Birmingham Mind would like to thank the following for their continued financial contribution to our association:

- Birmingham City Council People Directorate
- Birmingham City Council Supporting People
- Birmingham Cross City Clinical Commissioning Group
- Birmingham South Central Clinical Commissioning Group
- Sandwell and West Birmingham Clinical Commissioning Group
- The Stone Family Foundation
- Worcestershire Council
- Sandwell Council
- Big Lottery
- BVSC
- National Mind
- Various Charitable Trusts who wish to remain anonymous
- All friends and supporters who give us individual donations

Summary of services offered by Birmingham Mind

- Residential Care
  - Sycamore Lodge
  - Pershore Road
  - Charles Davies House
  - Ludford Road

- Supported housing projects across the city and support to people in their own homes:
  - Older adult outreach/respite service
  - Home Support

- Wellbeing and Recovery Services
  - Wellbeing Hub
  - Recovery Service
  - Drop-ins across the city

- Other services
  - Community Development Workers
  - Esteem Team
  - Every Step of the Way
  - Blue Light
  - Lead Workers
  - Long Term Conditions

- Delivery Partners
  - Midland Heart
  - Edgbaston Wellbeing Hub
  - Shelter
  - Sifa Fireside
  - BVSC

- Housing Partners
  - Midland Heart
  - Bromford Housing
  - W M Housing Group
  - Nehemiah Housing

If you would like to give a donation to Birmingham Mind, please send a cheque made payable to ‘Birmingham Mind’ to our Head Office:

17 Graham Street
Hockley, Birmingham B1 3JR
Telephone 0121 608 8001
Fax 0121 608 8006
www.birminghammind.org

Birmingham Mind would also like to give a special thanks to its dedicated volunteers.

If you would like to volunteer for Birmingham Mind, please contact our Volunteer Coordinator on 0121 608 8001.

Registered Charity No: 1003906.
Company Limited by Guarantee Number: 2024372

“I’m working for a charity I truly believe makes a difference, and this give me enormous pride and satisfaction.”
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From the Chair

We try to respond to people, whether they journey with us for just a few stops on the way or whether they need to be with us for more time. I hope you will have found our standards to be high and that it has been a worthwhile experience.

Every year is a challenge and this year is no exception. The Trustees have been impressed by all the effort that has gone into achieving some huge changes, in particular the renewal of the Supporting People programme. All those who helped us to design a new bid for the contract can be rightly proud, we were awarded almost all we hoped for and can now continue to make life better for a lot of people. There have been other achievements, which the Chief Executive will refer to in her report.

Since I joined the Board, a long time ago, we have grown fourfold and are working on new ideas which could result in much further growth. We can only do this because we have the best staff at all levels, very ably led by Helen Wadley, and I have great faith in all of our staff. I am also indebted to our Trustees, all giving their time and experience freely, we are able to rely on people with great experience in law, finance, the care sector, business management, and people with lived experience of mental health issues.

Most importantly we will continue to keep our service users at the centre of everything we do at Birmingham Mind. Along the way we may encounter challenges, such as the financial issues that the health and social care sector face, but we will try to keep our direction of travel focused and will strive to ensure that everybody who needs us is able to join the journey towards better mental health.

Reverend Canon Frank Longbottom
Chair

“Staff go above and beyond because they want to do the best they can for people.”

From the CEO

It has been another busy year, and a crucial one for our Support Services and our Wellbeing and Recovery Services. Within our Support Services we spent a large part of the year working with frontline staff and service users, creating a new model for the service to take the reduction in funding into account.

Unfortunately this meant staff in those service were asked to accept new terms and conditions and I was humbled by people’s understanding and on-going commitment to keeping our valued services going. Thankfully all the hard work and sacrifice paid off and we have secured a new contract and two new partnerships with Friendship Care and Housing and R&J Support and Care Ltd.

For our award winning Wellbeing and Recovery Service, we saw a 50% cut to our income. Thankfully though, Cross City CCG asked us to run a pilot Wellbeing Hub and as a result we were able to continue to support the same number of people but now in two different services.

