pilates sessions for carers will continue to take place at the Malvern Victoria Bowls Club)

Queen's Award for Voluntary Service

Last year JIGSAW was nominated for a Queen's Award for Voluntary Services. It has been a fairly long process gathering the information required but we have been shortlisted. In February a small group of representatives from the committee and our membership met with two Local

Lieutenancies from the QAVS who carried out an in-depth assessment of JIGSAW. They have written a report which has been sent up to London to the National Assessors for consideration. We will find out if we have been successful in November this year.

Financial Matters

Polly Clare has taken over the role of Treasurer from Cyrus Baria in a very able and skilful manner for which I am extremely grateful. Polly, Cyrus and I liaise closely regarding JIGSAW's income and outgoings and we have had this year's accounts checked and verified by Gordon Whittaker an independent accountant.

(see attached Income and Expenditure Account for the year ended March 2023)

I would like to thank Nina Oakley for her donation of £10 and Polly for her sale of Pumpkin Soup at Christmas which raised £35.

The IASME Consortium, a small cyber security business located in Colwall Worcestershire, very kindly donated £50 in December 2022

Online donations services, Just Giving, PayPal Giving Fund and Amazon Smile have donated a total of £51.96

Fundraising 2022/2023

We have held a number of car boot sales and table top sales throughout the year and we have raised an amazing £511.95. Thanks goes to all our members who have donated items for sale and helped to man the stalls.

Attendances April 2022 to March 2023

There was a total of 289 attendances including 23 new members

Throughout the year we held a total of 27 meetings:

- 10 Face to Face meetings
- 5 Zoom meetings
- 12 Coffee Mornings

We vary the venues and dates for the coffee mornings each month and we held our first ever weekend coffee morning on Saturday 29th April. By doing this we hope to enable carers who work different shifts or work Monday to Friday to have an opportunity to attend for a supportive chat.

This arrangement also works well for any new members who may wish to meet existing members in a more relaxed informal setting for the first time. These coffee mornings allow carers more time to talk in depth about their struggles and gain support from other members.

We are extremely grateful to Sharon at the London Road Waitrose Store who books the community room free of charge for our coffee mornings.

Monthly Meetings

Our programme of regular monthly meetings from April 2022 to March 2023 has been varied and very informative:

- April 4th – Mood Disorders Research Group – Dr Katherine Gordon-Smith
- May 9th - Onside Advocacy – Cathy Jackson-Read
- June 6th – Annual General Meeting
- June 20th Onside Advocacy Mental Health Services – Janine Daniels-Stretch
- July 4th Psychiatric Medication Q&A – Andy Down MH Pharmacist for HAWC NHS Trust
- Aug 1st – Open Meeting
- Sept 5th – Jean Nash - Mindfulness update followed by Open Meeting

- Oct 3rd – Open Meeting
- Nov 7th - Suicide Prevention and Dealing with Trauma Crisis – Joy Hibbins
- Dec 5th – Home Treatment Service – Tony Goodman – HAWC NHS Trust
- Dec 12th – Christmas Social
- Jan 9th – Open Meeting
- Jan 10th – Focus Group meeting with the Care Quality Commission
- Feb 6th – NHS Patient Advice and Liaison Service (PALS)
- Mar 6th – Open Meeting

Committee Meetings were held on:

30th May and 26th September 2022 and 23rd January 2023

We are extremely fortunate to have such a committed and enthusiastic group of carers on our committee and I value all their ideas and contributions. Their roles include:

liaison and participation with local groups and committees across health and wellbeing and feeding back information about current Mental Health Services. Meeting and greeting new carers to our meetings and providing refreshments. Assisting with fundraising and participating in working parties to develop policies e.g. Risk Assessment. Representing JIGSAW at Mental Health Awareness events e.g. Time to Change Awareness Event.

