



Hertfordshire

Impact Report 2025/26

Who we are

We're Hertfordshire Mind - your local mental health charity.

Every year, 1 in 4 people in England will experience a mental health problem.

In Hertfordshire, that's thousands of people who may be feeling isolated, unsure where to turn, and in need of support.

We're here to change that.

Through our eleven centres and other local venues, we provide vital community-based mental health services. These help people build resilience, make informed choices, and manage their mental health.

Funded locally, our services are available to all residents in Hertfordshire over the age of 18 and we offer dedicated services for 5-18 year olds.

Each year, we support adults, children and young people across the county to improve their mental health and wellbeing.

We won't stop until everyone facing a mental health problem gets the support and respect they deserve.

As a local Mind, affiliated with national Mind, we're an independent charity. We raise our own funds to keep our services running - and every penny stays in Hertfordshire, helping local people.

**This year,
18,329
people
accessed
our
services!**



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Thank you, you really helped me. You helped me communicate with other professionals when I couldn't. You have given me the strength to do things for myself. You didn't let the language barrier or the fact I can not read stop you from helping me, you adapted and continued to help me. Thank you.



- Flourish client

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Welcome from our Chair & CEO



It is with renewed pride and gratitude that Jo and I, as leaders of this extraordinary charity, introduce our Annual Impact Report.

The past twelve months have been among the most transformative in Hertfordshire Mind Network's history. We have welcomed two smaller charities into our HMN family, begun our journey to become simply "Hertfordshire Mind," and continued to grow our reach across the county — all while the wider system around us has been reshaped by Local Government Reorganisation and the formation of the new Central East Integrated Care Board.

Our clients continue to face growing complexity in their lives and in the

services they rely on, at a time when the health and social care system itself is under unprecedented pressure and change. Bringing new organisations into our community has meant real, sometimes difficult work — but it has also meant more people reached, more local knowledge and relationships brought into our fold, and a stronger, more resilient voice for mental health across Hertfordshire and the wider Central East system.

Our collaborative spirit with local partners, including Hertfordshire Partnership University NHS Foundation Trust and our fellow local Minds across the Central East region, has never been more important, or more valued.

Amidst this scale of change, the resilience, commitment and compassion of our colleagues and volunteers have stood out more than ever. Merging teams, adapting to new structures, and holding steady for clients throughout a year of real organisational change asks a great deal of people — and our staff and volunteers have met that with extraordinary grace. We are profoundly grateful to each and every one of you.

Our approach continues to be shaped by co-production, seeing our clients as partners and valuing their lived experience. Their insights guide our innovation and ensure our services meet real needs, even as those needs — and

the system around them — continue to shift. Your unwavering dedication makes a difference, bringing hope, support and positive change to those who need us most.

We thank all our staff and volunteers from the bottom of our hearts. Your passion and selflessness are the heartbeat of this charity. In a year of real change, you have been its steady hand — and you continue to empower individuals, strengthen our community, and inspire both Jo and I every single day.

Best wishes,

Jess Lievesley & Jo Marovitch



Our year in numbers

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7,285 Adults supported

5,989 Counselling sessions at The Sadie Centre.

2,552 Peer Support sessions.

8,021 Community support and complex needs sessions.