Many other changes occurred during our journey through 2015/16 from implementing the new User Involvement Strategy to learning from the pilots we undertook, such as Long Term Conditions work and Blue Light (with Emergency Services). Many of our achievements are detailed in this report.

In 2015/16 I celebrated my 20th year working for Birmingham Mind. From my starting role as a Senior Support Worker through to CEO, I continue to be impressed and energised by the commitment of our staff, volunteers, trustees and service users who together make the journey one that people appreciate and benefit from.

Helen Wadley
CEO

“I continue to be impressed and energised by the commitment of our staff, volunteers, trustees and service users who together make the journey one that people appreciate and benefit from.”
Home

Isolation to Vacation (via a new home)

Michael lived alone and has epilepsy with an average two blackouts a week. Some time he falls down during a blackout and often ends up in A&E. He also suffers from mental health issues. Michael was isolated and vulnerable, living alone in a house in Birmingham. The house was too much for him to manage and he had lost the will to keep it tidy, feed himself properly or care for his own hygiene. This meant that he became more isolated and demoralised. He was also struggling financially; his benefits had been stopped and despite my long distance efforts I could not get them reinstated.

I contacted Birmingham Mind and the DWP over Michael’s benefits. He ran a long and determined campaign to get the benefits reinstated and backdated. He also found ways of managing Michael’s vulnerability around epilepsy and arranged for safety alarms to be installed at the house.

One night, a few days after the alarms had been installed Michael fell down the stairs during a blackout and crashed through a glass door. He was bleeding profusely and he was able to activate the alarm and call for help, which saved his life.

Michael had been told not to cook any longer because of his Epilepsy, so it was arranged for him to go to a weekly cookery class - he loved it and really looked forward to going!

At the end of 2014, Mark suggested that Michael might consider moving to a new residential village in Birmingham. He thought Michael would enjoy living there as there is support and lots of activities for the residents. There are also plenty of opportunities to make new friends. We took Michael to the show flat. He was enthusiastic about it and was offered a place.

Michael settled in immediately, made lots of new friends and enjoys activities such as the choir, including singing at a concert in the village hall. He takes part in a computer class, with one to one help in learning to use the internet, and he’s also joined a keep fit group, gardening club and a Christian group. He’s now busy every day of the week!

With the current and continued encouragement and help from the staff team at Sycamore Lodge and my clinical team, I hope that I will continue to grow and achieve my ultimate goals.

Richard Charles

My Recovery

When I first came to Sycamore Lodge, I was very anxious about using public transport.

Five months on, and under my own steam, I have been able to use the train by myself without any help from anybody. It has been a confidence boost to myself that I can now use public transport in a way that prepares me for independent living post Sycamore Lodge, I now feel well on the way to achieving this.

I have been on the number 65 bus to the city centre to go shopping on my own and also to meet my friend Vince on the number 11c route on my own which was successful. It has helped me so much more, as I was able to undertake these journeys on my own, my self-confidence is boosted and I am one step closer to independent living.

The first thing Mark did was to tackle the DWP over Michael’s benefits. He ran a long and determined campaign to get the benefits reinstated and backdated. He also found ways of managing Michael’s vulnerability around epilepsy and arranged for safety alarms to be installed at the house.

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Michael is now planning a UK break and his future plans include a vacation to see the Northern Lights.

Michael Hine and Shirley Hine

Hoardings

Hoardings had taken over my life and as a result my mental health had deteriorated; things were getting worse by the day.

I moved into Webcroft Road and it has proven to be the best thing I could have done for myself. I am having treatment for physical ailments that I had neglected and I am now being supported to curb hoarding through regular checks on my flat with my support worker. I am finally starting to take control of my wellbeing and my life and I am engaging with my family.

My next step in my recovery is to work through past issues and my hope is that one day I can start to do voluntary work.

Joy (real name withheld)

Terry’s Story

Terry was living in very unsuitable accommodation. He struggled to afford food and bills because he wasn’t on the correct benefits. Previously a victim of exploitation, this made him feel very anxious and had led him to the brink of suicide.

Unfortunately during the transition time of moving into supported accommodation back in February 2016, Terry fell ill and was admitted to hospital. Tough times!

