



About

How you can support
people severely affected
by mental illness

Rethink
Mental
Illness.



About mental illness

Severe mental illness affects hundreds of thousands of people, their families and loved ones. Without the right care and support, it can destroy lives.

Even today, a person living with severe mental illness, like schizophrenia or bipolar disorder, is likely to die 10 to 20 years sooner than someone who is not¹.

Our own research² has found that:

- Over a quarter (28%) of people experiencing mental illness were not referred by their GP to an appropriate service
- One in ten (9.4%) had to wait six months or more just for an assessment of their needs with no support in the meantime
- Over half (51%) felt that they did not receive support for a sufficient and appropriate length of time

It doesn't have to be this way. Everyone should be able to get high quality mental health care when they need it, no matter where they live or what their circumstances are.

Mental health services will improve if we form a collective voice, challenge negative attitudes and campaign for better care and support.

People with experience of mental illness are at the heart of everything we do.

Susan's story

“My daughter had been in and out of hospital, sectioned, and had no joined-up care. Then, one night, she told me that she knew she had no future, and there was only one way out. I phoned Rethink Mental Illness.

What followed was several years of support and advice to get her the best care.

They worked tirelessly to support us through second opinions, finding specialist lawyers, giving benefits advice, detailed information on a tribunal process, everything you could think of to do with mental health.

The support transformed her life.

For the first time, she now has consistent care, entirely under her control.

With your continued support, Rethink Mental Illness can help many more families like mine.

If you can, please donate today.”

¹ Risks of all-cause and suicide mortality in mental disorders: a meta-review, Chesney, Goodwin, Fazel, World Psychiatry, June 2014

² Survey of 1,602 people's experiences of mental health service, 2018



About Rethink Mental Illness

We're Rethink Mental Illness and no matter how bad things are, we can help people severely affected by mental illness to improve their lives. We're on a mission to bring about meaningful change, through our services, groups and groundbreaking campaigns.

As a leading charity provider of mental health services in England, people living with mental illness and those who care for them, are at the heart of everything we do. They shape our expert advice, information, and around 200 services – everything from housing to community-based services. And they drive our campaigning to change the law and tackle discrimination. Together, we run over 100 peer support groups.

We know, from our vast experience, that people severely affected by mental illness can have a good quality of life. With your support, we will make that possible.



86%

of respondents who accessed information on our website felt their knowledge had improved.

Katie, 23, London

“Since being out of hospital it is so nice to be placed in a very caring, kind and supported environment to keep me well... Whenever I have had to speak to staff I have always been listened to.”

John, 50, Merseyside

“[The] service has helped me to get better slowly, to feel safe, and it's helped me to get my independence back... It's made me feel like I'm building a new bridge in my life, where I can build the life I want. I'm looking forward to things.’

Mollie, 22, Somerset

“When I was 17, I was in hospital and diagnosed with schizophrenia. Rethink Mental Illness gave me a chance to live outside of hospital. To be blunt, I wouldn't be where I am now without Rethink Mental Illness. I don't know if I'd even be around.”

Our impact

In 2022/23 our services directly supported more than 20,000 people, across the following services:



45,723

Our commissioned helplines answered more than 45,000 calls. Our national advice and information service directly advised 6,035 people - 3,238 by phone, 3,252 by email and 777 by webchat.



4.2 Million

4.2 million visitors visited the website, reading a total of 6 million pages of our award winning advice and information content.

What we do

Diverse mental health services

We support tens of thousands of people every year to get through crises, live independently and feel that they do not have to face mental illness alone. Our 90 plus services include everything from supported housing to resettlement work in prisons, one-to-one help for carers, to group activities for people leaving hospital.

Successful campaigning

Driven by people with experience of mental illness, we also campaign nationally and locally to push mental health up the public agenda and change government policy for the better. Our movement of passionate campaigners have successfully campaigned to get the UK government to:

- include mental health as a key priority in the NHS England Long Term Plan
- drop harmful plans for supported housing funding, meaning people living with mental illness have the support they need to thrive in the community and stay well
- commit to an independent review of the Mental Health Act to look at how it is used and can work better for everyone that it affects
- make sure people with mental illness are eligible for higher rates of Personal Independence Payment (PIP).

Life-changing peer support groups

People with experience of mental illness run over 100 peer support groups. They provide a non-judgemental space, empathy, acceptance and reassurance, and help to normalise experiences and reduce stigma. They also offer a listening ear, practical help, friendship and social support which can make coping with life's challenges that bit easier.

Find a group near you at rethink.org/supportgroups

Practical advice on the phone

Our trusted advisers are on hand to provide practical advice on living with mental illness, medication, care and treatment. They can be called as often as needed and will take time to explain and set out options about what to do next.

The line is open from 9:30am – 4pm, Monday to Friday.

Please call 0300 5000 927.

Award-winning information

Our website – rethink.org – provides advice to millions of people through over 200 award-winning factsheets. They cover a wide range of issues which affect people with mental illness, their family, friends and carers, including:

- bipolar disorder
- dealing with unusual thoughts and behaviours
- depression
- getting help in a crisis
- schizophrenia.

Bespoke training

We work with businesses, public bodies and other charities to deliver hundreds of face-to-face training courses on mental health to over 2,500 people every year.

The aim is to help people feel more comfortable and confident to talk about mental health and know more about how to best support someone.

Professional money management support

Through our partnership with Mental Health UK, we provide an advice service to help people with mental health and money problems to understand, manage and improve their finances. Mental Health & Money Advice offers helpful information, written by financial experts, tools, calculators and personal stories.

Mental Health UK brings together four mental health charities working across the country and this service is run in partnership with Lloyds Banking Group.