657 Peer Mentoring sessions.

487 Support sessions provided by the Domestic Abuse Service.

800 Counselling sessions.

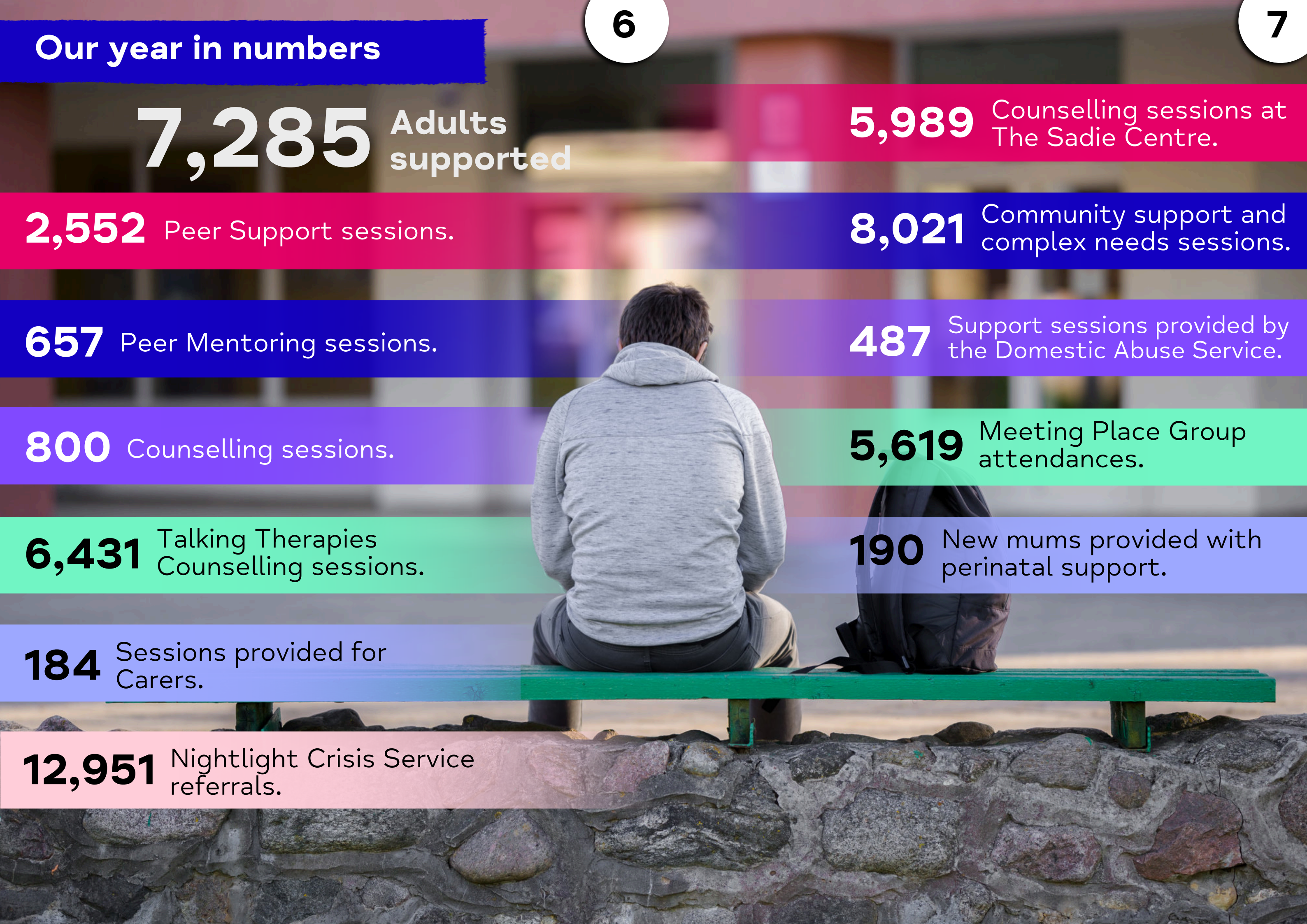
5,619 Meeting Place Group attendances.

6,431 Talking Therapies Counselling sessions.

190 New mums provided with perinatal support.

184 Sessions provided for Carers.

12,951 Nightlight Crisis Service referrals.



9,275 Children and young people supported

1,893 Young people accessed 1:1 and groups.

874 Children and young people accessed counselling.

6,023 Young people attended emotional wellbeing workshops.

33 Young people visited Herts Haven Café.

877 7 - 12 year olds have used Lumi Nova: Tales of courage to overcome their fears and worries.

124 Children and young people accessed counselling at The Sadie Centre.

3,491 Resources were downloaded from the With Youth website.

358 Children and young people accessed the Mindfulness in Schools Programme.

634 Parents, carers and professionals accessed training.

268 Accessed 1:1 mentoring sessions with Future Youth.



1. Our crisis services

Our **Nightlight** crisis service provides emotional support, advice and information to people who are feeling distressed and are in crisis.

The service is delivered by experienced, non-clinical staff - many with lived experience of mental ill health - who provide compassionate, understanding support.

Nightlight Crisis Helpline is open every day, from 7pm to 1am

Our **Nightlight Crisis Cafés** are open every day across the week from 7pm – 1am. The Stevenage and Watford Crisis Cafés are open each day, and the Ware and Hatfield Crisis Cafés are open Friday, Saturday, Sunday and Monday each week. The Hatfield Crisis Café is delivered in partnership with Mind in Mid Herts.