As a result of the support offered by Birmingham Mind, Terry has got all the correct benefits that he is entitled to. He is very optimistic about the future and is enjoying his new property. Terry’s capacity of strength and determination is inspirational and we hope all his wishes and goals for the future do truly turn into a reality.

Terry (real name withheld)
Health

In March 2016, Birmingham Mind’s Wellbeing & Recovery service became two separate services – the Wellbeing Hub and the Recovery Service. Both continue to be based at our Beechcroft Centre and work closely with each other to provide a range of services.

Wellbeing Hub
The Wellbeing Hub uses a specialised recovery-based approach to provide services that improve wellbeing. It is funded to help people who are not currently under a Community Mental Health Team but are already registered with a GP in Birmingham’s Cross City Clinical Commissioning Group (CCG).

Starting with a person-centred triage assessment, clients can then go on to access further information and signposting, one-to-one support or one of our 5 core courses:

- Anxiety Management
- Moving on from Depression
- Mindfulness
- Self-esteem and Confidence
- 5 Ways to Wellbeing

The Wellbeing Hub is also developing new courses including emotional resilience and anger management, which we look forward to offering next year. We offer both day and evening courses at a number of sites, ensuring we can help those who work full-time.

We aim to see new service users face-to-face within one week of being referred. They are on a course within four weeks and results show that they will have improved their wellbeing by 30% within three months!

Please ring 0121 262 3555 for more details.

Recovery Service
The Recovery Service is available to adults resident in Birmingham. It aims to support and improve emotional and mental wellbeing.

Service users can take part in a wide variety of workshops run by staff, volunteers and service user leads, including:

- Tai Chi
- Managing Wellbeing through Music
- Art and Crafts
- Gardening
- Anxiety and Depression Coping Skills

It is a vibrant and diverse service delivered from our Beechcroft Centre in Erdington and across Birmingham by experienced recovery workers.

Service user involvement continues to flourish and after initial support, many service users have gone on to run independent peer-led groups at Beechcroft, including Creative Expression, Recycling, Craft Modelling and Art workshops.

My Experience
I started coming to Beechcroft in November 2015 and met loads of new people and lovely staff.

I took part in activities, including the men’s wellbeing sessions which helped me to mix with new people. I like the outings and the people in the group are very friendly. The drop-ins are a good way to help me and I really love coming to them. The ‘Depression and Anxiety’ class has really helped me to move forward. I have also attended the relaxation sessions, providing me with tips about how to de-stress.

The Wellbeing and Recovery Service has now split in two and so I was referred to the new Wellbeing Service. I have started courses such as Mindfulness, which helps me cope with my depression and anxiety.

Paul Stockwin

At the lowest point of my life, the staff at Beechcroft were there to help, and after a lot of hard work I feel I am coming through the other side. I have coping mechanisms in place, I feel like I have a new start in life and can now look forward, which I could not have done a few months ago. Beechcroft has helped me a lot, and I will still go, to keep me on the right track.

“I have a new start in life and can now look forward. Beechcroft has helped me a lot, and I will still go, to keep me on the right track.”

“The service has been a lifeline for me; wonderful people.”

06
Money

The Living Wage

For a number of years, the Living Wage Foundation has set a 'Living Wage', which is calculated independently and updated annually based on the actual cost of living in the UK. The current Living Wage is £8.25 per hour for the UK, and £9.25 for those living in London. These figures are reassessed each year in November.

Birmingham Mind has been paying this Living Wage to all our staff since November 2014 and we reflect any increase to the Living Wage in the following April's pay. We still retain people's underlying pay scales, but top these up with a supplement to ensure that everyone in the organisation receives at least £8.25 per hour.

Birmingham City Council made the decision a couple of years ago to move to a situation where for all of the contracts they give to providers, the staff working on the contracts must be paid at least the equivalent of the Living Wage Foundation rate. However, they excluded care contracts from this decision.

From a moral point of view we felt that it was not appropriate to adopt a Living Wage for some people but not for all. Whilst our decision to start paying in line with the Living Wage Foundation was prompted by Birmingham City Council's views, it was also based on our very clear conviction that anyone who works for Birmingham Mind should be afforded the same rights and value for what they do.

