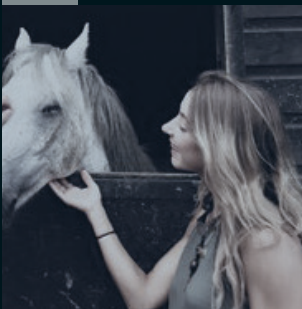


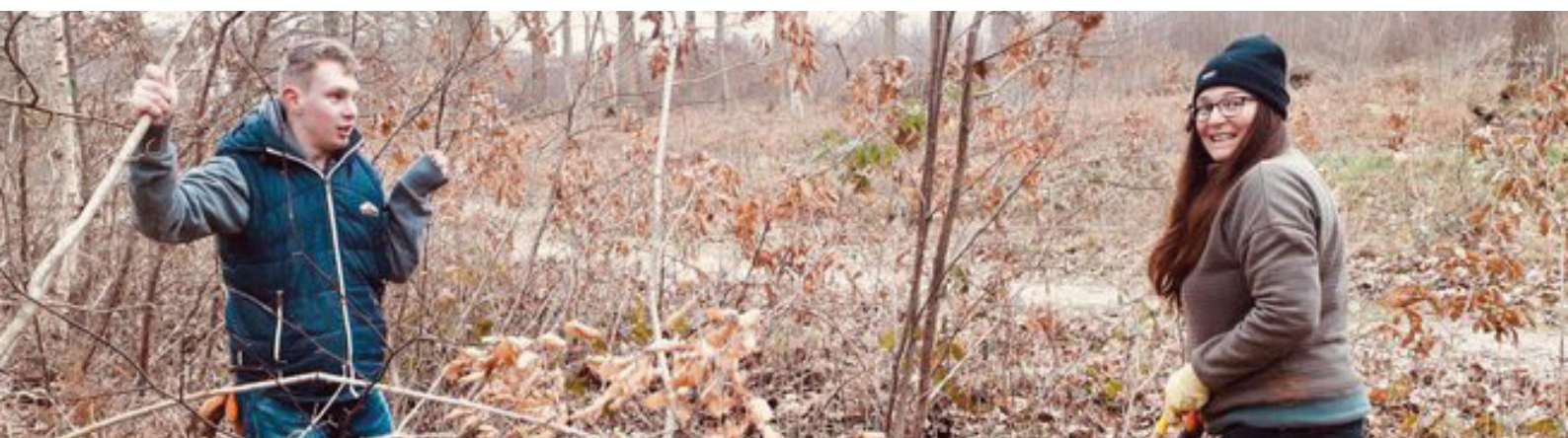


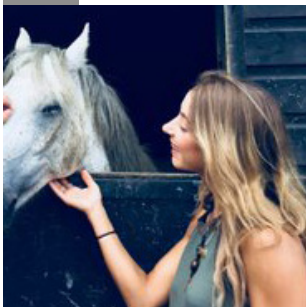
take
off

for physical &
mental wellbeing



Annual Report and Accounts 2019





"I would like to thank the whole team for helping me out of my deep dark hole in my life, I'm sure if it wasn't for your advice and help I would be in that hole 6 ft under or at least crawling in the gutter... you are all the light at the end of the dark tunnel I am travelling and I will see you at the end soon".

Michael

A BRIEF INTRODUCTION



At the very least, mental health problems affect 1 in 4 people during their lives, but recent estimates place it much higher as 2 out of 3. In our experience, a major part of the healing process is the simple act of being listened to and heard. Take Off works for better physical and mental health and we recognise the two are intrinsically linked. Furthermore, we are aware of the link between mental health problems and economic hardship, which also bring loneliness and lack of occupation and purpose.

Whilst we can't resolve people's economic difficulties, we do have a belief that mental ill-health detests two things: oxygen and friendship. This is therefore what we seek to provide as both these things take the problems from inside the head to the outside; while not necessarily removing them completely they do become easier to live with and they lose their hold over us. To this end, we are 100% user led, believing that people who've themselves come through the problems are best placed to help those currently afflicted. We run entirely on the peer support model and most of our services take the form of self-help groups, which are either "talking" or "doing" focused.

In the former, we enable people to explore their conditions together and in the latter, we provide creative activity to enjoy. The intention is that the "doing" groups also enable people to share experiences but with a positive distraction. This makes social interaction easier (see Our Groups for full details on our self-help groups and activities).

Although mental health problems don't discriminate on the basis of wealth, gender or ethnicity being surrounded by economic affluence can emphasise hardship. Our services now run throughout East Kent thanks to our successful corroboration with Live Well Kent. Mental health problems inevitably incorporate many other demographic backgrounds including ex-services, ex-offenders, substance use, ethnicity, single parent families, domestic violence and physical disability.

Take Off provides ready-made social networks and also provide other peer support services as needed. When a need is identified, we will endeavour to design, develop and deliver a service to fill that void. We have a large group of sessional workers spread across East Kent. We believe peer support is a significant part of our recovery process and therefore has an economic value. Our peer workers are paid the living wage per hour and whilst we are not anti volunteering we actively encourage those interested to train with us and join our workforce. This provides employment for a traditionally unemployable group, which enables people with lived experience of a mental health problem to make good use of it to help others.

CHAIRMAN'S REPORT

This is my first full year as chairman and it has been a challenging learning curve looking for ways to improve the way in which the board of trustees support and supply the governance of Take Off. It has been a healthy year of growth for the charity with several large contracts won and progress of the work going well with many new peer workers. The directors continue to do sterling work, arranging and supplying training, organising projects, liaising with funders and spreading the message of what Take Off is about. There is a need to strengthen the body of trustees acting as Wayne Smith has had to stand down due to his increased hours of paid work which has been mainly to do with the preparations and then the running of the Dover Office. Rubie Cousins has also stood down as a trustee for similar reasons. Madlin Brinton in addition to being a trustee continues to do the valuable work of book keeping and providing financial information while attending to groups in the Folkestone area. Chris Plume has done some useful work for us in the area of personnel.



The highlight of the year was the opening of the Dover office in September which was attended by over 100 people including the Lady Mayoress. Since then it has become a very busy place with numerous activities being held there. Improvements have been made with reporting and regular updates on progress and financial information is now being received by the board. We are now looking forward to another year which shows signs of further expansion with, no-doubt, some challenges in store.

Cliff Forrester
Chairman

“A safe space where you don’t have to pretend, just attend”



DIRECTOR'S OVERVIEW



In reflecting on another year, my twelfth in this role, what strikes me is how much has changed and how much remains the same.