Website Report

In addition to our regular meetings we also have an online presence and huge thanks goes to Darius for managing and maintaining our amazing website and for all his time and hard work. Darius is the glue that holds JIGSAW together sending out all the adverts for our meetings and coordinating our online virtual meetings. He collates all the anonymous feedback carers give us following each meeting and he manages our Facebook and Twitter accounts.

(see attached Website report)

Networking and Co Working

We continue to maintain contact with organisations throughout Worcestershire.

We are looking to co work with Worcestershire Association of Carers to expand our coffee mornings outside of Worcester and Malvern to make contact and provide support to carers in more rural areas of Worcestershire.

Worcestershire Health and Care NHS Trust are updating their Carers Policy and working to improve communications around in-patient discharge plans and JIGSAW carers can play an important role in these developments.

JIGSAW has joined Carers Action Worcestershire (CAW) which is a consortium of small voluntary organisations under the umbrella of WAC. Meetings are quarterly and include information sharing and support.

Training and Workshops

Our members who are also members of the Worcester Association of Carers have been able to attend training sessions run by WAC who also run social events aimed at improving the mental health of carers. Many of the JIGSAW carers have requested help with how to cope with verbal and physical aggression from a family member who is agitated and distressed. We are currently in discussion with the WAC training coordinator and hope to arrange a De-escalation workshop for JIGSAW and WAC members.

The National Council for Voluntary Organisations (NCVO) run online training sessions for volunteers. I have attended two sessions on measuring impact and outcomes. We have started a survey to find out how our members find out about JIGSAW and the which part of Worcestershire they live in. This

information can help us in future funding bids and demonstrates that we are reaching across the County.

I have plans to put in a bid to the Eveson Trust for a training budget for committee members to attend training to develop their skills. E.g. Charity Finance Skills, Charity Trustee Induction.

Carers Voice

In January 2023 a group of nine carers met with the Care Quality Commission in an online focus group where they were able to express their concerns about the difficulties they experienced communicating with HAWC NHS Trust.

We encourage all our carers to contact the Patient Advice and Liaison Service (PALS) if they have any concerns or complaints about health-related matters. PALS provide advice and support to patients using the NHS services and they have procedures to help resolve complaints.

We also attend public meetings run by Healthwatch and contribute to their work in monitoring current trends in health care.

In the months ahead, we will continue to engage and work with Health, Social Care and voluntary organisations to ensure our carers have a voice in the development and delivery of Mental Health Services in Worcestershire.

Sue Nichols
Secretary

5th June 2023

JIGSAW - WORCESTERSHIRE MENTAL HEALTH RELATIVE & CARER'S SUPPORT GROUP**INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2023**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
INCOMING RESOURCES				
Donations and Legacies	5,250		5,250	1,701
Worcestershire Covid Response Appeal Grant			0	4,187
National Lottery Community Fund		5,996	5,996	0
Funds Raised	702		702	0
TOTAL INCOMING RESOURCES	5,952	5,996	11,948	5,888
RESOURCES EXPENDED				
Room Hire	219	75	294	70
Training	110		110	0
Consultancy	225		225	0
Telephone	34	29	63	58
Insurance	96		96	0
Stationery	38		38	34
Web Site Management/Marketing and Publicity	3,006	3,335	6,341	4558
Computer/Projector Costs	144	56	200	144
Sundry Expenses	85		85	97
	3,957	3,495	7,452	4,961
NET INCOMING/(OUTGOING) RESOURCES	1,995	2,501	4,496	927
TOTAL FUNDS BROUGHT FORWARD	159	2,331	2,490	1,563
TOTAL FUNDS CARRIED FORWARD	2,154	4,832	6,986	2,490
<u>TOTAL CASH FUNDS</u>	<u>2,154</u>	<u>4,832</u>	<u>6,986</u>	<u>2490</u>

JIGSAW - WORCESTERSHIRE MENTAL HEALTH RELATIVE & CARER'S SUPPORT GROUP

STATEMENT OF ASSETS AND LIABILITIES 31 MARCH 2023

	2023	2022
	£	£
Liabilities		
Room Hire	0	45
	<u>0</u>	<u>45</u>

The Statement of Financial Activities were approved by the Board of Trustees and signed on their behalf by:

Trustee

Date

Accounts



JIGSAW Annual Report Monday 6th June 2022

JIGSAW has had yet another busy and successful year despite Covid-19. Our membership has grown, and our activities have expanded.