This inevitably does cause us some challenges with our budgets, but it is a commitment we introduced earlier than we were obliged to, and we gave it to everyone.

Helen Wadley
CEO

“Anyone who works for Birmingham Mind should be afforded the same rights and value for what they do.”

Relationships

My experience of the Recovery Service

The first time I came to Beechcroft I didn't know what to expect. I looked at the timetable and thought about doing art, learning the guitar or perhaps a mindfulness course? Or maybe all three?

I decided this year was going to be my changing year, where I tried new experiences and was brave in taking decisions for my 'new life'. As soon as I met with different people here, I felt a connection with each and every one of them. I knew I would be accepted for just being me. I understood their mental health problems – and they understood mine.

I have enjoyed the art sessions with Lynne and have explored all types of different styles. I display all of my art, proudly, at my home. The Mindfulness sessions with Ben have taught me so much about myself, and given me the courage to stand up for myself. This is something I have been afraid of doing for years – but now I am facing it head on.

I have had one guitar lesson with Paul, who is a very talented musician. I have still got to complete my lessons, which are next on the list. This is another demon I have to face head on because music connections from my past have led me to 'dark pathways'. My dad burnt my guitar when I was 9 through spite so I shall conquer this challenge and I feel at ease, free as a bird, when I attend Beechcroft.

I have finally found myself with the help and support of staff and service users at Beechcroft. All it took was walking through those glass doors, taking a deep breath – and jumping in.

Laura
(surname withheld)
Volunteering continues to play an important part in Birmingham Mind’s activities.

In the last 12 months our corporate volunteers have engaged in a range of activities, from small scale fundraising to ‘The Challenge’, which is the largest annual team volunteering initiative. One team helped to successfully transform a garden at one of our residential properties, while another redecorated a lounge at another of our homes.

Birmingham Mind has also begun working in partnership with the national charity Time to Change. As part of this, our volunteers have been running and managing information stalls at events to engage people in positive conversations about mental health.

Our regular, committed volunteers are particularly important. They fulfil significant roles within the organisation on a daily basis, from head office reception and administrative support to service user involvement and group activity leadership.

In the few months since April 2016, Birmingham Mind generated over 2000 volunteer hours and now has 42 regular and enthusiastic volunteers. Some decide to offer their time simply because it is fulfilling, others find volunteering with Birmingham Mind is a useful step towards new skills, confidence and employment.

The contribution of our volunteers is greatly appreciated and in July 2016 we celebrated their time, effort and commitment with a Volunteer Award Ceremony at the Beechcroft Centre. Helen Wadley, CEO and John Bristow, Director of Operations both attended to present awards.

We are looking forward to increasing the number of volunteers that work with Birmingham Mind over the coming year, and in particular increasing the number of ‘Peer Leads’ within the organisation.

Andrew Nicholls
Volunteer Co-ordinator

Community Development Worker Service and Community Engagement

I have been working with a Women’s Centre in Washwood Heath where several Wellbeing programmes have been run for women from the local area.

They have been able to share their experiences and find out more about mental health and how they can promote good wellbeing.

It has also given some women the confidence to get involved in other meaningful activities, such as volunteering, which has in turn improved their wellbeing.

Similarly, engagement with Carers though a four-week Wellbeing Programme was particularly well received and a lot of work has been carried out by the Wellbeing Hub in promoting wellbeing within the LGBT community through our work with the Birmingham LGBT Centre.

Shakeela Rashid
Community Development Worker

“I think the service has helped my self-esteem.”
As part of our aim to challenge stigma and discrimination, as well as giving people better emotional resilience tools, we have continued to develop our External Training Department over the last year. Since I took on the full-time training role in September 2014, here are some of our headlines...

**Contract with Sandwell Metropolitan Borough Council**
We have completed the first year of another three year contract with Sandwell MBC. So that’s 11 one day Mental Health Awareness & Wellbeing courses and 9 Self Harm Awareness courses, delivered to audiences of Local Authority staff and staff from organisations that the Authority works alongside.

**Mental Health in the workplace**
The last year has seen us increasingly engaging with employers on workplace mental health, including running sessions for both frontline and leadership teams at RBS Bank. We have also developed checklists for employers and line managers and will have a specific brochure advertising what we can deliver for employers.