What is constantly changing is how Take Off continues to grow, expanding its work and number of employees. Our work force is constantly expanding. We offer people the opportunity to turn the most painful, traumatic and negative experiences of their lives into an invaluable resource of information to enable the recovery of others. This then assists the peer worker to stay well and continue with their own recovery. The fact that we are paying them to do this, more than the Living Wage, is a demonstration of how much our staff are valued. We do not judge the value of the peer worker based on qualifications or previous work experience- the Lived Experience is the sole skill we ask them to possess. To that end we remain 100% peer led.

The diversity of groups we offer is fascinating to me. This comes from our policy of listening to what people want and then doing it. Revolutionary! I took a view, early in the development of Take Off, that three people constitutes a group. My only other consideration would be the group purpose had to be beneficial to attendees and the activity legal. This has led to us hosting an incredible range of 'doing' and 'talking' groups designed, developed and led by those who facilitate and attend them. We place the power to develop and change in the hands of those that society in general deems incapable of independent thought. We allow people to find their own solutions in a safe and confidential place- nothing is done 'to' or 'for' them. Our feedback from every group held, from facilitator's and attendees, shows the value people place on this approach.

We always strive to be innovative if it means something. Nothing is done because we are told by funders to do it or for the sake of being different. Many of the things we have now done for several years were deemed too difficult by those we initially sought advice from. Thankfully enough people who had the 'power' to influence change believed in us. Some of our biggest achievements have come from our philosophy of 'why not'? Our Peer Support Crisis Group is an example of a great success that was not easy to get support for. The idea of formerly self-harming or suicidal people supporting others experiencing these life threatening symptoms was a peer led group to far for many. It has now operated for four years and runs for 52 Sundays of the year. It is our only referral only group and we have established a great level of trust with our local CMHT and GP's. We look to funders to help us expand this model in 2019/20.

What remains the same is the old chestnut of stigma and discrimination. If expensive advertising campaigns, legislation or World Mental Health days really worked we would not have the massive growth in mentally ill people. 'We' are still losing 'our' minds, relationships, homes, jobs and voice in a society that locks away the vulnerable. It's still considered weak or inconvenient by employers when you seek help or easier to cross the street when someone is in obvious distress. When at 'our' most ill 'we' are put in a box marked 'Mental Illness- Do not Touch- awkward and difficult person inside'. I find the people who use the word 'empower' are the last to listen when 'we' are able to stand up for what 'we' really want.

What also remains the same is the lack of influence of the service user 'movement' to

influence change. All the usual clichés apply- engagement is 'tokenistic' and 'consultations' are nothing more than a last minute, reluctant, afterthought when important decisions have been made. This has got far worse over the years. At a local level I do have some hope that the new strategy developed by Engaging Kent will lead to something more meaningful. It's a step in the right direction. On a personal note, I would also like to thank Andy Oldfield at the East Kent Mental Health Commissioning Group for genuinely listening. I also thank our Academic Advisor Rayya Ghul for supporting me for many years and enabling ideas to become reality. Thanks Rayya for agreeing to write a paper on the Peer Support Crisis Group to enable its many benefits to be defined. This is despite moving to Scotland!

The work of Take Off is described in the forthcoming pages of this report. It will show a thriving and interesting organisation totally designed and run by people deemed 'mentally ill'. It is a living illustration of what is possible. It's an anti-stigma and discrimination campaign come to life. When I'm asked by visitors to our office what we do to combat stigma and discrimination I say 'Take a look around- your standing in it!'

We will continue to work as an independent organisation but always look to work with genuine partners in the Statutory and Third Sector. For us peer support is not a concept or fad- it's a way of ensuring we can live in our own normality.

Thanks to all our staff, funders and supporters.
Mark Kilbey



"Going to the 'Hands on with Nature' group has been a really amazing experience for me. It's been really interesting to learn about conservation work that is done in the area... I feel so positive after being out with the group for the day and as a sufferer of chronic insomnia I find that I sleep really well the night after having group from all the fresh air and hard work"



THANET GROUP

Thanet is an area of high demand, with residents giving an average of 7.3/10 when questioned about their wellbeing, well below the national average. Thanet also had the fifth lowest score nationally for life satisfaction and feeling life is worthwhile according to the Office of National Statistics. We are proud then of being able to support 45 people with their recovery through our groups within the last year.

Our groups allow attendees to access their community, have fun and promote recovery in a supported environment. We run diagnosis specific groups and also general social/activity groups. Thanet is a large Geographical area with limited travel options so groups take place in towns across the area. We have been running a creative art group, 2 depression/wellbeing sessions, a relaxation group and an explorers group. Over the year the explorers group has enjoyed events such as a trip to the Spitfire Museum, Turner gallery, social events and crazy golf.

Attendees report getting a lot out of our sessions, the only complaint being that they would like more!

Alongside running the groups Take Off peer workers also attend local events to promote what we do to people who may benefit from the service and support the improvement of local services as a whole. These have included

events for world mental health day, East Kent college Wellbeing day and local forums such as the Mental Health Action Group.

It been a busy year and we are looking forward to supporting more people, running more exciting groups and helping make Thanet a more positive place to be over the coming years.



"The peer leadership are so understanding and in tune. We laugh, are serious but always leave from our sessions can't wait for the next one. We see each other blossom in confidence and begin to smile. Take Off is part of my life"

COOKING GROUPS - NORTHGATE AND FOLKESTONE

It's not just that people enjoy a nutritious, delicious meal and learn new skills, but it's about making friends and coming together as kind of mini-community. For many service users, the Northgate Cooking group has provided a much-needed focus and outlet for them to leave their 'four walls'; to go out and meet people. For several it has been the only social or group event in which they feel confident and comfortable to socialise.

Each Wednesday three facilitators support the group from 12 to 3pm, keeping them on track in terms of hygiene and food safety, to get the meal ready on time. Recipes with vegetarian options are always shared and specialist diets (such as gluten-free) are catered for if needed. The menu and setting, food preparation, cooking/baking, laying the table, washing up, clearing and floor sweeping, are the shared tasks that people volunteer to do.

The fun, laughter and sheer delight, that group members individually contribute and the collectively create – a cuisine both sweet and savoury - is captured in photographs and shared weekly on social media (twitter). Whether people are having 'an up day' or 'down day', facilitators have consistently noticed that the cooking session lifts people's mood. Service users have also remarked that having younger and older generations come together is great and how much they enjoy chatting together.

The Northgate Cooking group, beyond doubt, has been a real self confidence booster. It has inspired many to be more adventurous in cooking the group recipes for themselves at home, rather than going for ready-made, instant meals. Others have started growing

veggies or herbs in window boxes or gardens and some keenly joined in helping with the Take Off allotment too. The cooking group offers a friendly, homely atmosphere: a quality wellbeing experience all year round.