Grants

In June 2021 we were invited to apply for a further **Covid-19 grant** from the Worcestershire Community Foundation and in October we were awarded £4,187 for which we were extremely grateful. The grant was awarded to enable JIGSAW to work on two projects and associated activities:

1. Live streaming of guest speakers via Zoom
2. Sustainability and contingency plans

We have made headway with the live streaming of Zoom meetings and have purchased a mobile Wi-Fi device and SIM card to connect our laptop with the internet and enable Zoom meetings in our new venue.

The grant period was due to end in March 2022, but we have been allowed an extension until September this year to complete our sustainability project to gain corporate sponsorship.

We were also fortunate to receive **2 grants from County Councillor's Divisional Fund**. Tom Wells awarded us £500 in August 2021 and Beverley Neilson also awarded us £500 in February 2022. These grants have enabled us to finance our core funding costs to keep the group running.

In March 2022, we received an award and a **grant for £2,000 from Richard Amphlett, the High Sheriff for Worcestershire**. During his year of office, he held several charity events to support mental health charities including JIGSAW. The grant was administered by the Worcestershire Community Foundation, and we officially received the grant into our bank account at the end of April. This grant will be used to cover the costs of hiring private venues for the coffee mornings and securing public liability insurance. It will also be used for training and development for JIGSAW trustees with online courses run by the National Council for Voluntary Organisations.

This much needed and welcomed financial support has enabled us to expand our activities and reach out to an increased number of carers across Worcestershire.

Until the Covid-19 restrictions were eased, we continued to hold our regular monthly meetings via Zoom. In June, we held our AGM and first face-to-face meeting at our new venue, the club house at Malvern Victoria Bowling Club in Malvern Link. We continued to observe social distancing and wore masks and used hand sanitiser.

Coffee Mornings

In August we held our first Coffee Morning at the Boston Tea Party in Worcester. This proved to be popular with existing members and new carers who were able to meet us in a more relaxed setting and find out about JIGSAW. We now hold monthly coffee mornings. We meet from 10am to 12pm midday at a venue either in Malvern or Worcester and vary the day of the week making it a bit more flexible for carers to attend. Feedback from the coffee mornings has been positive but we are looking to hire a venue which would afford more privacy for carers when discussing sensitive issues and still have access to coffee and cake.

Feedback Forms

These are sent out electronically to everyone who attends our meetings. We ask for anonymous feedback about how helpful they have found the meeting and what we could do to improve future meetings.

It became clear that some members preferred face-to-face meetings whilst others liked meeting online via Zoom. Some members preferred to have a speaker at the meetings, and others requested Open Meetings with more time to talk and get to know other carers and share common concerns.

The feedback has helped us develop and improve our coffee mornings. It has definitely been good to hear members views as we have developed our Zoom online meetings. We have been slowly ironing out technical difficulties and improving our skills in running online meetings. Our plan is to run Zoom meetings simultaneously with our face-to-face meetings.

Monthly Meetings

Our regular monthly meetings have been varied and informative. Initially they were held via Zoom, but we were pleased to return to face-to-face meetings in June.

- April 12th Bipolar UK (*via Zoom*)
- May 10th The new Community Mental Health Link Worker Team (*Zoom*)
- June 7th Annual General Meeting
- July 5th Psychiatric Medication (*Zoom*)
- August 2nd Open Meeting
- Sept 6th Update on Mental Health Services in Worcestershire
- October 4th Social Prescribing
- Nov 1st Springfield MIND Safe Haven Mental Health Support Line
- Dec 6th Open Meeting and Christmas Raffle
- Jan 10th Malvern Neighbourhood Mental Health Service
- Feb 7th The Role of the WAC Community Mental Health Worker
- March 7th Open Meeting

Additional meetings were held on:

- June 3rd Meeting with the High Sheriff for Worcestershire (*Zoom*)
- July 12th Carer's Strategy Focus Group meeting (*Zoom*)
- Sept 20th Crisis Team/Assessments and Admissions and Patient Engagement

Christmas 2021 - We decided not to hold our Christmas meal and social event due to the prevalence of the Omnicom Variant.