**Work in schools and colleges**
We continue to work with new schools and colleges to develop a wider range of training courses and presentations aimed at both young people and staff. Our work in this area has now been captured in a separate brochure.

**Contract with Birmingham Community Safety Partnership**
We have been busy delivering 7 of the 2 day Mental Health First Aid (MHFA) training courses and 5 of the half day MHFA Lite courses for Birmingham Community Safety Partnership. People on the courses included Birmingham City Council staff, Fire Service personnel, Housing Association staff and staff from various voluntary sector organisations. The 5 MHFA Lite courses have been delivered exclusively for West Midlands Police.

**Blue Light**
From March 2015 to March 2016, Birmingham Mind has been delivering a major programme of support for emergency services staff and volunteers.

The “Blue Light” programme has been piloted throughout Birmingham. Birmingham Mind delivered three of the six week Resilience Training courses to a total of 30 emergency services staff including 20 Police Officers, 7 Ambulance service staff and 3 Fire Service staff.

In partnership with Dudley Mind we also delivered 15 Manager Training courses to a total of 167 people, including 86 people from the fire Service, 63 from the Ambulance service and 18 from the Police. Feedback was extremely positive with participants saying, “It was inspirational,” and “It changed my life”.

**Over 2000 people trained in 2015/2016**
Through our external training department, taking part in courses including:

- Mental Health and Wellbeing
- Mental Health First Aid
- Workplace Wellbeing
- Asist (Applied Suicide Intervention Skills Training)
- Mental Health Awareness
- Mindfulness

“...The training affirmed to me that Mind is a genuine charity which seeks genuine people who truly care about the service users.”
Alfie’s Ongoing Story

Alfie has lived at CDH (Residential Care Home) now for 3 years. Prior to this he had been a hospital inpatient for many years and had lost a lot of his confidence and basic living skills.

Since Alfie moved in, he has regained a lot of his lost skills, and has rebuilt his confidence enough to commence BITA Pathways twice a week in his first year, as well as training courses at Handsworth College. Alfie went on to complete and gain a diploma in gardening, which was sourced via BITA Pathways, learning all aspects of gardening, from the backbreaking digging and use of gardening tools, to bedding plants, flowers and trees. He then went on to a placement for 3 days a week in the community, clearing park litter and bins under supervision in different areas of Birmingham.

Last year Alfie suggested that he would like to see if he could study his hobby of art at college. With the assistance of the staff at CDH, Alfie went to Matthew Boulton College and enrolled for the Art and Design course level 1 in September 2015. There was also an opportunity to study basic Maths and English which Alfie took up, and has obtained passes in both subjects. Alfie will therefore be able to continue college next year.

Alfie is awaiting his results in his Diploma in Art and Design, but his continuing good marks throughout the year means he is on target for a pass with merit. He’s now looking at Art and Graphic Design as his next subject. During the college summer break, Alfie has enrolled on an IT course, also at Matthew Boulton, to commence at the end of June for 5 weeks.

Alfie has continued with Creative Support at Water Street on a weekly basis, doing art, and he purchased a guitar which he is being helped to play with their support. Alfie is now taking part in Birmingham Mind’s Service User Involvement meetings and has responsibilities in the residents meetings, held at CDH every month. Alfie has been estranged from his daughter but recently there has been some hope that a meeting can be set up. His progress is positive and ongoing, and a move to less supported accommodation is on the horizon.

Health & Social Care Award

When I first started working for Birmingham Mind as a Care Assistant, I had already completed my NVQ level 2 in Health & Social Care.

However as time went on I applied for a Care Officer role, and having been successful I was then encouraged by my manager to complete my NVQ level 3 in Health and Social Care as well as an NVQ Level 2 Team Leading. I am now working towards my Level 5 Diploma in Leadership and Management.

I was always fully supported by my colleagues and manager when completing these care awards.

Leanne Benson
Deputy Manager

Expert by Experience
Steps Back to Achieve

My Engagement and Development worker at Every Step of the Way suggested going back into education, and so I started studying at Sutton Coldfield College in September 2015.

