



# About

How you can support  
people severely affected  
by mental illness

Rethink  
Mental  
Illness.



## Donate now

You can help more people severely affected by mental illness to improve their own lives.

Please donate today.

### 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 Rethink will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request 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 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 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.



## 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 not<sup>1</sup>.

Our own research<sup>2</sup> 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.

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### Susan's story

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"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."

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

<sup>2</sup> Survey of 1,602 people's experiences of mental health service, 2018



# Our impact

In 2018/19 our services directly supported more than 16,000 people, across the following services:



## 13,623

Our Advice and Information Service, free and available to all, directly supported 6,746 people on 13,623 issues



## 6.5 Million

Our online advice and information was viewed more than 4m times (up from 3.67m last year) and our website more than 6.5m times, providing access to expert resources 24 hours a day.

# 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 200 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).

We also run 'Time to Change' in partnership with Mind, another mental health charity. The campaign aims to improve public attitudes and behaviour towards people living with mental health problems. As a result, nearly half a million adults and over 1 million young people said they've stepped in to support a friend.

## Life-changing peer support groups

People with experience of mental illness run our 130 local 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](https://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](https://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](https://mentalhealthandmoneyadvice.org)



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visit

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

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Chris, 42, Cheshire

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“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](http://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](mailto: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](http://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 £2.50 a month 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](mailto:servicedevelopment@rethink.org)



## Start a peer support group

Our Involvement 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 01823 365 308 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, call 020 7840 3012.



Rethink  
Mental  
Illness.

Get in touch today

Visit [rethink.org](http://rethink.org)  
Call 0121 522 7007  
Email [info@rethink.org](mailto:info@rethink.org)

**[rethink.org](http://rethink.org)**

1	Name	(Mr/Mrs /Miss /Ms)	
	Address		
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	Tel/Mobile		
	Email		

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

OR please debit my Maestro/MasterCard/Visa/Charity Card

Card Number

CW (from back of card)   

Expiry Date

Issue Number (Maestro only)

Signature

Date

**3** If you are a UK taxpayer, you can boost your donation by 25p of Gift Aid for every £1 you donate, at no additional cost to you! Please tick the box below to join the Gift Aid scheme.

I am a UK taxpayer\* Please treat all donations or membership payments I make or have made to Rethink Mental Illness for the past 4 years as Gift Aid donations until further notice.

I cannot Gift Aid, I will let you know if this changes.

I confirm I have paid or will pay an amount of Income Tax and/or Capital Gains Tax for each tax year (6 April to 5 April) that is at least equal to the amount of tax that all the charities that I donate to will reclaim on my gifts for that tax year. I understand that if I pay less Income Tax and/or Capital Gains tax in the current tax year than the amount of Gift Aid claimed on all of my donations it is my responsibility to pay any difference. I understand that other taxes such as VAT and Council Tax do not qualify. I understand the charity will reclaim 25p of tax on every £1 that I give.

**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 need you, and as you expressed an interest, we think you might like to keep hearing from us. If this is true, please tell us below, and thank you!

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

Mail

Email

Phone

**SMS**

Our privacy policy is at [rethink.org](http://rethink.org)



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



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