Attendances

Throughout the year we had a total 244 attendances and had 20 new attendees. Our highest attendance was 19 in January for a talk given by Stuart Searle-Jones the clinical lead for the Malvern Neighbourhood Mental Health Service

Website Statistics *(see attached report)*

Darius has continued to develop our web page and promote awareness of the group through our newsletters, Facebook page and our Twitter account. The website has been adapted so a much higher percentage of people are now able to access our site on mobile phones and tablets.

Committee Meetings

We held an Extraordinary Committee Meeting in June 2021 to discuss and approve funding proposals for a further Covid-19 Appeal Grant.

Regular Committee Meetings were held in August and November 2021 and March 2022

We developed and approved a Code of Conduct policy for Zoom online meetings.

Networking and Signposting

We continue to maintain contact and have links with many other organisations throughout Worcestershire:

- **Healthwatch** – independent consumer champion – giving the public, patients and users of health and social care services in Worcestershire a voice
<https://www.healthwatchworcestershire.co.uk/>
- **Worcestershire Health and Care NHS Trust** – Adult Mental Health Services
<https://www.hacw.nhs.uk/>
- **Link Nurseries** – a community-focused horticultural centre providing therapeutic and vocational services and activities for people recovering from mental ill health
<https://wcg.ac.uk/linknurseries>
- **Malvern Mindfulness** – offering Mindfulness based health interventions -
www.malvernmindfulness.co.uk/
- **Worcestershire Association Carers (WAC)** – a local charity offering information, advice and support to all carers www.carersworcs.org.uk/

- **Community First** – specialise in providing high quality advice and support to community groups and organisations in Hereford and Worcestershire, to help them grow and meet the needs of the communities they serve www.comfirst.org.uk/home
- **Malvern Theatres** run workshops and events in Great Malvern www.malvern-theatres.co.uk/take-part
- **Social Prescribers** – Social Prescribing aims to support individuals to take greater control of their health and feel more empowered to look after themselves. www.onside-advocacy.org.uk/social-prescribing
- **Disability Information and Advice Helpline (DIAL)** www.dialsworcs.org.uk/
- **The Fold at Bransford** – a centre promoting sustainable and healthy lifestyles. A popular venue for our coffee mornings. <https://www.thefold.org.uk/>
- **Aspie** – a social, support and therapy group for adults with Asperger’s Syndrome (Aspies) www.aspie.org.uk/
- **National Council for Voluntary Organisations (NCVO)** is the umbrella body for the voluntary and community sector in England. Provides online training for volunteers. www.ncvo.org.uk/

Training and Workshops

Our members have been able to attend training sessions run by the Worcestershire Association of Carers.

Our Pilates sessions for carers are running face-to-face at the Malvern Victoria Bowling Club House every Tuesday evening starting at 6.45pm and online (at home) on Fridays at 4.30pm. Sessions are £6.00 paid in advance.

Fundraising 2021/2022

- | | |
|--|--------|
| • Sale of 2 nd hand massage chair | £60.00 |
| • Community Action 4 th December Christmas Fayre & Coffee morning | £46.00 |
| • JIGSAW Christmas raffle | £42.00 |
| • Community Action 19 th March Spring Fayre & Coffee morning | £42.00 |

Donations were gratefully received in 2021:

- | | |
|----------------------------------|---------|
| • Waitrose Green Coin Scheme | £333.00 |
| • Sue Davidson (via Just Giving) | £97.90 |
| • Jim and Marian Latham | £50.00 |
| • Polly Clare | £48.85 |
| • Brendan Young | £10.00 |