Our **Nightlight Crisis House** in Hemel Hempstead offers four overnight beds, available year-round for people in crisis who would benefit from a short stay. These stays are assessed daily and usually last up to three nights, depending on individual needs. In some cases, this is agreed in partnership with the Crisis Resolution Home Treatment Team.

We also work in A&E settings. The **A&E Crisis Liaison Service** supports staff at Lister and Watford General Hospitals, to improve crisis care for adults. Our A&E Link Workers help people access alternative, non-clinical crisis support, like Nightlight, when a hospital setting may not be the best place.

Finally, **Daylight** offers short-term, one-to-one crisis support in the community for adults aged 18 and over. Our Daylight Workers typically support individuals for 4 - 8 weeks, helping them access local resources and manage their mental health within their own communities. These services form the crisis alternative pathway across Hertfordshire.

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2. Our peer support services

Our countywide **Peer Support Service** offers flexible support for adults experiencing mental ill health, as well as their carers.

Led by Peer Support Workers with lived experience, the service provides personalised support tailored to each individual's needs. This includes one-to-one sessions, peer support groups, and peer learning sets, helping people build on their strengths and find their own solutions.

We also offer a **Peer Mentoring Service**, delivered by trained volunteers who provide up to 12 sessions of one-to-one emotional and practical support, either in person, over the phone, or via Zoom.

Our **Mums Matter** service supports mothers with children aged 0-2. It combines psychoeducation, peer support, one-to-one sessions, and group activities to support perinatal mental health and reduce isolation.



Thank you so much for helping me get through the darkest time I have ever experienced. You have honestly saved my life and help set me up for a happy and positive future. You helped me see that life is worth living and fighting for.

Thank you so so much.

- Nightlight client



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3. Our complex needs services

We are trusted providers of complex needs and community support services across Hertfordshire, offering a wide range of tailored support to people experiencing mental ill health or emotional distress.

The **Community Support Service** offers one-to-one outreach support across the county, helping people with emotional wellbeing, housing needs, benefits, signposting, and practical life skills. We aim to reduce crisis episodes and improve quality of life.

Bounce Back supports people as they transition from hospital to home. Based in Kingfisher Court, Albany Lodge, and both A&E departments (Watford and Lister), the service ensures a smooth and supported discharge through one-to-one outreach support.

Our countywide **Flourish** service supports refugees and asylum seekers aged 16 and over, providing up to 10 sessions of one-to-one holistic support. The service helps individuals settle in the UK and manage the mental health challenges they may face. Peer support groups are also available in local communities and asylum hotels.

The **Housing Support Service** provides advice and holistic support to people facing housing difficulties linked to their mental health (excluding homelessness). We work alongside people to develop an individually tailored package of support that meets their housing needs.

Our **Complex Needs Housing Service** supports people experiencing mental ill health who are presenting as homeless to local district and borough council housing teams. Our team offers advice, referrals, and personalised support plans -working with individuals to find the right solutions for their needs.

The **Domestic Abuse Service** is available in Watford and Three Rivers, this service supports anyone aged 16+ experiencing domestic abuse. Our Caseworkers offer non-judgemental, person-centred support - helping individuals explore options, make informed choices, and take steps at their own pace. Support may include safety planning, healthcare access, and help with alternative accommodation.

Our **Primary Care Network Service** provides 6 -10 sessions of one-to-one tailored mental health support for people aged 16 and over. Working closely with GP practices, we ensure individuals can access the right support to improve their wellbeing.

Our **Growing People** service is a therapeutic gardening project based at The Sadie Centre in Letchworth. It offers social and therapeutic horticulture for adults in Hertfordshire. Through gardening, we help individuals reduce stress, build confidence, feel more connected, and learn new skills in a friendly and supportive outdoor setting.



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4. Our wellbeing & counselling services

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Prevention and early intervention are at the heart of our work, with a strong focus on improving both emotional and physical wellbeing.

Support for Carers

We provide online peer support groups, counselling, and wellbeing activities such as yoga and art groups to help carers look after their own mental health.

Groups and Activities

We now run 21 groups across the county, both online and face-to-face. These include art, music, carers support, LGBTQ+, and self-supporting peer groups. These activities offer safe spaces to connect, share, and build confidence.



Volunteering

As at the end of March 2026, **169 volunteers** supported our services across the organisation. From Board roles and qualified counsellors to group and course support, administration, fundraising and gardening, volunteers contribute in many different ways. Their commitment helps strengthen our local community, and we could not deliver the breadth of our services without them.