One member from the Folkestone group says:

"This year I was referred to Take Off through Live Well to meet like-minded people and learn how to cook independently and more healthily once again. Living with a life changing and at times debilitating illness can not only have an impact on your mental health but your overall wellbeing, and I was struggling with both. For many years I had enjoyed cooking but had forgotten through my health condition, one how to cook from scratch and two how much it gave me joy.

"Working with the group I have once again learnt the skills to plan, prepare and cook from scratch, meals that are healthier for me, even vegetarian. Also learning to budget when you are living on a limited income. I am experiencing new tastes trying different cultural foods. One of the best parts is making new friendships, chatting while we are cooking and eating together after".

"Recently I had a short hospital stay and once I was come recovering we made it a family affair cooking up some of the group recipes".

"Meeting with the group has given me back my lost confidence in cooking and reminded me how much fun it is. I have met new friends and am now leading a much healthier lifestyle which is having a very positive affect on my mental wellbeing. So thank you"

"Meeting with the group has given me back my lost confidence in cooking and reminded me how much fun it is."





“Take Off helps dissipate stereotypes and myths surrounding mental health. You meet people up against diverse challenges in real time.

All helps you realise YOU are NOT alone, just lonely.”

DOVER GROUP

New Dover Building and Refurbishment

On the 1st of April 2018 Take off took over the lease of the old MCCH premises in Dover. This new centre would be start of Take off branching out and spreading its already successful peer model into a new area of the Kent coast that was in desperate need of such a valuable resource.

This building was in desperate need of refurbishment, funding was provided by Dover Big Local & the Port of Dover to carry out this work. Existing peer workers and service users of Take off carried out the majority of the work. Works other than decorating that was undertaken by peers included stud partitioning, installing new Fire doors and frames, cladding to exterior of the building, new flooring throughout and wiring of new data outlets to support it equipment. All the lighting was

replaced with new green energy LED lighting that looks natural and saves energy.

While the refurbishment work continued, areas were constantly cleaned and made safe to allow groups to continue during this time. After two months and now into the summer, we received donations of IT equipment from Brighton University and Audio equipment from the University Of London's Law department. Desks, Chairs, storage units and a Projector arrived from Kent University. 22 comfortable chairs were donated from one of Manchester's mental health hospitals.



The majority of the refurbishment work was completed by July and we looked forward to our open day to present ourselves to the community of Dover. On our open-day in September we saw over a 150 visitors to our new building including the Mayor, statutory mental health providers, local councillors and members of the local community with an interest in Mental Health.

Town and country donated and installed a new kitchen into the building, which replaced the previous old and tired kitchen which never had a cooker. This new kitchen has provided the building with a great finish, which looks even more inviting for those that like to cook and a great space for people to learn new cooking skills. They donated a new range cooker with a safe induction hob, new dishwasher and a fantastic industrial fridge freezer which are all ideal for the delivery of our cooking groups.

Christmas Dinner 2018

We celebrated the end of our first year in the Dover Take off building with a momentous Christmas dinner for all our current service users that attended Take off Dover. The meal was cooked in our new kitchen by the facilitators of our cooking group along with the help of some of our attendees.

Depression Group

One of the evening groups that has grown to be quite successful is the Supporting Depression and Anxiety Group. The numbers that attend this group has been steady throughout the year. Many service users find this to be a useful group to help manage their own wellbeing. One member of this group said:

IT Group

The 10 Computers donated from Brighton University, of which 8 were refurbished and updated by Take off service users. These computers are now being used during a group run every week. This group helps service users learn new IT skills and peer workers assist service user's with online tasks like online forms and job seeking. This is a well-attended group



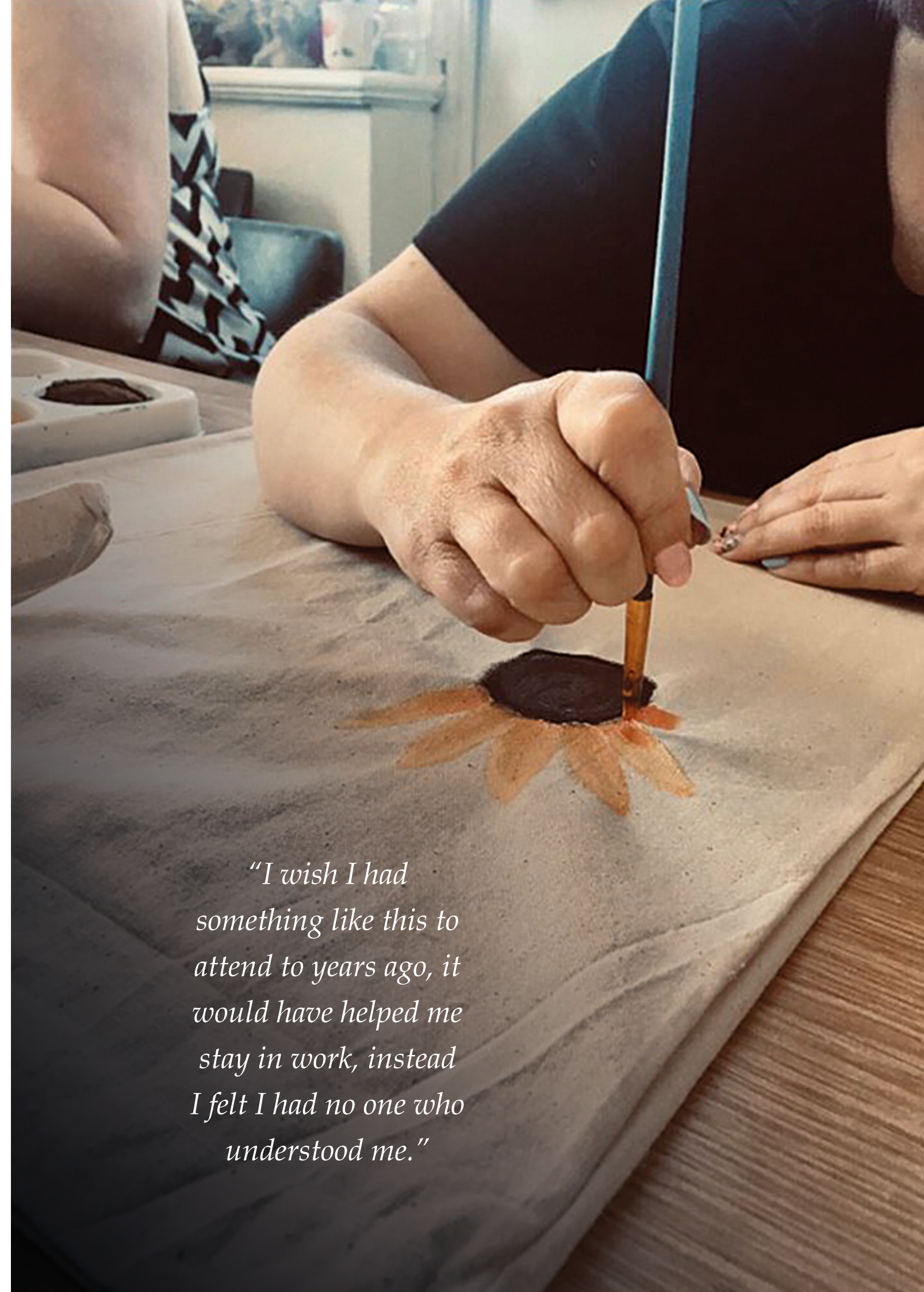
averaging 12 or more attendees. One member who was a complete technophobe and very negative about IT; now he is quiet often found sitting next to new attendees and showing them how to get started with IT.

