Our year at a glance

2018/2019
Annual Report

Jami
The Mental Health Service for our Community
Objectives & Activities

Jami is committed to providing practical and emotional support for the mental health needs of the Jewish community – delivering services that enable independence and build resilience, in addition to managing the symptoms of ill health through our:

- Community Hubs and Outreach
- Education and Training
- Bespoke recovery support plans

Jami’s vision is a Jewish Community which accepts, acknowledges and understands mental illness. A community which is resilient and has the capacity and capability to be healthy. A community in which symptoms of mental illness are as recognisable as a heart attack and trigger equally appropriate First Aid response. A community in which Parity of Esteem is a reality and an environment which helps, not hinders, recovery.

Achievements & Performance

Jami delivered 27,603 separate provisions of services

1,486 interactions with carers

Jami operates programmes from 4 Community Hubs, 2 Enterprise Hubs

Jami supported 1,279 people with ongoing mental health issues

Team of 52 professionals, 214 volunteers
What We Do

Jami is the specialist provider of mental health services to people in our community

**Four Community Hubs:**
- Monthly programmes of activities
- Group support
- Individual support from Peer Support Workers, Social Workers and Occupational Therapists
- Relief from social isolation
- Hot lunch

**Head Room Education:**
- Raise awareness of Mental Health in the Community
- Courses, Workshops and Seminars throughout the year
- Special programmes in schools, synagogues and the local community
- Mental Health First Aid courses

**Jami’s Social Enterprise:**
- Head Room Café and boutique
- Upcycling pop up shop
- eBay store
- Enterprise Hub in Borehamwood
- Opportunities to learn new skills and regain confidence in a working environment

**Befriending Programme:**
- Pairs individuals with trained volunteers
- Help towards re-discovering old hobbies
- Relief from social isolation
- Connecting with local communities

**Vocational Support:**
- Skills assessments
- Advice on career change
- Training
- Volunteering

**Independent Living:**
- Re-learn key skills following poor mental health (such as washing and cleaning, cooking and budgeting)
- Tenancy maintenance support and advice if needed

**Hospital Visiting:**
- Highly trained volunteers
- Connection to the Jewish community

**Carer and Family Support:**
- One to one support
- Practical and Benefits advice
- Group support
- Coping and self care strategies

**Physical Fitness:**
- Sessions on stress management, diet, physical health and wellbeing
- Exercise classes
Jami remains committed to the provision of centres offering a safe, welcoming environment that supports people in living meaningful lives, following an acute episode of mental ill health.

A new permanent hub opened in Stoke Newington to replace the various temporary locations being used for services.

Jami Social Enterprise took on full responsibility for the provision of the food and beverage operation from the Head Room Café as well as continuing to develop the café Wellbeing activities under the direction of the Head Room Café Coordinator. Café staff that were retained after the transition became Jami staff members.
Employment & Vocational Initiatives

We successfully provided a variety of services supporting people into employment, volunteering and education/training, which can be a key part of the recovery process. Providing meaningful activity is vital to re-establishing a sense of purpose, routine and self-esteem.

**Peer Support**

Peer Support has gone from strength to strength. We now have Peer Support Workers in each of our 4 locality hubs and a Peer Support Worker in our Vocational Support service.

Peer Support Workers draw on their own experience of recovery from mental ill health to identify goals and create plans for others.

**Volunteers**

Jami is fortunate to have many volunteers who play important roles in supporting Jami. They are present in each of the 6 hubs.

Jami collaborated with JVN and Kisharon to offer two staff training sessions on how best to work with volunteers. Both courses were very well received by all those who attended. New volunteer roles include a quiz presenter and an IT volunteer in Finchley, kind co-workers and music jam volunteers at the Head Room Café in Golders.

**42**  people supported to return to education or employment

**227**  one to one meetings with a Peer Support Worker

**214**  volunteers play key roles in supporting Jami
Carer & Family Support

We continue to offer 1:1 support as well as in group settings. In addition to three Peer-led carer groups, newly developed groups include a Men’s Peer Carer Group and a Young Parent Carer Group. We have also facilitated four Carers groups including Add Anon – to support carers affected by addiction.

1,486 support interactions with carers

Hospital Visiting

This service offers support to Jewish patients on mental health wards in hospitals and in units across London.

1,211 hospital visits made to Jewish patients in mental health units

Befriending

Our befriending programme pairs individuals with trained volunteers.

23 befriender pairs went into their local community for coffee, to the cinema and other social outings
### Education & Awareness

The Head Room Recovery Education and Awareness team continues to run a comprehensive programme of seminars, events and courses to educate the whole community about mental health and wellbeing. Alongside this, we have run a range of courses to support people on their recovery or personal development journey. These are delivered within Jami as well as in Jewish communal organisations, schools and youth movements. We have a cohort of eight Peer Trainers as part of the Head Room team. The team work on a variety of projects in the Head Room Café such as Community Conversations and Open Mic.

| 1,029 attendances at a Head Room Café wellbeing session | 2,176 young people have received sessions on mental health | 1,007 pupils have attended mental health awareness sessions in schools | 354 people completed a Mental Health First Aid course |

**Jami would like to acknowledge the generous support from major benefactors, who in April 2018 - March 2019 included:**

Jami are grateful to the Jewish Care for continuing to support us in delivering mental health services to the community, demonstrating the advantages of organisations working together for the greater benefit of the community.

Where our income came from

- 34% Jewish Care Contribution (including Donated Services)
- 26% Trusts & Major Gifts
- 6% General Donations
- 1% Legacies
- 4% Appeals
- 13% Events
- 1% Community Fundraising
- 9% Rental Income
- 3% Mental Health Services
- 3% Social Enterprise

Total income: £2,341,821

What we spent

- 51% Salaries: Mental Health Services
- 8% Salaries: Fundraising / Marketing
- 10% Fundraising Events
- 5% Salaries: Support Services
- 1% Advertising and Marketing
- 8% Mental Health Services
- 7% Property Rental
- 5% Utilities and Maintenance
- 5% Social Enterprise

Total expenditure: £2,465,425

1. The Jewish Care contribution represents the amount defined in the Association Agreement of 2013 between Jami and Jewish Care which resulted in a consolidated single mental health resource for the community. This chart displays audited data. Capital income is not included in the breakdown above. For the period under review, £176,500 was received and has been allocated towards the capital building projects.