At first the classroom environment was frightening. After about 4 weeks I started to regain my confidence and I could see I was capable of learning again, since I hadn’t been in a classroom since I was 12.

I became a Student Rep for the maths course which involved feeding back any issues or concerns from the other students to the manager.

I also had the opportunity to take part in a job interview panel for a new Maths and English Tutor. This was a fantastic experience.

Once I had passed the Maths and English exams, I felt a real sense of achievement and found an inner strength to push myself even further. Going back to college has been the best decision I’ve made during my recovery. I will be enrolling in September to do level 1 Maths and English.

Nick Burke

“This course has been absolutely inspirational!”

“I’ve learned a lot, people have noticed a positive change in me.”
Employment

From Volunteering to Paid Employment

I started working as a volunteer for Birmingham Mind in December 2014, as an Archives Administrator.

After being set a timeframe of roughly two months to complete the archiving task at head office, with the help of Rachel McNair, we managed to complete the task in just one month.

Following the completion of the archiving task I was asked by Helen Wadley to build a set of databases for a new service due to start at Birmingham Mind. I was supported and guided to set this up by Birmingham Mind’s Business Manager, Ian Chapman.

Shortly after this I applied to be an Administrator for the Every Step of the Way service.

I was surprised when I actually got the role but have been enjoying it since as it is a very varied role and allows me to take on new challenges.

Curtis Holness

Recruitment and Selection Training

Birmingham Mind has always recognised the value and importance of service user representation in our recruitment and selection process.

However, over the years we have recognised that the number of people getting involved in this process has grown smaller and we wanted to ensure that more and more people who used our services were able to input into what is, for us, an absolutely critical role.

In order to address this issue, a concerted effort has been made to enlist more service users to take part. To begin the process, Andrew Nicholls, Service User Involvement Facilitator invited service users to register their interest. I then met with them and explained the Recruitment and Selection process at Birmingham Mind in more detail. This resulted in 10 service users being invited to a one day Recruitment and Selection course led by the HR Department.

Edwin Martin was one of the Service Users that attended the Recruitment and Selection Training. Edwin found the training comprehensive and learned about a wide range of topics related to Recruitment and Selection; including employment law, job descriptions, person specifications, shortlisting and interview questions.

Edwin’s first interview panel was for Support Services. Edwin was on a panel with Melanie Moxon and Maria Holloway – two of our Locality Leads. Edwin said that this process gave him a real insight into what Recruitment and Selection actually involves and what candidates need to do to prepare for a successful interview.

“I learned a lot, the candidates all did very well. I am lined up for more interview panels for floating support.” Edwin Martin

Michael Wrigglesworth
HR Advisor

From Here to Peer

The Esteem Team has enabled me to escape a desperate situation and build a solid foundation from which I could begin my journey back into employment.

I had been living in a hostel which had led to various health and confidence issues including anxiety disorder, depression & epilepsy. The Esteem Team gave me the impetus to remove myself from that situation and make changes in my life.

Once I had taken the first step, I received help to find and bid for my own flat and then help to make it into a home. Once this had been sorted, I was able to start thinking about my future and where I wanted to go with my life – after eight years of living in a hostel this was something I never thought I’d do.

I was determined that the best route back into employment was to gain experience through volunteering. After researching many different organisations I decided that through my homeless and hostel experience, Shelter would be the best candidate. I now volunteer for Shelter and contribute to their efforts to reduce homelessness in Birmingham.

David Bird
Involvement Groups

In July 2015 we undertook a complete review of the way in which people who use Birmingham Mind’s services can get involved with the running of services and the overall organisation.

We had a great response and many exciting opportunities and solutions were put forward. A new service user involvement strategy and structure was then developed.

With the new Involvement Structure the numbers of people attending our involvement activities has significantly increased. This has generated more diverse feedback about the valuable work we carry out.

We now have new ‘Improving Mind’ groups that operate at a service level. Previously, our central Improving Mind Group had only twelve regular attendees. Now, on average, we hear the views of over eighty service users through these groups.

Our new Joint Advisory Groups, which are made up of service users and staff, meet bi-monthly to take an in depth look at services and then provide us with invaluable advice and feedback on our quality, diversity and standards. These groups are proving extremely popular, with many fully subscribed.