Wellbeing/Peer Support Group

This is another one of our evening groups which has been run fortnightly. This group attracts service users who often work during the day and do not like to attend structured talking groups. Members of this group are encouraged to participate with one another in various activities from baking cakes to playing family fortunes board game. Some nights they have opted to do Karaoke or just sit and chat with a coffee. The outcome of this group is that people have a place to come and socialise with other people in a safe inviting environment. Many members of this group like the fact they decide on the evening what they want to do. Sometimes we have guest speakers from other community projects visit or advisors from the DWP.

Creative Art & Craft Group

This group has grown in numbers over the last year; it has the earliest start time of all the groups at 11am and run fortnightly. The regular attendance of this group can be between 8 and 14 people. The various different crafts that have been explored by members of this group range from card making to scrap booking and engraving. Members of this group include some members that just participate in this group as they find it therapeutic and often a quite group. One lady told us "this is something I just wouldn't have dreamed of doing on my own. I love being involved in this group its so relaxing



"I wish I had something like this to attend to years ago, it would have helped me stay in work, instead I felt I had no one who understood me."



"I really love Take Off and people there feel more like family than my family.."

and I often get to try new things that takes the focus in my mind away from my mental illness."

Cooking Group

The cooking group started to run weekly as soon as our new kitchen was fully functional. This is a keen favourite for the majority of our attendees. The cooking sessions teaches attendees how to cook healthy meals on a budget. Typically these meals work out between £1.50 to £2.00 a portion. The group has been so well attended that we have had to start a waiting list and limit the number of weeks that service users can continuously attend. One of the comments from this group was "I was in a terrible headspace about a year ago. Take off has helped me straighten my head out and changed my outlook of the future"

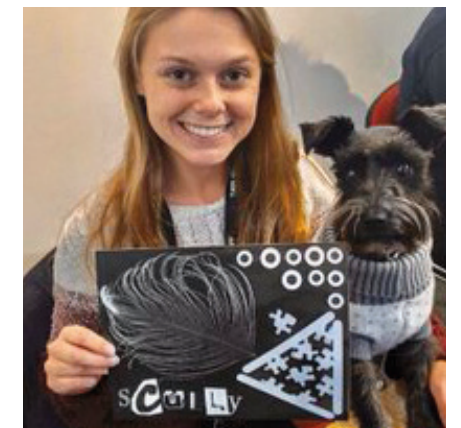
IT Recycle group

This weekly group was been funded from an innovation grant from Live Well Kent, which is due to expire in December 2019. The purpose of this group is to recycle and repair computers that have been donated to the group, with the intention of allowing services to take home a computer that they have managed to get working. This group soon developed into a group that repairs all sorts of electrical items from mobile phones, TV's and vacuum cleaners. This group has introduced members to the use of Portable Appliance Testing using test equipment donated by a Global electronics company that has a facility nearby. This fairly well attended group suits some members that do not attend other groups.

In General

Take off in Dover has literally taken off, every week we see new service users signing up in numbers that are ever increasing. We have been able to allow other organisation like Speak-up CIC and Porchlight to use are new space. The community of Dover has been very welcoming and several networking groups use this our facilities to hold their meetings. Over the last year according to our signing in book we had a foot fall exceeding over 4500 people. There are a few people that come to Take off that do not want to attend groups, some of these people just want sign posting or someone to talk to about their mental wellbeing.

Take off has employed on 2 part-time admin assistants who are on a apprenticeship part funded by Town & County housing group. We have also been able to employ a further 5 members of staff since our official opening.



ASHFORD MOOD GROUP

Our popular, peer led Mood group has been running in Ashford for over a year now. This fortnightly group is designed to promote positive mental well being in a supportive environment.

The Ashford borough covers a large geographical area and we are centrally situated at the Live Well Centre. The group is well attended, with a large number of regular participants who have reported finding it helpful, reducing social isolation and improving their general mental health. Attendees have found it beneficial to explore their conditions together in a safe space with understanding people. Below is a quote from one of our service users.

Due to the success of this group, and increasing demand for our services, we hope to expand our presence in the Ashford area over the coming year, enabling us to support even more people in need.



"I have been a service user of the mood group ever since it started in Ashford. This allocated time provides a safe place where I can bring issues and emotions that are patiently listened to. Then more importantly I receive insightful feedback from the facilitators and kind input from other group members. I go home feeling ready to face the next week knowing I'm thought about by people who have become my friends. I need this group, it has been like air amidst a stifling humidity. It fills me with confidence and gratitude."



IT'S ALL ABOUT PEOPLE

Tamsyn Phillips

I started coming to Take Off as a service user in October 2018. My mental health was at an all-time low after struggling to get to grips with my diagnosis of Bipolar Affective Disorder (Type II) and Borderline Personality Disorder.

My GP had mentioned a couple of years prior about Take Off, but I used the typical excuses that 'I was fine' and 'I was too busy'. I went on with my life, struggling through episodes but just about making it through them. So when I had a massive crash in August last year, I decided to take some time off and finally get some help. Otherwise I wouldn't have been alive much longer.

Initially, I was only interested in coming to the BPD and Bipolar groups offered at Take Off, but after attending my first group, it was fast becoming my second home, where I was attending as many of the groups possible. I was finally in a place that I didn't feel like I had to hide the severity and the extent of how unwell I actually was.

After a couple of months, I was really on the mend and there were talks with management about starting a music group, with a few of my (now) colleagues. The fact that there were people that had confidence in my abilities, despite seeing me at my very worst, gave me some hope.

Following the start of the music group, Mark and Ellie then approached me about starting a new site in Herne Bay. Yet again, I couldn't believe that I was being trusted with such a feat. But I love a challenge and I did it! I managed to start a new site and became the Coordinator



for Herne Bay. Not even six months prior had I been in one of the worst depressive episodes of my life and now I was finally back on my feet and back into work – something that I was so desperate to return to.