Sue Nichols

Secretary / Chairperson

6th June 2022

JIGSAW - WORCESTERSHIRE MENTAL HEALTH RELATIVE & CARER'S SUPPORT GROUP**INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2022**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
INCOMING RESOURCES			0	
Donations and Legacies	1,701		1,701	110
Worcestershire Covid Response Appeal Grant Funds Transfer		4,187	4,187	3,400
TOTAL INCOMING RESOURCES	<u>1,701</u>	<u>4,187</u>	<u>5,888</u>	<u>3,510</u>
RESOURCES EXPENDED				
Room Hire	70		70	0
Speakers			0	30
Telephone		58	58	122
Stationery		34	34	68
Web Site Management/Marketing and Publicity	1,587	2,971	4,558	3444
Computer/Projector Costs		144	144	200
Sundry Expenses	55	42	97	45
	<u>1,712</u>	<u>3,249</u>	<u>4,961</u>	<u>3,909</u>
NET INCOMING/(OUTGOING) RESOURCES	-11	938	927	-399
TOTAL FUNDS BROUGHT FORWARD	170	1,393	1,563	1,962
TOTAL FUNDS CARRIED FORWARD	<u>159</u>	<u>2,331</u>	<u>2,490</u>	<u>1,563</u>
<u>TOTAL CASH FUNDS</u>	<u>159</u>	<u>2,331</u>	<u>2,490</u>	<u>1563</u>

JIGSAW - WORCESTERSHIRE MENTAL HEALTH RELATIVE & CARER'S SUPPORT GROUP

STATEMENT OF ASSETS AND LIABILITIES 31 MARCH 2022

	2022	2021
	£	£
Liabilities		
Room Hire	45	0
Web Site Management/Marketing and Publicity	<u>0</u>	<u>643</u>

The Statement of Financial Activities were approved by the Board of Trustees and signed on their behalf by:

Trustee

Date

Accounts



JIGSAW Worcestershire Mental Health Relative and Carer's Support Group

Annual Report – 7th June 2021

We were unable to hold our AGM in May 2020 due to the global pandemic and the lockdown in the UK.

There was no meeting in April 2020, but in May we were able to hold our first Zoom meeting followed by another one in June. It took a while to get used to holding online meetings and learn how to run a Zoom session.

We are extremely grateful to Darius Baria, our marketing/website manager, for his skills in advertising our meetings throughout 2020/2019 and enabling us to host them online.

We have kept members informed of our activities through our newsletters, Facebook page and our Twitter account. Some have been able to keep in touch via email and by text messages.

Covid-19 Grant

We were invited to apply for a Covid 19 grant from the **Worcestershire Community Foundation** and in July 2020 **we were awarded £3,400** for which we were extremely grateful. This grant has enabled us to keep the group and our online presence going through the lockdowns.

We hope to recommence our face-to-face meetings in the summer as lockdown restrictions ease. We have a new venue at the Malvern Victoria Bowls Club in Malvern Link.

Attendances

Due to the Covid restrictions, we have not been able to hold any face-to-face meetings of any sort. Unfortunately, some of our regular members weren't able to join our meetings on Zoom so our attendances throughout the year have been lower than usual at 176 (down from 233 last year). However, we have attracted 22 new carers and we were able to hold a total of 11 meetings. Our highest attendance was 26 in March 2020.

Not all carers are confident attending meetings online and some do not have access to the internet. For some carers gaining support from their own homes can prove difficult if they live with the cared for individual. On the plus side having online meetings have enabled us to reach carers who would find it difficult to travel across Worcestershire to attend face-to-face meetings.

Website Statistics

Darius has continued to develop our web page and promote awareness of the group through our newsletters, Facebook page and our new Twitter account. The website has been adapted so a much higher percentage of people are now able to access our site on mobile phones and tablets.