Counselling Services

Our respected **Talk it Out Counselling** service offers short-term affordable talking therapy of up to 10 sessions, providing a safe, confidential and supportive weekly space for people to explore their thoughts, feelings and emotions. Clients receive up to 10 client-centred, confidential sessions from trained and placement counsellors. Fees range from £20-£40, depending on circumstances, and anyone can self-refer.

Our **Talking Therapies Counselling Service** offers up to 8 free one-to-one sessions with qualified counsellors for Hertfordshire residents aged 16+, referred through their GP. This service provides a safe and supportive space to explore and reflect on experiences in a confidential environment.

5. Our children and young people's services

Our **With Youth** service provides open-access, countywide support for Hertfordshire children and young people aged 5-19, as well as their families and professionals. The service operates 7 days a week, offering one-to-one digital support, group sessions, and instant help through our helpline and messaging service.

We work with young people and those around them to build resilience, develop coping strategies, and improve emotional wellbeing. Support is also available for parents, carers, and professionals to ensure a joined-up, holistic approach.

We partner with **BFB Labs** to offer free access to **Lumi Nova: Tales of Courage**, a mobile game for 7-12-year-olds that uses digital therapy to help manage symptoms of anxiety in a fun, engaging way.

Our **Spot the Signs & Emotional Wellbeing** campaign offers free workshops and training for children and young people, their parents/carers, and professionals. The programme focuses on emotional resilience, psychoeducation, and signposting support - supporting Hertfordshire's Suicide Prevention Strategy.

Our **Herts Haven Café** in Ware provides free, drop-in spaces to offer immediate emotional support for 10-19 year olds experiencing mental health challenges.

Our **Future Youth** service provides up to 6 months of face-to-face mentoring for 12-18 year olds in East and North Herts. Each young person is matched with a dedicated mentor who offers practical and emotional support to help them reach their goals, build confidence, and overcome personal barriers.

From 1 April 2025, we launched a free **Counselling Service** for children and young people aged 5-19 in Hertfordshire who are registered with a Hertfordshire GP. Support is available one-to-one or in groups, delivered in person or online, by fully qualified counsellors registered with professional bodies including BACP or UKCP, using a range of approaches tailored to individual needs.



withYouth
YOUNG PEOPLE'S Services

6. Our training provision

Hertfordshire Mind Network is a leading provider of mental health training across Hertfordshire, delivering high-quality learning and workplace wellbeing support to voluntary, statutory and private sector organisations.

Our training is available online and in person and includes the accredited two-day Mental Health First Aid (MHFA) course, alongside a wide range of topics such as resilience, suicide awareness, self-compassion and workplace wellbeing.

We also provide tailored support including group supervision, wellbeing clinics, consultancy and bespoke training programmes.

Our aim is to increase understanding, build confidence and create mentally healthy workplaces and communities.

- **843+ hours of training delivered**
- **4,034 people attended our training and workshops**
- **50+ individual workplaces supported**
- **150+ Mental Health First Aiders trained**

🧡 Thank you for delivering an informative and engaging session! I am looking forward to completing further training with Hertfordshire Mind. 🧡
-Attendee





A new chapter together

On 1st April 2025, The Sadie Centre officially merged with Hertfordshire Mind Network, marking the beginning of an exciting new chapter for both organisations.

Over the past year, we have worked together to bring our services, knowledge and expertise together, creating a stronger and more resilient organisation for the communities we serve. The merger has already allowed us to share resources, learn from one another, strengthen partnerships, and expand the support available across Hertfordshire.

By combining our experience in mental health, wellbeing and holistic support, we are now able to reach more people and offer a broader range of compassionate, innovative services.

Together, our services now include:

- Wellbeing classes
- Complementary therapies
- Counselling
- Positive Movement®
- Horticultural therapy (Growing People®)
- Mindfulness in schools
- Health & wellbeing coaching

This past year has been one of growth, collaboration and development, and we are excited about what comes next.

Over the year ahead, we will continue building on our services, launching a new accessible website for The Sadie Centre, and expanding the range of activities and support available to local people.

From new classes and therapies to innovative wellbeing initiatives, our focus remains on creating more opportunities for connection, support and recovery — ensuring that everyone in our community can access the help they need, when they need it.

1,187

Wellbeing classes were provided across the year.

868

Students have attended classes.

949

Clients have attended complementary therapies.

1,769

People attended classes, courses and complementary therapies.

We've merged!



A new chapter begins...