It is now, just over a year later, that I cannot quite believe how much has happened. This time last year, I was at my lowest, I felt like a



failure, I felt like things would never get better, I was fed up and I was tired. But after every group, after every chat with the amazing facilitators, I started to lift up. I feel so privileged to be able to run groups over multiple sites at Take Off and to coordinate another. I feel privileged to talk about them at events and during outreach work and I feel privileged to work with such amazing people who I feel incredibly lucky to have met.

I've now been working for Take Off for nearly a year and I am amazed at what we achieve. There are so many special moments that we get to see and be part of such as when you see a service user smile for the first time in

months, when they manage to get a job after unemployment due to their illness, when they finally find a medication that works for them and, for me, I think the best thing is when you meet with a new service user and you see the relief that washes over them when they realise that, finally, there are people that understand how they are feeling and that there is a place that can offer them hope, help and support.

It would be naïve of me to say that I'm now 100% better. Every day I have to work hard to keep myself well, but Take Off has taken a massive, pivotal and intrinsic role to getting me out of a hole and back on my feet.

Rayya Ghul Academic Advisor to Take Off

I first met Mark Kilbey in 2004 when I was looking for a mental health service user to come and talk to our first year occupational therapy students at Canterbury Christ Church University. I had left the statutory services, disillusioned with a mental health system that seemed to me to be equally toxic to the service users and the staff who were trying to help them. Uncomfortable with the 'us versus them' culture which seemed prevalent at the time, I thought that giving the students a chance to hear directly from service users would instil a sense of respect for and recognition of the dignity of people who live with the experiences associated with what we call mental illness. I wasn't disappointed. Mark, the burly ex-cop, who spoke honestly about how his disorder had affected his ability to work and live and how he'd been treated by occupational therapists (both good and bad!), was a powerful advocate and



transformed many students' perceptions and practice.

At that time, the organisation that Take Off grew out of was a service user forum. However, the context of health was changing and new ways of funding and providing services were emerging. Most significantly, direct payments for social care were being trialled and used. Accompanying this was a growth in peer brokerage services. Mark's strategic brain spotted an opportunity for his local service users and he began to think about new ways to develop the organisation. With a small community development grant from Canterbury Christ Church University and with assistance from me as an Academic Advisor, Mark and peer colleagues put together a Peer Brokerage and Peer Support training package. The idea of peer designed, developed and delivered services was born.

I introduced the team to the Solution-Focused approach. This is a conversational approach rooted in a different paradigm to most of the counselling/therapy approaches which mental service users have generally encountered. Instead of seeing people as problems to be solved, fixed or mended, it sees them as inherently capable, unique and creative. This seemed to suit the positive, 'can-do' attitude of Take Off much better. It gives peers a simple skillset with which to speak to each other with respect for their struggles and also ways to steer conversations towards a preferred

Yvonne (group attendee)

I have been attending Take Off groups for quite a long time now. I began by coming along to the Summer Take Off BBQ in 2016, just to see what they were about. Naturally at first I was sceptical about Take Off until I started going to their Sunday crisis group. I was a fairly quiet individual and I didn't know what to say to people, let alone not knowing anyone. Then after a time I started going to the cookery group, since then I've not looked back. I started

outcome rather than getting stuck in the whirlpool that talking endlessly about problems can lead to.

I've watched in absolute awe and admiration as Take Off has grown into the successful organisation it is today. As an occupational therapist, I've always known the incredible power that being self-determined and able to do the things you want and need to do for yourself can have to improve people's health and wellbeing. However, as Mark alluded to in his introduction to this report, mental health service users are probably credited least with being able to do this. Because of historical links to confinement and control in psychiatry, mental health service users find it incredibly hard to be trusted and treated as adult, capable human beings once a diagnosis has been given, unless they happen to already be part of a privileged group. Take Off proves without doubt that this perception is wrong.

I feel immensely privileged to have been allowed to contribute in a small way to Take Off's success and ridiculously proud of what they've achieved. As academic advisor, I continue to support the organisation if and when I can, through donating my time and skills as I did recently in the evaluation of the Peer Support Crisis Group. Now living in Edinburgh, I am talking to local peer support groups and spreading the word that peer designed, developed and delivered services are the way forward in improving mental health.

making desserts and puddings with assistance at first and they turned out to be well liked and popular. Especially my signature lemon and ginger nut based cheesecake. I started attending the creative groups and this is when my poetry skills really started to make their mark with people. My fellow friends and staff here practically demanded more poems, I was stunned at people's reactions. I wrote about the different style cookery groups that we did

then I started next about my own experiences. What surprised me even more was that people could relate easily to my experiences. A lot of them spoke profoundly about common ground to their own experiences and certain similarities. In recent months, Take Off has set up an online blog for my poetry so that Take Off members could read at their own leisure. Did Take Off influence me and make me a more confident and better person in some aspects and help me improve my understanding and mixing with like-minded people? My answer would be yes.

Take Off practically offered me a lifeline when I needed it most.

Ellie Williams

It has been another successful year expanding into new areas including Herne Bay and increasing our provision in Dover and the Canterbury District. Some wonderful innovative groups have been a great addition to our list, including the Hands on with Nature group which travelled to different areas of East Kent for conservation work, supporting attendees with opportunities to learn new skills and build confidence through activity. We look forward to next year as we continue to receive suggestions from our attendees for groups that would be appreciated by the community and will seek funding to start these.

Our partnerships with Live Well Kent have helped our expansion into new areas in East Kent including Ashford, Thanet and the South Kent Coast. A huge thank you to Live Well Kent, Kent Community Foundation, Dover Big Local and the Port of Dover Community Fund for supporting our new base in Dover. Wayne and our colleagues were able to create an impressive space for service users to meet in a comfortable atmosphere and a new community asset open to partnerships with other local organisations.

We are proud to continue our Peer Support Crisis Group, a unique project with strong links



with the local Community Mental Health Team and GP surgeries with thanks to our funders the Canterbury and Coastal Clinical Commissioning Group and hope to expand this model and offer it to new areas of Kent in the near future.

Our Patients' Council held at St Martins Psychiatric Hospital each week has met directly with hundreds of patients, discussing the hospital environment. Being able to work directly with the managers to evaluate, shape the services and support the patients has been valuable for patients, staff and peer workers. Thank you to KCC for funding this group and the Henry Smith Charity for providing additional funding when we were required to update the group processes.

We were chosen as Sainsbury's Charity of the year and spent five days over Christmas and New Year at Sainsbury's Kingsmead Canterbury with our dogs and a few blankets, talking with people about mental health as they popped into the store for their last-minute shopping trips. It was lovely to meet so many people interested in talking about mental health and their ways of getting well and we are thankful for all the donations that were given over the period too.