Website statistics for the last financial year April2020/March2021:

- There were 1,145 visits to the website
 - Up 16% on the previous financial year (Apr19-Mar20)
- This averaged 3.1 visits a day
- 85-99% of the visitors were from the UK. The majority were from Worcestershire and the Birmingham area

Newsletters

There are currently 220 subscribers. This was slightly down from the previous financial year (225). There were a handful of people who unsubscribed, as well as Mail Chimp (email marketing platform) automatically deleting contacts that had numerous 'bounce backs' due to emails that were no longer valid. The most common cause was due to people changing jobs/companies.

Our newsletter is called **JIGSAW NEWS for CARERS**. It is a digest of news and information from a variety of organisations (both local and national) which we think may be of interest to carers in Worcestershire. The format of the newsletter has been improved allowing readers to click on the news items that are of particular interest to them. The JIGSAW NEWS for Carers can now be accessed via a 'NEWS' button on the home page on the website. This will be updated every two weeks or so.

Facebook

There are now 119 people who currently follow our Facebook page. This is up 13% from the previous financial year (105 people).

Twitter

Our Twitter account was launched at the end of September 2020, and we already have 65 followers.

- 0 -

Committee meetings were held in September and December 2020 and March 2021

The AGM was delayed until September 2020

- Aileen Clough retired
- Viv Austen and Angela Davison joined the committee
- Polly Clare took over as chairperson from Jen Costigan

The Office Bearers are:

Chairperson: Polly Clare

Treasurer: Cyrus Baris

Secretary: Sue Nichols

Policies

Current policies include:

- Safeguarding Vulnerable Adults Dec 2020
- Data Protection Nov 2020
- Register of Systems Dec 2020

Meetings

It has been a very challenging year for everyone, but we were able to hold a total of 11 meetings via Zoom.

There were 4 Open Meetings to welcome new carers and 7 meetings with guest speakers.

Starting off in July, we welcomed back Andy Down, Deputy Chief Pharmacist, who held a Question-and-Answer Session on **Psychiatric Medication**.

Louise Seeney and Phil Morgan from the Worcestershire Mental Health Adult Mental Health Management Team gave a talk about the **Home Treatment Service**. They were joined by Margaret Reilly from Healthwatch Worcestershire who shared the findings from their comprehensive Covid-19 survey and how it relates to carers.

Vicky Hitch, Manager of **New Opportunities Worcestershire (NOW)** told us about a pilot scheme in the Malvern and Wyre Forest Area which was being developed to provide extra support to patients in the secondary mental health service with their recovery from mental illness. The scheme is community based and would enable service users to develop social skills, motivation, and confidence. Vicky wanted carers' views about the development of the service and the idea of eventually having Recovery Colleges which would be rolled out and available in the counties Worcestershire and Herefordshire.

Amanda Wright from the **Worcestershire Wellbeing Hub** gave a talk about the **Time to Change initiative** designed to end mental health discrimination. She gave an update on **Worcestershire Healthy Minds Service** which supports people, aged 16 and over, who are experiencing problems such as stress, anxiety, low mood and depression. They help people improve their mental wellbeing through a range of interventions such as short courses, talking therapies, and self-help information.

Stuart Bryan gave a talk about the **Worcester Withdrawal Group** which provides support to people who are taking prescription medication and want to cut down and stop taking medication. Benzodiazepines (diazepam), sedatives (sleeping tablets) and some antidepressants lead to dependency and withdrawal difficulties. The group provides a safe space to discuss the problems caused by prescribed medication. Coping methods and alternatives to prescribed medication are explored. The group is peer led and not run by medically qualified people, so participants will always be encouraged to further discuss any health concerns with appropriate professionals.

Karen Ingrams, the lead for the **Complex Needs Service** and Dan Watson, Clinical Liaison Practitioner, gave a presentation about the new treatment and service in Worcestershire designed to work with people with Borderline/Emotionally Unstable Personality Disorder. The new treatment model is called Structured Clinical Management and it helps people to address their personality difficulties.

