



## Our Impact in Stats - The Difference We Make

We've heard from our six amazing story tellers and the difference Birmingham Mind has made to their lives whether that's receiving support from our Helpline, receiving support to safely leave hospital and specialised mental health support for those leaving prison, but what about the rest? Here's the difference we made across Birmingham and Solihull last year.

### Our Support

23,650 people accessed a service delivered by Birmingham Mind.

We answered 17,024 phone calls between 9am – 11pm over 365 days

4,756 people contacted us via our online web chat.

2028 people engaged with at our Bullring Wellbeing Hub.

99% of people would recommend our Bullring Wellbeing Hub Service.

95% of people rated the support they received at the Bullring Wellbeing Hub Service as excellent.

100% of people asked would recommend our Crisis Intervention service Talking Space

423 sessions & events delivered by our Community Development Worker Team, engaging with 4,170 people over 2,180 hours.

3,178 sessions delivered by our community-based Recovery Service, with 11,338 engagement hours.

### Our Staff & Trustees

We recruited 74 new staff members last year, with a total of 210 people working for Birmingham Mind.

Our 10 Trustees donated 661 hours of their time.

Our Trustees celebrated a milestone year, congratulations to Mark Shakespeare on achieving 30 years service.

Ian McPherson who has been a board member for 10 years and Andrew Wylde who marks 5 years' service in October 2025.

### Our Volunteers

We welcomed 66 Volunteers during the last year who gave over 2,956 volunteering hours in total.

### Peer Mentors

5 Peer Mentors (see story 6 to learn more about Peer Mentors) – working across 4 services, gave 659 Peer Mentoring hours.

Peer Mentors supported 750 people in the last 12 months.

### Our Training Delegates

We delivered 89 training courses in the last 12 months, delivered by 9 different trainers.

1,145 people attended a training course delivered by Birmingham Mind.

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

Our three-year suicide prevention training contract, with Walsall Public Health saw over 220 attendees and was delivered in 9 different venues and workplaces across the borough alongside online deliveries.

We have delivered workplace mental health training to 26 different companies or organisations in the last 12 months.

**"Thank you again for the session you delivered for us at General Dental Council it was very well received with everyone in attendance providing positive feedback."**

### Staff Training

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

99% of our staff have completed their online Adult Safeguarding and Children's Safeguarding training this year.

We recruited and trained 10 new Workplace Mental Health First Aiders!

**"Our staff spend so much of their time supporting others and so it is crucial that as an organisation we support our staff's wellbeing and mental health. Having our own Workplace Mental Health First Aiders means staff have an additional support system to go to, which is easily accessible, promotes a sense of care, provides a safe space to talk and where staff can be guided to other sources of help. I know from initial feedback, we are already having a positive impact – for example staff said talking to a WMHFAider made a positive difference to their wellbeing, and someone else felt it had prevented them from going off sick. I am passionate about supporting our WMHFAider Team because they are a vital part of fostering a supportive working environment for our staff."** - Roz Ratcliffe, Workforce Development Manager

We received 35 complaints in the last 12 months, 43% were either upheld or partially upheld. 8 complaints were withdrawn.

We received 266 compliments from our service users, their family and professionals, including 144 for our Helpline.

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.

98% of our service users rated our communication as either excellent or good.

95% said we had contributed to their recovery journey.

78% felt that they were involved with Birmingham Mind.

70% rated us as Five Star when asked about Feeling Safe in our service.

### How You Gave Your Support

£164,172.48 raised through our corporate partnerships, individuals giving cash or regular donations and local fundraising initiatives.

### How did you spend my donation?

The amazing donations we got went to one of two places. They either went to directly support our Mental Health Helpline, which operates 365 days of the year or toward our Peer Mentor service, a new service that invites people with lived mental health to work closely with the people we support across our services, to share empathy, compassion and shared experience.

The Trustees confirm that the financial information presented below is extracted from the full financial statements. Copies of the full financial statements, which were approved by the Charity's Trustees on 7th August 2025, are available on our website.