Please visit:
mentalhealthandmoneyadvice.org



Please
visit

[mentalhealthand
moneyadvice.org](https://mentalhealthandmoneyadvice.org)

Chris, 42, Cheshire

“The group means so much to so many people. Some come regularly, others occasionally. It’s a safety net and a lifeline.”

How you can support our work

People severely affected by mental illness can have a good quality of life. Support us to help make that a reality for everyone
rethink.org/get-involved



Donate with a regular gift

A regular monthly gift allows us to continue to run our advice and information service and support groups which are a lifeline to so many people. Please consider making a regular gift, or supporting us with a one-off donation, today using the form opposite.



Fundraise for us

From making and selling cakes to running a marathon, by raising money for our work you'll help create a better future for people severely affected by mental illness.

Email events@rethink.org to set yourself a challenge and raise money for people severely affected by mental illness at the same time.



Gifts in wills

Gifts in people's wills allow us to make long-term plans for the future. Your gift, no matter how large or small, will help us offer people living with mental illness the compassionate care, support and advice they need, today and tomorrow. Find out more at www.rethink.org/legacy



Join a movement of campaigners

Whether it's writing to your local newspaper, meeting your MP or holding your own event, there are lots of ways you can transform the lives of people affected by mental illness and their carers. Join our movement of campaigners today and change the system for the better.



Become a member

For just £27.00 a year you can become a member of Rethink Mental Illness to have a say in how the charity is run, get a regular magazine, attend free events and more.



Commission us

We have a strong record of developing and delivering innovative, personalised services in partnership with commissioners, government, the statutory sector, voluntary organisations and other providers.

For more information about how we can help, contact our Service Development team via email: servicedevelopment@rethink.org



Start a peer support group

Our Community and Group Development Team can offer you advice and support in starting a group and will work closely with you to get your group established. This includes developing aims and objectives to ensure you have a safe, supportive and sustainable group.

Call 07989 475024 to be put in touch with your local Group Development Officer.



Get your workplace involved

Corporate partnerships help us raise money, reach large audiences and change attitudes. They also build understanding of mental health in the workplace and bring many benefits to companies we work with, including meeting corporate social responsibility objectives. We've worked with organisations like Lloyds Banking Group, ITN, Virgin Trains and Royal Mail.

For more information about how to get your company involved, email corporates@rethink.org.



How your regular gifts will make a difference

We will use any gift you give to help more people severely affected by mental illness have a better quality of life.

£3 a month could help to fund our Advice Service. Over the phone, it offers practical help on welfare benefits, medication, community and much more.

£5 a month could support vital campaigns that aim to change unfair laws and tackle discrimination against people with mental illness.

£10 a month could help at least two people be part of a peer support group, which offer acceptance and reassurance.

Setting up a regular donation helps us plan ahead and provide the most effective support for people living with mental illness and their carers. To start making this life-changing difference, all you need to do is fill in your details on our form and send it to FREEPOST Rethink London.



The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit GC re Rethink will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request GC re Rethink to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by GC re Rethink or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
 - If you receive a refund you are not entitled to, you must pay it back when GC re Rethink asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



This guarantee should be detached and retained by the payer.

You only need to fill in this side if you want to set up a Direct Debit for your payment to us.

Instruction to your bank or building society to pay by Direct Debit



Please complete the whole form and send it to: **FREEPOST Rethink London**

Name and full address of your bank or building society

To: The Manager
Address

bank/building society

Name(s)

of account holder(s)

Customer name or Company name

Instruction to your bank or building society

Please pay GC re Rethink Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with GC re Rethink and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

Bank/building society account number

Branch sort code

banks and building societies may not accept Direct Debit Instructions for some types of accounts.

Service User Number 1 7 3 4 0 3

Reference number (office use only)

This is not part of the Instruction to your bank or building society and will be detached by Rethink Mental Illness before submission to the paying bank.

I wish to pay: £ per month

Monthly Quarterly Annually

Payments will be taken on the 1st of the month.

Please return this donation form to **Freepost Rethink London**

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Yes, I would like to make a donation to Rethink Mental Illness

1 Name (Mr/Mrs /Miss /Ms)

Address

Postcode

Tel/Mobile

Email

2 Here is my donation of: Please delete as appropriate £10 £25 £100 **Or** my preferred amount of £

I enclose my cheque/postal order payable to Rethink Mental Illness

**Please complete the form and send it to:
FREEPOST Rethink London**

3 Boost your donation by 25p of Gift Aid for every £1 you donate. Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer. In order to Gift Aid your donation you must tick below:

Yes I want to Gift Aid my donation of £ and any donations I make in the future or have made in the past 4 years to Rethink Mental Illness.

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Please notify us if you:

- want to cancel this declaration
- change your name or home address
- no longer pay sufficient tax on your income and/or capital gains

If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code.

4 We'd love to keep in touch with you about the work we do, and how your support (both financial and nonfinancial) could help more people severely affected by mental illness.

In short, we think you might like to keep hearing from us. If this is true tell us how below and return the form back to us at FREEPOST Rethink London - thank you!

Yes, I'm happy to hear from Rethink Mental Illness by:

Email Phone SMS (Text)

If you return this form, we will contact you by post about how you can support us. Tick the box below if you'd like to opt out.

No, I don't want to hear from Rethink Mental Illness by Post:

Please refer to our recently revised privacy policy www.rethink.org/privacy for more details.

Your details are safe with us - we will never sell your details to any third party. Any choices you make on this page will overwrite any previous preferences you told us. This helps us record the most up-to-date information for you. If you ever change your mind about these choices, you can update your contact preferences at any time by calling us on 0121 0522 7007, emailing supportercare@rethink.org or writing to us at: FREEPOST Rethink London.

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Get in touch today

Visit rethink.org

Call 0121 522 7007

Email info@rethink.org

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