

Our Impact in Stats - The Difference We Make

"We've heard from our six amazing story tellers, the difference Birmingham Mind has made to their lives through, crisis intervention support, recovery and volunteering, but what about the rest? Here's the difference we made across Birmingham and Solihull last year."

25,850

people accessed a service delivered by Birmingham Mind

We answered

17,566

phone calls between 9am - 11pm over 365 days!

6,572

people contacted us via our online web chat.

1,240

people have dropped in to our new Bullring Wellbeing Hub.

Our **12**

Trustees donated

528

hours of their time.

We appointed

2

new Trustees to our Board in October 2023.

Our Helpline welcomed

33

new volunteers.

12

Volunteers have accessed employment or education as a direct result of volunteering at the Birmingham Mind Helpline.

We recruited

50

new staff members last year, with a total of

194

people working for Birmingham Mind.

We delivered

89 training courses

in the last 12 months, delivered by 9 different trainers

a total of 1,145 people.

100%

of our Helpline Volunteers surveyed said they enjoy volunteering with Birmingham Mind.

107

People trained in Mental Health First Aid as part of our partnership with the Aston Villa Foundation.

149

staff received induction or refresher training within the last 12 months.

In 2024 we delivered 2

Menopause in the

Workplace training courses

for our Management Team.

99%

of our staff have completed our 5 Mandatory training courses: Cyber Security, Equality Diversity and Inclusion, GDPR, Health and Safety, and Safeguarding, Adults Level.

62.2%

felt that they could influence Birmingham Mind.

961

people accessed our out of hours Crisis Intervention service, known as Talking Space. We received 44 complaints in the last 12 months, 52% were either upheld or partially upheld.

We received

78

compliments from our service users, their family and professionals.

98.5%

of our service users rated our services as either good or excellent. 97.1%

said we had contributed to their recovery journey.

98.3%

of service users said that they would most likely or definitely recommend Birmingham Mind to their friends and family.



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97.6%

of respondents rated the quality of our communication as either good or excellent

8 out of 10

respondents felt involved when influencing the work of Birmingham Mind.

But ultimately, we do all of this to provide the care and support to the adults who need our services, giving them the opportunity to have the best possible chance of fulfilling their lives, being in control of their mental health, managing their recovery journey and prioritising their wellbeing.

How You Gave Your Support

You raised an incredible £211,058 through corporate partnerships, individual cash giving, regular donations and local fundraising initiatives.

This included events like Mental Elf in Cannon Hill Park, where over 200 people ran or walked 5km to raise over £18,000, whilst having great fun in the December weather.

We're so grateful to corporate partners, volunteers, participants and people we support for being such a key part of our fundraising events throughout the year, through your endlessly creative quizzes, bake sales, hikes and challenges.



How did you spend my donation?

This year our fundraised income went to directly towards supporting our:

- Mental Health Helpline which operates 365 days of the year
- Peer Mentor service which supports staff who use their own lived experience of mental health to inspire and support others.



The Trustees confirm that the financial information presented is extracted from the full financial statements.

Copies of the full financial statements, which were approved by the Charity's Trustees on 8 August 2024, are available on our website.

	2024 (₤)	2023 (₤)
Total Income	10,297,407	10,075,108
Total Expenditure	10,308,913	10,371,846
Net Income	(11,506)	(296,738)
Recognised Gains/(Losses)	(228,392)	(172,000)
Net Movement in Funds	(239,898)	(468,738)
Total Funds brought forward	3,403,671	3,872,409
Total Funds carried forward	3,163,773	3,403,671