Mark Peters, Mental Health trainer and coach, gave a talk about **Adverse Childhood Experiences**. The approach helps people to overcome past trauma and to develop resilience and wellbeing in the present.

Feedback forms

These are sent out electronically to everyone who attended the meeting. We ask for anonymous feedback about how helpful they found the meeting and what we could do to improve our future meetings. This has certainly helped us improve our meetings on Zoom.

Donations

We gratefully received a donation from Mr and Mrs Murray for £10 in May 2020. Then in December, Anita Wilczynska, a local hairdresser raised £100 for JIGSAW by holding a raffle of small ornamental Christmas trees made from pasta shells.

Networking and Signposting

We continue to maintain contact and have links with many other organisations throughout Worcestershire such as:

- **Healthwatch** - independent consumer champion – giving the public, patients and users of health and social care services in Worcestershire a voice.
- **Worcestershire Health and Care NHS Trust** – Adult Mental Health Services
- **Link Nurseries** - a community-focused horticultural centre providing therapeutic and vocational services and activities for people recovering from mental
- **Malvern Mindfulness** - Offering Mindfulness based health interventions
- **Worcestershire Association of Carers (WAC)** - a local charity offering information, advice and support to all carers.
- **Community First** - specialise in providing high quality advice and support to community groups and organisations in Hereford and Worcestershire, to help them grow and meet the needs of the communities they serve.
- **Asset Based Community Approach (ABCD) public health team.** They are based at County Hall in Worcester and their aim is to build up beneficial links between community organisations.

Training and workshops

Unfortunately, we have been unable to attend any face-to-face events this year due to COVID-19 restrictions, but we have advertised various webinars run by other organisations on our website.

Pilates

Our Pilates sessions continue successfully online with Debbie Sankey on Tuesdays at 6.45pm and Fridays at 4.30pm. Sessions are £6.00 paid in advance.

Christmas 2020

We were unable to hold our annual Christmas meal this year due to Covid restrictions

JIGSAW - WORCESTERSHIRE MENTAL HEALTH RELATIVE & CARER'S SUPPORT GROUP

INDEPENDENT EXAMINERS REPORT ON THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

I report to the trustees on my examination of the accounts of the above charity for the year ended 31 March 2021.

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in,any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Gordon Whittaker

1 June 2021

JIGSAW - WORCESTERSHIRE MENTAL HEALTH RELATIVE & CARER'S SUPPORT GROUP**INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2021**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
INCOMING RESOURCES				
Donations and Legacies	110		110	698
Worcestershire Covid-19 Response Appeal Grant		3,400	3,400	209
Funds Transfer	0		0	1,740
TOTAL INCOMING RESOURCES	110	3,400	3,510	2,647
RESOURCES EXPENDED				
Room Hire	0		0	105
Social Respite	0		0	180
Speakers	30		30	60
Telephone	72	50	122	120
Stationery	34	34	68	81
Web Site Management/Marketing and Publicity	1,721	1,723	3,444	2609
Computer/Projector Costs	0	200	200	834
Sundry Expenses	45		45	96
Mindfulness Training			0	120
Funds Transfer			0	1,740
	1,902	2,007	3,909	5,945
NET INCOMING/(OUTGOING) RESOURCES	-1,792	1,393	-399	-3,298
TOTAL FUNDS BROUGHT FORWARD	1,962	0	1,962	5,260
TOTAL FUNDS CARRIED FORWARD	170	1,393	1,563	1,962
<u>TOTAL CASH FUNDS</u>	170	1,393	1563	1962

JIGSAW - WORCESTERSHIRE MENTAL HEALTH RELATIVE & CARER'S SUPPORT GROUP

STATEMENT OF ASSETS AND LIABILITIES 31 MARCH 2021

	2021	2020
	£	£
Liabilities		
Web Site Management/Marketing and Publicity	<u>643</u>	<u>0</u>

The Statement of Financial Activities were approved by the Board of Trustees and signed on their behalf by:

Trustee

Date