Thank you to all our wonderful peer workers who continue to raise awareness about mental health and show that when you experience mental health problems it's not the end of the road, and thank you to all the funders who understand and recognise the invaluable work our peers are doing.

Achievements:

- Over 11,000 attendances across East Kent
- 732 groups run over the year
- 9 Mental Health events
- 2 of training courses with new peer workers for our Peer Groups and Crisis Project



WEBSITE STATISTICS FOR APRIL 2018 - MARCH 2019



Website

Lowest number of Visitor's month 1.4k
Highest number of Visitor's month 2.7k
Traffic on the site has grown to an average of 2.4k views per month
Total Visitors for Year 21k
Information on our website can usually be found within 2 mouse clicks.

Twitter

Total followers = 481
With an average monthly follower increase of 2%
Gender of followers is Males 40% & Females 60%

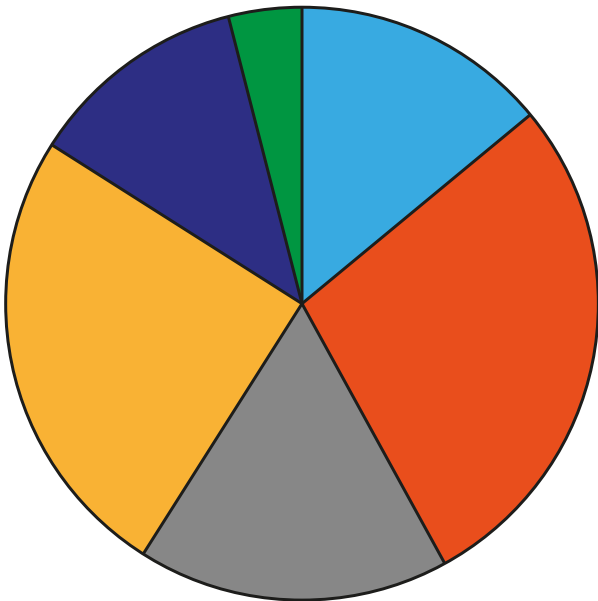
Impressions (Number of times our tweets seen)
High 1200
Low 80
Average 350

Engagement rate (Percentage of our tweets liked or retweeted)
High 11%
Low 1.10%
Average 5.10%

Facebook

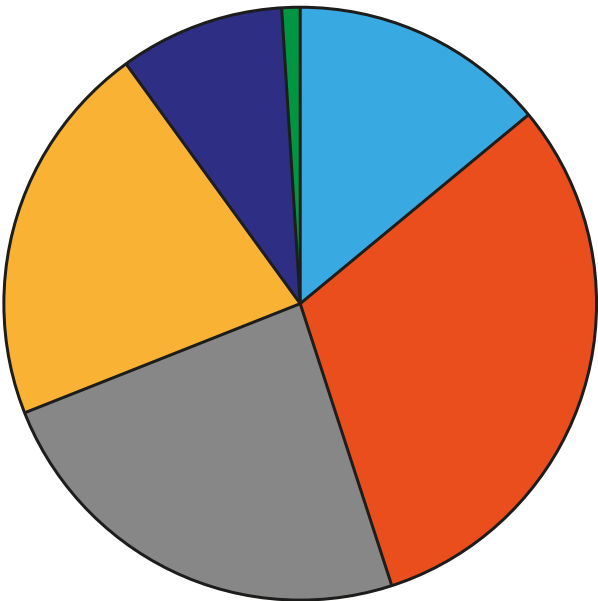
Total of 11,012 Views of posts Apr 2018 to Mar 2019
The statistics been broken down into two halves to show our growth
Apr 2018 – Sept 2018 1st half of the year 1096 views of posts
Oct 2018 – Mar 2019 2nd half of the year 9916 views of posts

"To be able to get out of my house and exercise through dance and use it as a creative outlet has been beneficial to my mental and physical wellbeing. I love what we have created here, and feel it to be important for this group to continue so more people can also gain what I have from it."



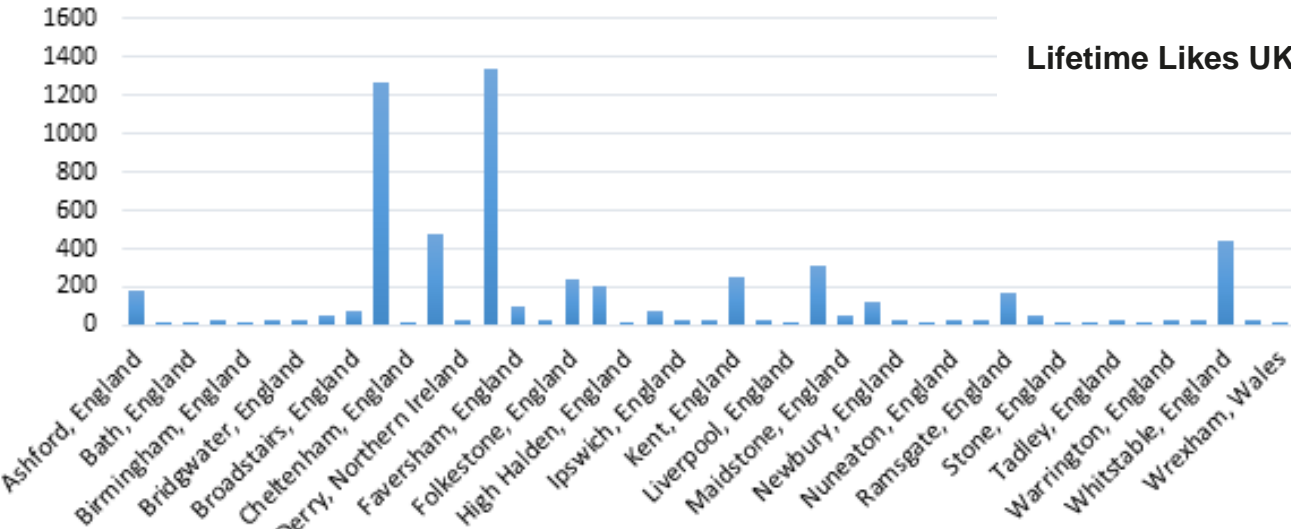
Male Visitors by Age

18 - 24	14%
25 - 34	28%
35 - 44	17%
45 - 54	25%
55 - 64	12%
65+	4%



Female Visitors by Age

18 - 24	14%
25 - 34	31%
35 - 44	24%
45 - 54	21%
55 - 64	9%
65+	1%



Lifetime Likes UK

REGISTERED CHARITY NUMBER: 1069836

TAKE OFF

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019
FOR
TAKE OFF

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Detailed Statement of Financial Activities	8

Ackland Webb Ltd
Chartered Certified Accountants
49 Canterbury Innovation Ctr
University Road
Canterbury
Kent
CT2 7FG

TAKE OFF

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2019

The trustees present their report with the financial statements of the charity for the year ended 31 March 2019. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number
1069836

Principal address
34 Military Road
Canterbury
Kent
CT1 1LT

Trustees

All trustees are required to undergo regular training in relation to their responsibilities as trustees and in relation to the services discharged by the Charity.