We have had to hold an election in the west of Birmingham due to places being over-subscribed, as so many of the people we support want to have their say.

In the summer of 2016 we will say a fond farewell to our central Task Group as new people from the relevant Joint Advisory Group are elected.

Working in partnership with the people that use our services is central to Birmingham Mind and we are really pleased with the increase in numbers and views of people helping to shape the work we do.

Andrew Nicholls
Service User Involvement Facilitator

Commitment and Sacrifice

This last year in Support Services has been a challenging one for all the staff. In readiness for the tender for a proposed new Supporting People service, there was extensive work carried out by both our staff and service users.

The first round of Tender Ready Groups raised some key financial changes that needed to be considered. These were followed up by a thorough consultation with staff to ensure that they understood the reasons for the changes to terms and conditions that we were proposing to make.

The ongoing commitment of the staff towards the design of a new financial and operational model has been a process that was brave but, in the current climate, essential.

I was really impressed with everyone’s attitude and commitment during a difficult and unsettling time. In both the group meetings and the individual consultations, every member of staff conducted themselves professionally and with an attitude that mirrors the quality service we deliver. I have never been prouder of seeing our staff continue to be committed to the support of service users during a time when they had difficult decisions to make in relation to their employment with us.

Stephen Sanger
Operations Manager

We restarted and increased the Tender Ready Groups, and a number of people using our services joined us. These groups were crucial in shaping our operational, social value and financial submissions to the Council, and when we saw the results of the tender it was all worthwhile.

We now formally work with Friendship Care and Housing and R&J Support and Care Ltd to deliver our contract.

Thanks to everyone concerned in getting us to this point, from the Trustees and the Senior Management Team who showed the courage to deal with the issues early, through to the staff teams who have contributed positively to the debate and continue to do so. As always, our service users were bold, communicative and even took work home in order to meet deadlines – their contribution is especially valued.

Andrew Nicholls
Service User Involvement Facilitator

“Birmingham Mind have helped me on my recovery journey.”

Birmingham Mind
Financial Summary

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

This summary may not contain sufficient information to allow for a full understanding of the financial affairs of the charity and in particular does not contain any additional information derived from the trustees’ report.

For more detailed financial information the full financial statements, the auditors’ report and the trustees’ report should be consulted. Copies of the full financial statements, which were approved by the Charity’s trustees on 3 August 2016, are available free of charge at our Head Office at 17 Graham Street, Hockley, Birmingham. Requests to receive the full financial statements in future years instead of the summary financial statement should be made in writing to this address.

The auditor’s report on the annual report and financial statements was unqualified. No statements have been made by the auditors under section 498(2) of the Companies Act 2006 (accounting records or accounts not agreeing with the records), or section 498(3) of the Companies Act 2006 (failure to obtain necessary information and explanations). The auditor’s report in respect of section 496 of the Companies Act 2006 (whether the trustees report is consistent with the accounts) was unqualified. A copy of the statutory annual report and financial statements of the charity will be delivered to Companies House and the Charity Commission following the Annual General Meeting.

Frank Longbottom, Chair

Birmingham Association for Mental Health
Income and expenditure account year ended 31 March 2016

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<td>4,877,374</td>
</tr>
<tr>
<td>Net Income</td>
<td>361,307</td>
<td>323,393</td>
</tr>
<tr>
<td>Other Recognised Losses (see below)</td>
<td>56,213</td>
<td>56,000</td>
</tr>
<tr>
<td>Net Movement in Funds</td>
<td>(201,706)</td>
<td>267,393</td>
</tr>
</tbody>
</table>

Notes
These accounts were compiled in accordance with the latest Financial Reporting Standard FRS 102 and required restating of comparative figures for 2015. Full details of the changes are provided within the full accounts available as detailed above.

The other recognised losses as shown above relate to recognition of long term liabilities associated with a multi-employer defined benefit pension scheme. Our involvement is now closed for new membership and service.

Equality and Diversity

“'I don’t think I would’ve stayed as long as I have if it wasn’t for working amongst such great colleagues.”