

Rethink  
Mental  
Illness

# About us

How **together** we support people severely affected by mental illness.



Over half a million people in the UK are severely affected by mental illness.

## What's inside...

04

04 - Who we are

06

06 - Building Communities that Care

09

09 - Anti-racist organisation



10 - Advice and information



12 - Policy and influencing



13 - Media and campaigns



14 - Fundraising

16

16 - Membership

17

17 - National Schizophrenia Awareness Day



18 - Services



19 - Rethink Advocacy



21 - Support groups



22 - Workplace mental health and training

23

23 - Rethink Trust Corporation



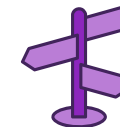
23 - Working with commissioners



24 - Somerset Open Mental Health



25 - Mental health alliances



25 - Mental health navigation

26

26 - Want to get involved?



28 - Want to hear from us?

## Who we are

As a leading charity provider of mental health services in England, we're on a mission to bring about meaningful change: to our health and social care system, to the way society views mental illness, and to people's lives across the country.

**People affected by mental illness are at the heart of everything we do.**

Their insight shapes our advice, information, and **around 200 groups and services** – from housing and employment to carer support.

Their passion and courage drive our campaigns to change the law and tackle discrimination. And the rich diversity of their experience helps us make sure that our services are accessible to everyone – whatever their background or identity. We know people severely affected by mental illness can have a good quality of life.

*With your support,  
we will make this possible.*

We are  
*Rethink Mental Illness.*  
No matter how bad  
things are, we can  
help people severely  
affected by mental  
illness **improve  
their lives.**



## We are building Communities that Care

Lack of employment, low quality, unstable housing, poor physical health, financial worries and being isolated from friends and family can all affect our mental health and make it harder to manage symptoms of mental illness.

We all want to be able to access the professional help we need when we are ill, but doctors and other health professionals aren't able to help with all of these needs.

Our Communities that Care vision ensures there is 'no wrong door' for people seeking support. By fostering a coordinated approach among care providers, individuals need to tell their story only once and can receive the help they need, regardless of who they approach first.

**This allows them to thrive not just survive.**

We believe if communities focus on these **six pillars** below, people living with mental illness and their families can have a good quality of life.



**Access to health and social care**



**Physical health**



**Employment, education, training and volunteering**



**Money**



**Social connections**



**Housing**

“

My experience with writing my blogs for Rethink Mental Illness means **I could voice my story and be proud of it.** If that manages to help just one person, then to me, it's a success.”

*Rose, Expert by Experience*

### Share your story

If you have lived with mental illness for years, have been newly diagnosed, care for someone or just want to know more about a condition, we publish real stories from people with lived experience every week.

If you'd like to share your own story, of living with a condition or caring for someone, please get in touch.



[LivedExperience@rethink.org](mailto:LivedExperience@rethink.org)



[rethink.org/shareyourstory](https://rethink.org/shareyourstory)

“

We will focus relentlessly on **fostering equity, diversity and inclusion** in our workplace practices.”

**Peter Alleyn**, *Director of EDI and Involvement*

## We're an anti-racist organisation

It's critical that everything in our remit is viewed through the lens of anti-racism. We're committed to being an inclusive and anti-racist employer, campaigning organisation and service provider.

People from ethnically diverse communities often face higher rates of mental illness and struggle to receive the care and support they need.

We are working together with these communities to **design the services required and to address the inequalities that cause poor mental health**. To make real change, it's important that we actively fight against racism.



[EDI@rethink.org](mailto:EDI@rethink.org)



[rethink.org/antiracist](https://rethink.org/antiracist)

# Advice and Information Service

Our Rethink Advice and Information Service **provides practical advice** to anyone over 18 in England affected by mental illness.

We produce over 100 trustworthy advice and information web pages with **free downloadable factsheets** on topics such as managing suicidal thoughts, employment, carers rights, and the rights of minoritised communities.