We are pleased to announce that, as of 1 April 2026, Mind in Mid Herts has merged into Hertfordshire Mind Network, and there is now one countywide Mind organisation in Hertfordshire.

We have joined together to improve access to mental health support across Hertfordshire.

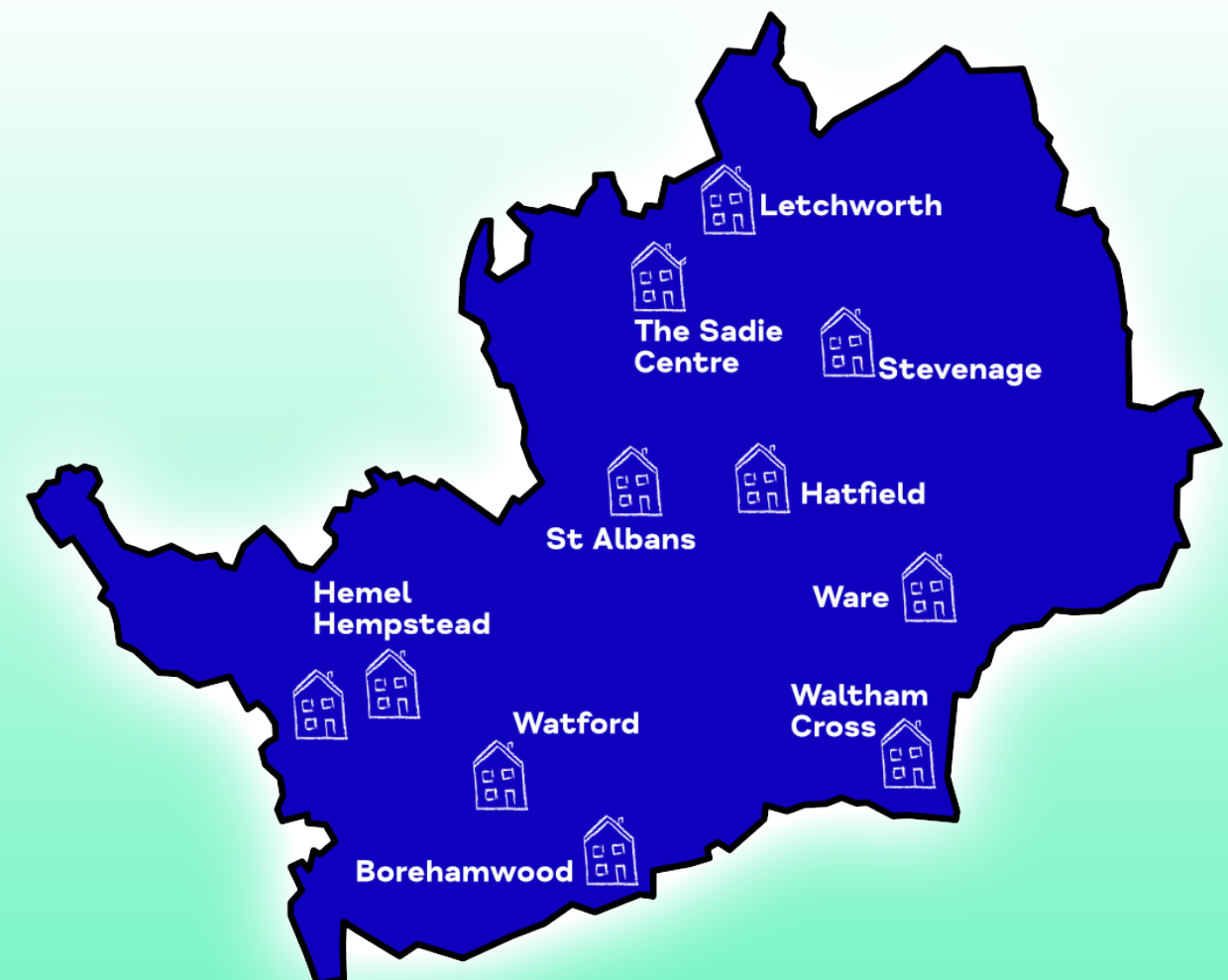
This merger brings together the strengths, expertise, and dedication of both charities, enabling us to provide a more consistent, coordinated and accessible offer of mental health support for people across Hertfordshire.

By uniting as one organisation, we will make it easier for people to find and access the support they need, wherever they live in the county. Our services will continue to run as usual, with our shared commitment to high-quality, person-centred support remaining at the heart of everything we do.