Independent examiner

Ackland Webb Ltd
Chartered Certified Accountants
49 Canterbury Innovation Ctr
University Road
Canterbury
Kent
CT2 7FG

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes an unincorporated charity.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

OBJECTIVES AND ACTIVITIES

Significant activities

This year has seen the continued expansion of Take Off's activities and raised awareness of the organisation. The Trustees and Management are aware that this success brings challenges. A Strategic Review by members of the Trustee Board and staff has highlighted some risks which are prudent to deal with now. An action plan has been developed which will be implemented, subject to priority, over the next 24 months.

Firstly, we examined the methods of service delivery when engaging with clients. Various changes, which do not affect the experience of clients or our Peer Workers, were identified in the review. These changes have been made and the Management Team thank our staff for the professionalism shown in their implementation. It is anticipated that the coming year will see significant savings in our delivery costs. Our commitment to employing people with lived experience of mental illness and paying them the Living Wage remains. In fact, we pay £10 per hour which is significantly more than the Living Wage. We are proud of this achievement and our workforce of 50 continues to grow.

This is the primary reason that a new Reserves Policy is also needed. We will always ensure the main focus of our activity is client and staff focused. However, growth needs to be supported with an increased reserve. This will enable resilience, should our funding slow, and will also ensure we are able to take advantage of some exciting opportunities we are being offered. It was historically felt that a reserve of three months operating costs was sufficient. This is not the case now and a strategy to raise this to six months operating costs is now being developed. This has become a key part of the Management Teams focus for the coming year.

We will be seeing assistance from our funding partners and other donors to continue growth. We remain ambitious and see expansion as inevitable and desirable. We are confident and excited about the future.

Approved by order of the board of trustees on 16-12-19 and signed on its behalf by:


Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF TAKE OFF

I report on the accounts for the year ended 31 March 2019, which are set out on pages three to seven.

Responsibilities and basis of report

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

I have examined your charity's accounts as required under section 145 of the Charities Act 2011 ('the Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

My role is to state whether any material matters have come to my attention giving me cause to believe:

1. that accounting records were not kept as required by section 130 of the Act; or
2. that the accounts do not accord with those records; or
3. that the accounts do not comply with the accounting requirements of the Act; or
4. that there is further information needed for a proper understanding of the accounts.

Independent examiner's statement

I have completed my examination and have no concerns in respect of the matters (1) to (4) listed above and, in connection with following the Directions of the Charity Commission I have found no matters that require drawing to your attention.

Ackland Webb Ltd
Chartered Certified Accountants
49 Canterbury Innovation Ctr
University Road
Canterbury
Kent
CT2 7FG

Date:

TAKE OFF

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2019

	Notes	Unrestricted fund £	Restricted fund £	31.3.19 Total funds £	31.3.18 Total funds £
INCOMING RESOURCES					
Incoming resources from generated funds					
Grant Income		20,000	187,593	207,593	181,817
Misc Income	2	-	-	-	1,125
Investment income	3	12,790	-	12,790	11,930
Total incoming resources		<u>32,790</u>	<u>187,593</u>	<u>220,383</u>	<u>194,872</u>
RESOURCES EXPENDED					
Costs of generating funds					
Costs of generating voluntary income		6,630	210,900	217,530	175,379
Governance costs		13,930	-	13,930	20,430
Total resources expended		<u>20,560</u>	<u>210,900</u>	<u>231,460</u>	<u>195,809</u>
NET INCOMING/(OUTGOING) RESOURCES BEFORE TRANSFERS					
		12,230	(23,307)	(11,077)	(937)
Gross transfers between funds	7	(18,643)	18,643	-	-
Net incoming/(outgoing) resources		<u>(6,413)</u>	<u>(4,664)</u>	<u>(11,077)</u>	<u>(937)</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>23,055</u>	<u>4,664</u>	<u>27,719</u>	<u>28,656</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>16,642</u></u>	<u><u>-</u></u>	<u><u>16,642</u></u>	<u><u>27,719</u></u>

The notes form part of these financial statements

TAKE OFF

BALANCE SHEET
AT 31 MARCH 2019

	Notes	Unrestricted fund £	Restricted fund £	31.3.19 Total funds £	31.3.18 Total funds £
CURRENT ASSETS					
Cash at bank		16,642	18,643	35,285	27,719
CREDITORS					
Amounts falling due within one year	6	-	(18,643)	(18,643)	-
NET CURRENT ASSETS		<u>16,642</u>	<u>-</u>	<u>16,642</u>	<u>27,719</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>16,642</u>	<u>-</u>	<u>16,642</u>	<u>27,719</u>
NET ASSETS		<u><u>16,642</u></u>	<u><u>-</u></u>	<u><u>16,642</u></u>	<u><u>27,719</u></u>
FUNDS					
Unrestricted funds	7			16,642	23,055
Restricted funds				-	4,664
TOTAL FUNDS				<u><u>16,642</u></u>	<u><u>27,719</u></u>

The financial statements were approved by the Board of Trustees on 16.12.19 and were signed on its behalf by:

S. Passmore
Trustee

The notes form part of these financial statements

TAKE OFF

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

1. ACCOUNTING POLICIES

Accounting convention

The financial statements have been prepared under the historical cost convention, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Charities Act 2011 and the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities.

Incoming resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Resources expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

2. MISC INCOME

	31.3.19 £	31.3.18 £
Misc income	-	1,125
	<u> </u>	<u> </u>

3. INVESTMENT INCOME

	31.3.19 £	31.3.18 £
Rents received	12,790	11,923
Deposit account interest	-	7
	<u> </u>	<u> </u>
	<u>12,790</u>	<u>11,930</u>

4. TRUSTEES' REMUNERATION AND BENEFITS

No trustee received any remuneration for services as a trustee. The following trustees receive payment for professional services relevant to the Charity.

C Plume	£1,200 (2018 - £1,200)	Human Resources advice
S Passmore	£6,603 (2018 - £4,690)	Delivery and management of peer work

Trustees' expenses

C Forrester	£68 (2018 - £NIL)	Travel
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TAKE OFF

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2019

5. STAFF COSTS

	31.3.19 £	31.3.18 £
Wages and salaries	<u>151,565</u>	<u>128,829</u>

The average monthly number of employees during the year was as follows:

	31.3.19 7	31.3.18 7
Support staff	<u> </u>	<u> </u>

No employees received emoluments in excess of £60,000.

6. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.19 £	31.3.18 £
Bank loans and overdrafts	<u>18,643</u>	<u>-</u>

7. MOVEMENT IN FUNDS

	At 1.4.18 £	Net movement in funds £	Transfers between funds £	At 31.3.19 £
Unrestricted funds				
General fund	23,055	12,230	(18,643)	16,642
Restricted funds				
Restricted	4,664	(23,307)	18,643	-
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	<u>27,719</u>	<u>(11,077)</u>	<u>-</u>	<u>16,642</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	32,790	(20,560)	12,230
Restricted funds			
Restricted	187,593	(210,900)	(23,307)
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	<u>220,383</u>	<u>(231,460)</u>	<u>(11,077)</u>

TAKE OFF

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2019

7. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.17 £	Net movement in funds £	At 31.3.18 £
Unrestricted Funds			
General fund	-	23,055	23,055
Restricted Funds			
Restricted	28,656	(23,992)	4,664
TOTAL FUNDS	<u>28,656</u>	<u>(937)</u>	<u>27,719</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	23,055	-	23,055
Restricted funds			
Restricted	171,817	(195,809)	(23,992)
TOTAL FUNDS	<u>194,872</u>	<u>(195,809)</u>	<u>(937)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.17 £	Net movement in funds £	Transfers between funds £	At 31.3.19 £
Unrestricted funds				
General fund	-	35,285	(18,643)	16,642
Restricted funds				
Restricted	28,656	(47,299)	18,643	-
TOTAL FUNDS	<u>28,656</u>	<u>(12,014)</u>	<u>-</u>	<u>16,642</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	55,845	(20,560)	35,285
Restricted funds			
Restricted	359,410	(406,709)	(47,299)
TOTAL FUNDS	<u>415,255</u>	<u>(427,269)</u>	<u>(12,014)</u>

TAKE OFF

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2019

	31.3.19 £	31.3.18 £
INCOMING RESOURCES		
Grant Income		
KCC SLA	28,717	28,717
Live Well Kent	68,117	64,140
Canterbury City Council	20,000	10,000
Grants	45,654	13,898
PHT	12,499	32,456
NHS Grant	32,606	32,606
	<u>207,593</u>	<u>181,817</u>
Misc Income		
Misc income	-	1,125
Investment income		
Rents received	12,790	11,923
Deposit account interest	-	7
	<u>12,790</u>	<u>11,930</u>
Total incoming resources	<u>220,383</u>	<u>194,872</u>
RESOURCES EXPENDED		
Costs of generating voluntary income		
Wages	151,565	128,829
Other operating leases	6,630	3,500
Rates and water	1,176	-
Insurance	2,158	1,929
Light and heat	5,098	2,989
Telephone	4,717	4,890
Maintenance	3,438	2,595
Expenses	22,241	12,699
Travel	17,362	14,674
Office	3,145	3,274
	<u>217,530</u>	<u>175,379</u>
Governance costs		
DBS checks	680	-
Legal fees	13,250	20,430
	<u>13,930</u>	<u>20,430</u>
Total resources expended	<u>231,460</u>	<u>195,809</u>
Net expenditure	<u>(11,077)</u>	<u>(937)</u>

This page does not form part of the statutory financial statements

“Take Off was there to listen and give support when I felt like I couldn’t talk to anyone else. They understood fully that I was in crisis and offered me assistance. The art groups were a necessary outlet that allowed me to express myself as well as let off some steam in a productive and safe space. I was encouraged to participate at my own convenience and was not pressured to participate when I wasn’t able to. The environment that Take Off offers me is part of my puzzle which allows me to function and move forward.”

“Take Off has meant exactly what it says for me. A ground of welcoming stable friends happy to talk honestly and openly about everything (concerns, hopes, fears, difficulties) as friends who respect the importance of privacy. As a member for over a year, Take Off has given me the encouragement to find the kind of wings I need to free myself from the baggage that comes with mental illness. I wholeheartedly ask anyone suffering “issues” just to come along – saying and doing nothing is also ok. It takes time to learn to fly and the first step is halfway there!”

“To be able to get out of my house and exercise through dance and use it as a creative outlet has been beneficial to my mental and physical wellbeing. I love what we have created here, and feel it to be important for this group to continue so more people can also gain what I have from it.”

Our staff

Mark Kilbey - Director
 Ellie Williams – Assistant Director
 Cliff - Chair of Trustees
 Sally Passmore – Trustee/ Peer Worker
 Marilyn Avery – Trustee
 Hayley Loughran - Trustee
 Esther Nevell – Trustee
 Madlin Brinton – Finance
 Chris Plume – Human Resources

Peer workers

Fay, Sue, Angela, Sarah, Michele, Greg, Leigh, Wayne, Helen, Tony, Tamsyn, Shaun, Will, Zoe P, Emma, Craig, Emma, Jackie, Jenny, Becky, Martin, Emily, Debbie, Heather, Rachel, Jack, Jeff, Mark, Oliver, Rubie, Hannah, Zoe G

The partnership that we have with Take Off is superb. They offer a diverse and vital support to our communities, particularly in Canterbury and Dover, where we have a large demographic of people who need mental health support.

We work in partnership to contact one another when a customer needs the support that either one of our organisations offer, so keeping the line of communication open, to support an individual is most important to improve lives and reduce social isolation.

An example of Take Off’s excellent service was when my colleague had an individual whom was in extreme distress mentally, and needed support with integrating into the community with their mental health, with people that would not judge. My colleague called Take Off to ask if they would see that individual to help them, as my colleague was concerned that the person may become socially isolated if they need not receive any intervention. Take Off were happy to see this individual immediately, and as a result they started attending one of the peer support groups, which has helped that individual feel that they are part of something and has improved their confidence and life.

This is just one example of the many lives that Take Off have changed, that without the support, may have been lost.

Claire Parks

Disability Employment Adviser Leader for Canterbury, Dover, Gravesend and Dartford



Thanks to our funders and partners

Canterbury City Council
Canterbury and Coastal Clinical Commissioning Group
Dover Big Lottery
Henry Smith Charity
Kent Community Foundation
Kent County Council
Kent Stour Partnership Trust
Living Wage Foundation
Live Well Kent
Porchlight
Port of Dover
Sainsbury's
Town and Country Housing

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Main Office

**Take Off, 34 Military Road, Canterbury, CT1 1LT
01227 788 211**

Dover Base

**Take Off, Unit 1a, Granville Street, Dover, CT16 2LF
01304 205 555**

**ICO Number: Z3472669
Charity Number: 1069836**