Our team of friendly advisors are there for you. Please contact them on:


 [rethink.org/advice](https://rethink.org/advice)

 **0808 801 0525**  
Monday to Friday  
9:30am – 4pm

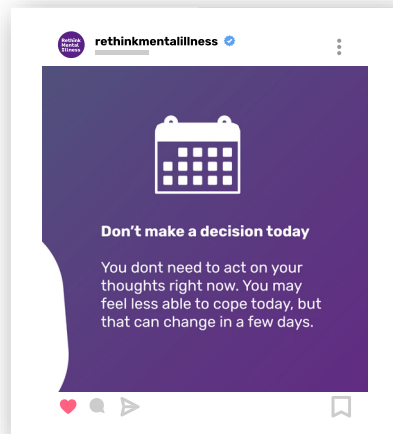
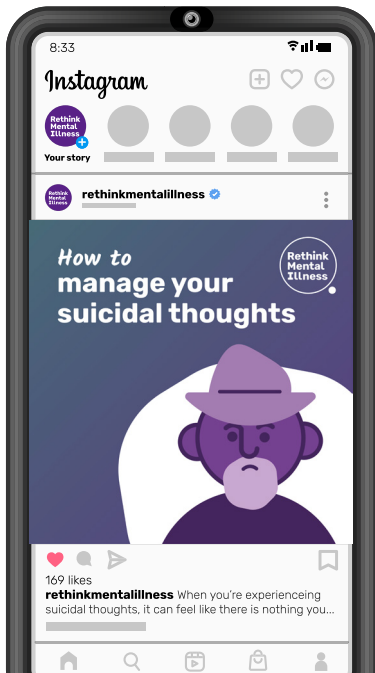
 Rethink Mental Illness,  
28 Albert Embankment,  
London, **SE1 7GR**

# Mental Health & Money Advice

Our specialist team offer financial and mental health support, through our **Mental Health & Money Advice** service, in partnership with Mental Health UK. You can find calculators and money management tools at:

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

As well as our more detailed advice, we often create **short versions of our factual information on social media.**



## Policy and influencing

*Mental health has to be a political priority.*

We strive to identify and call for large-scale improvements – both with and on behalf of people severely affected by mental illness – and to see them enacted on the ground. This activity includes engaging with parliamentarians, government ministers and local decision makers.

As well as ensuring mental health is high on the political agenda, we work closely with partners, including the Mental Health Policy Group and the Richmond Group of Charities, to maximise our influence. Alongside the Royal College of Psychiatrists, we provide the secretariat for the All-Party Parliamentary Group on Mental Health.



[rethink.org/policy](https://rethink.org/policy)

## Media and campaigns

For over 50 years, Rethink Mental Illness has campaigned and worked to improve the lives of people severely affected by mental illness and actively challenge stigma and discrimination.

**We ensure that mental illness is on the news agenda and features on social media feeds, highlighting the voice of lived experience.**

Our campaigns are designed to emphasise key issues that resonate with our supporters, the public, and the media, spotlighting injustice and ensuring decision-makers understand the need for change. **To become a campaigner:**



[Campaigns@rethink.org](mailto:Campaigns@rethink.org)

Find out more about our campaigns, media and influencing at:



[rethink.org/campaigns](https://rethink.org/campaigns)

Through our network of campaigners, **we rally people, amplify voices and push for change.**

## Fundraising

We have a team of passionate fundraisers who work hard to raise the funds we need to provide the vital support we give. We are registered with the Fundraising Regulator and fundraise in different ways, including: challenge events, gifts in Wills, giving in memory of a loved one, Give As You Earn through your employer, corporate partnerships and working with other funders, from individuals through to trusts and foundations.

Whether you want to make a single donation or introduce us to your employer, **however you wish to support us we promise that we will value you and respect your wishes.**

## Join us!

In making a lasting impact by contact our Fundraising team today:



0207 840 3131



[SupporterCare@rethink.org](mailto:SupporterCare@rethink.org)



[rethink.org/waystogive](https://rethink.org/waystogive)



“

I wanted to fundraise for Rethink Mental Illness as **their work is invaluable** in supporting people living with mental illness. ”

*Paul, Rethink fundraiser*





## Membership

Rethink membership is about community, shared experience and support. **Our members are the beating heart of our charity.** They influence every aspect of our work, from the campaigns we lead to the peer support groups we run.

