



Fatema's Story: Finding Solace for the Bullring Security Team

Trigger Warning – This story includes references to self-harm and suicide.

Our relationship with the Bullring & Grand Central has been instrumental in bringing about the existence of the Wellbeing Hub. For a long time it had been our aim to provide a mental health and wellbeing service in the city centre. Having explored a couple of options, it has only been with the support of the Bullring & Grand Central team that we have finally been able to do this.

At our Wellbeing Hub, we prioritise creating a welcoming and safe environment for all. Unlike other services, attendees do not need to book an appointment, they don't need to have a mental health diagnosis, or even give their name.

The Bullring had previously seen a rise in suicides, suicide attempts and people experiencing poor mental health. Since it's opening, the Bullring Wellbeing Hub, on Link Street has invited local retail staff and those from the cleaning and security teams to take part in wellbeing activities such as armchair yoga, craft activities and relaxation.



In the autumn of 2023, we were approached by the manager of the security team asking if we could provide wellbeing sessions specifically for his team. We arranged for Thursday afternoons to be a space for his team to take part in peer support group sessions.

The purpose of the sessions were:

- To get a better understanding and to manage their own mental health.
- To get a better understanding of the mental health of people they work with.
- To get a better understanding of the people accessing the shops and services at the Bullring & Grand Central.
- To provide coping strategies for poor mental health.
- To provide signposting information.
- To give a clear idea of what we provide as a service.



“It was nice to get away from work, manage to switch off and be looked after by the Mind team”

The sessions were structured to give them confidence in supporting people who are struggling with their mental health. We ran the sessions for six weeks and decided we would roll them out to staff periodically in the future.

“There were a lot of different sessions put on for the team that catered for a wide range of topics”

Since these sessions, we have built a good rapport with security and cleaning staff that had attended. We have staff coming in to collect our wallet sized cards with our Helpline number to give out to people and we have people attend the Hub on the recommendation of the security team.



“The Birmingham Mind Wellbeing Hub was a lovely environment for the team after they had been dealing with a number of serious incidents”

We have had visits from four members of staff in six months since the sessions finished, wanting support from our service. We connected the management team to our trainer at Birmingham Mind who provided further learning to the management team at the Bullring.

Our partnership with Bullring & Grand Central Security Team is firmly cemented in prioritising their wellbeing. As a frontline service in Birmingham city centre, they are exposed to a range of social situations. Recognising and maintaining their own wellbeing during those difficult times, is what this has been about.



Fatema's Story: Finding Solace for the Bullring Security Team - continued

"It was nice to know that you and the team were just a minute away if we ever needed any support".

Our Bullring Wellbeing Hub is located inside on the top floor of Link Street, between TK Maxx and Supercuts. We are open Monday – Friday between 10am – 4pm. It is open to anyone seeking wellbeing advice, support, signposting or information. The service is aimed at adults over the age of 18, no appointment is needed, and you can remain anonymous if you wish. To find out more and to view our current timetable visit

<https://birminghammind.org/what-we-do/central-birmingham-wellbeing-hub/>