Working as one Hertfordshire Mind organisation strengthens our ability to reach our communities, collaborate with commissioners and work alongside partners, ensuring our services are sustainable, responsive and able to meet Hertfordshire's diverse mental health needs.

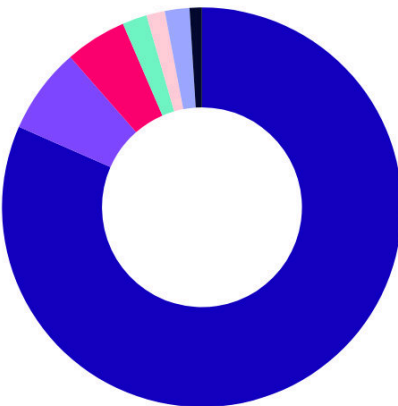
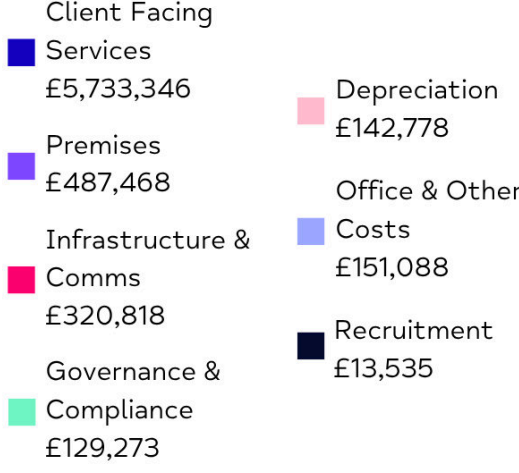
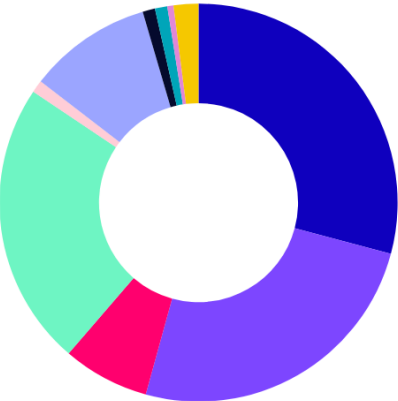
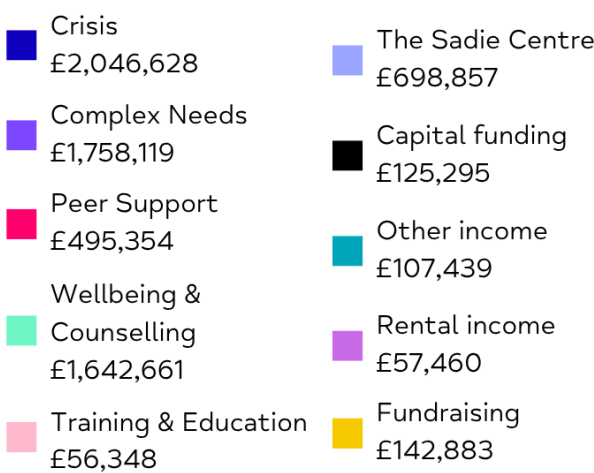
Later this year, we will introduce our new brand as **Hertfordshire Mind**, reflecting our ambition to offer a consistent, recognisable presence across the county. We will share more about this rebrand in the coming months.

Our vision remains unchanged: **every person in Hertfordshire will feel supported with their mental health.**



Our income
£7,131,044

Our expenditure
£6,978,306



A heartfelt thank you to all our Mindful Partners, donors, fundraisers and supporters who have stood alongside Hertfordshire Mind this year.

At a time when many people continue to face financial pressures and rising living costs, your generosity and commitment have made an incredible difference. From individual donations to community fundraising events, every act of support has helped us continue providing vital mental health services across Hertfordshire.

We are especially grateful to the local businesses, schools, organisations and community groups who have championed our work and helped raise both awareness and funds throughout the year.

Quite simply, we could not do what we do without you. Thank you for being part of our community. To support our work or find out more about fundraising, please contact: fundraising@hertfordshiremind.org



Together, we have raised
£142,878



Hertfordshire Mind
501 St Albans Road
Watford
Hertfordshire
WD24 7RZ

020 3727 3600
info@hertfordshiremind.org

www.hertfordshiremind.org

Charity No. 112487
Company No. 5532977