As a member you will be invited to events, be able to join exclusive quarterly webinars, and will receive our member magazine in the post three times a year. If you're a waged member, you'll also receive a fantastic welcome pack in the post, stuffed full of membership branded goodies.

“

I'm a member because when our eldest daughter first became ill with psychosis we were completely at sea. **Rethink helped us make sense of what was happening.**”

Foz, Rethink member



If you have any questions about membership please visit:



[rethink.org/membership](https://rethink.org/membership)



0121 522 7016



[Membership@rethink.org](mailto:Membership@rethink.org)

# 1 in 100

people are affected by schizophrenia in the UK.\*

\*NHS.UK (Causes - Schizophrenia)



## 25 July

### National Schizophrenia Awareness Day (NSAD)

Our annual event is dedicated to **raising awareness, and helping to educate people on the condition**, which is still often misunderstood and stigmatised.

The charity was founded over 50 years ago by the Pringle family, who cared for their son who lived with schizophrenia.

John Pringle wrote a letter to The Times newspaper highlighting the lack of support and information around the condition, and not long after the charity (previously called the National Schizophrenia Fellowship) was created on **25 July 1972**.



**Communications**  
[@rethink.org](mailto:@rethink.org)

## Services

We have approximately **90 services** (including housing, peer support and crisis support) **keeping people living with mental illness safe and well in the community**, preventing their needs from escalating, and helping them live independently. They are supported to access the information, help and care they are entitled to, and understand and exercise their rights.



**98%**

of people who use our services said they got the right level of support from us.



“

Being a part of Rethink's Social Inclusion Service means **there's always a place I can go.**”

*Sam, Rethink service member*

## Rethink Advocacy

Under the banner of Rethink Advocacy, we empower people of all ages to be at the heart of decisions made about them by health and social care services.

Our advocates support people with mental illness, learning and physical disabilities, autism, sensory impairments, and those unable to express their views. We provide the information needed to make informed decisions, uphold rights, and safeguard some of society's most vulnerable, voiceless individuals.



[AdvocacyReferralHub@rethink.org](mailto:AdvocacyReferralHub@rethink.org)



0300 7900 559



[rethinkadvocacy.org.uk](http://rethinkadvocacy.org.uk)



“

I still attend the Rethink Social Group which has really helped me with social skills and meeting new friends.”


*Joe, Rethink group member*

## Support groups

There are around **120 peer support groups running across England**, either face-to-face, remotely, online, or both.

Rethink volunteers run these groups which can be as diverse as yoga groups for people who have lost loved ones to suicide, support for siblings, and gardening groups. They provide psychologically safe, non-judgemental spaces for people who may feel they are alone in coping with a situation, or need a listening ear, practical support and sometimes friendship.

To find a group near you, visit:

 [rethink.org/supportgroups](https://rethink.org/supportgroups)

If you are thinking of **setting up a peer support group**, we can provide you with information on how to do this, including legal advice, safeguarding and more.

 **07989 475 024**

 [Groups@rethink.org](mailto:Groups@rethink.org)



## Workplace mental health and training

Our Workplace Mental Health and Training team provide robust, evidence-based training, consultancy and other services to help workplaces and individuals feel more informed and confident when talking about mental health.

They cover topics such as mental health awareness, mental health for managers, and suicide awareness, and deliver services such as facilitated listening sessions and therapeutic coaching.



0333 222 5878



[Training@rethink.org](mailto:Training@rethink.org)



[rethink.org/training](https://rethink.org/training)

## Rethink Trust Corporation

With the Rethink Trust Corporation **you can set up a trust fund for your loved one** which can ensure they won't be burdened with managing an inheritance on their own. It is a simple, reliable service that understands the needs of people with mental illness.



01458 258841



[Trusts@rethinktrustcorporation.com](mailto:Trusts@rethinktrustcorporation.com)

## Working with commissioners

We are a leading provider of mental health services in England, known for our expertise and proven success.

Our specialist team supports individuals with the most complex needs, **continually seeking innovative solutions to mental health challenges.**

We are committed to improving the quality of life for those severely affected by mental illness.

Through ongoing service monitoring, we ensure our services meet the highest standards and address the needs of both service users and commissioners.



[BusinessDevelopment@rethink.org](mailto:BusinessDevelopment@rethink.org)





## Case study

# Somerset Open Mental Health

In Somerset, we lead an alliance of local voluntary organisations, NHS, social care, Somerset Council, and individuals with lived experience of mental health conditions.

**The alliance is called Open Mental Health (OMH).**

**OMH has been at the forefront of transforming mental health services in Somerset.** We work closely with Experts by Experience to shape mental health services across the county. This includes access to mental health nurses, peer support workers and support for carers.

**The service has an open and inclusive approach that prioritises the voices of people with lived experience.** Their insights ensure that the care provided creates a system that truly resonates with those it serves. There are now alliances in Sheffield, Coventry and Warwickshire and Tower Hamlets, London.

*In 2023*



Open Mental Health assisted over **37,000** people.



Mindline Somerset answered more than **35,000** calls providing confidential support.

# Mental health alliances

We believe that it's possible to work with other organisations in the community to keep people well. We know the NHS is unable to cope with the continuing rise in demand and by investing in prevention, and in community mental health care, we can help people get the right support, in the right place at the right time. This reduces pressure for certain services, can improve wait times and has a cost-saving benefit for the whole system.

**We have been involving people with lived experience of mental illness in local decision-making.** In several regions we have brought together voluntary and community groups and social enterprises to understand and prioritise health care and create sustainable improvements in services.



[rethink.org/CMHU](https://rethink.org/CMHU)

# Mental health navigation

Mental health navigation **supports individuals with mental illness who seek help in primary care but have unmet non-clinical needs.**

'Navigators' guide people to the right resources, empowering them to manage their needs. This reduces distress, eases pressure on healthcare workers, and improves clients' wellbeing, helping them gain confidence in everyday tasks like paying bills, joining a gym, applying for jobs, or even leaving the house.



[rethink.org/navigation](https://rethink.org/navigation)



## Want to get involved?

There are various ways you can get involved with us.

### Become a campaigner

We run campaigns to ensure mental health is pushed up the agenda. For example, we've campaigned for Mental Health Act reform, improvements to the social security system, and tackled stigma faced by people living with severe mental illness. Join us on the campaign trail.



[Campaigns@rethink.org](mailto:Campaigns@rethink.org)

### Become part of our involvement community

People with lived experience of mental illness and their carers, families and friends, are at the heart of what we do. If you would like to hear about the latest involvement news and opportunities to share your lived and/or caring perspectives, please get in touch.



[GetInvolved@rethink.org](mailto:GetInvolved@rethink.org)

### Work or volunteer with us

We offer a range of paid positions, some of which are filled by people who have previously used our services. There are a variety of ways of working, from in the field, to hybrid or homeworking, covering areas as diverse as advocacy to communications.

We also rely on the dedication of volunteers who give their valuable time to support the work we do. Many provide crucial help by completing roles such as befrienders and peer support volunteers.



[Recruitment@rethink.org](mailto:Recruitment@rethink.org)



[Volunteer@rethink.org](mailto:Volunteer@rethink.org)

There are many other ways you can get **involved with us**. Visit our website to learn more



[rethink.org/get-involved](https://rethink.org/get-involved)

We place people with lived experience of mental illness at the *core of our work*.

The insights and perspectives on our Lived Experience Advisory Board, Carers Advisory Board and internal EDI forums play a vital role in ensuring timely and appropriate support for those severely impacted by mental illness and promoting mental health equity for diverse communities.





**Sign up**

to our newsletter to  
hear more from us!

[\*\*rethink.org/newsletter\*\*](https://rethink.org/newsletter)

**Rethink  
Mental  
Illness**

We are the charity for people  
severely affected by mental illness,  
no matter what they're going through.

For further information on Rethink Mental Illness  
Phone: **0121 522 7007** Email: [\*\*info@rethink.org\*\*](mailto:info@rethink.org)

You can find us on:



[\*\*rethink.org\*\*](https://rethink.org)



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