Annual Report 2016/17
Effective partnership working for improved mental health
Very recently we have taken on two major tasks. Flint Green House will enable more people to be discharged from hospital and to be supported in their journey back to full independence. We are also engaged with the Birmingham and Solihull Mental Health Foundation Trust in a new model of recovery based service provision at Rookery Gardens, where people will be supported in moving through various levels of independence towards making their own way into the future.

My thanks go particularly to Helen Wadley, our CEO, and her wonderful staff. I am constantly impressed at their willingness to go beyond expectation in support of the people that use our services. It is also right to thank the Trustees, who are fully committed in their voluntary responsibility in overseeing what we do; we welcomed particularly this year Kyle Raffo and Sharon Willis, both bringing great value to us. We have co-opted Di Markman during the year and she brings a wealth of experience in the mental health sector which will add greatly to our decision making.

Reverend Canon Frank Longbottom
Chair

It seems that every year in this report we express caution about our ability to maintain a comprehensive and expanding service to those who have come to expect Birmingham Mind to be at the forefront of mental health provision. I am proud to say that we have been able to do that in the past year, and that we commit ourselves to continue to serve people to a high standard in the future. I can make this promise because we have the very best available staff at all levels and the trustees bring a broad and wise understanding of what we aim to achieve.

Of course, mental health and wellbeing provision crosses many boundaries and in order to be the most effective it is vital that we work with providers of other types of services. That has led us to the theme for this report of ‘Effective Partnerships’, acknowledging that working with other providers help us to ensure people have a more fulfilled life. The world can be alienating for people with needs; but together with other organisations with similar values, we will strive always to do our best and to make everybody feel included.

It is pleasing to know that those commissioning services value what we do and that they are always keen to work with us. There are limitations on funding, and so it was good to secure our Supporting People contract in partnership with Friendship Care and Housing and R&J Support and Care Ltd. We are also partnering with Shelter in working towards quicker hospital discharges. In both of these pieces of work we have appointed Peer Mentors, people with significant user experience, to be part of the team.

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“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.”

Moving forward together

As the Chair’s report details, it has been an extremely busy year, but a very positive one as we have been awarded a number of new services and we have formed many new partnerships with organisations such as Shelter, Friendship Care and Housing and R&J Support and Care Ltd., Birmingham and Solihull Mental Health Foundation Trust and Forward Thinking Birmingham.

These projects and partnerships are detailed in this report and I firmly believe that together we can make more of a difference in people’s lives than working alone.

But as well as focusing on our new partnerships with other providers it is important to stress our internal partnerships with our staff and the people that use our services. Our values of working together are strong, and we believe we have seen the success we have because of our reputation for delivering high quality services that make a difference to people’s lives. Our approach of creating “Tender Ready” groups formed of frontline staff, service users and managers mean that the bids we submit are creative but grounded in the reality of people’s lives and what they need.

It was also heartening to be part of a collective voice with other specialist charities when services were under threat last year. We worked hand in hand with Charities such as St Basils, Birmingham and Solihull Mental Health Foundation Trust and Forward Thinking Birmingham to literally “take to the streets” in response to proposed cuts. It is the first time than any of us have campaigned so publicly which shows the deep concern we have about the services available for some of the most vulnerable people in Birmingham.

Thankfully the proposed cuts were postponed and we are all working with Birmingham Council to try and ensure vital services can continue.

Thanks to all our fantastic staff, volunteers, trustees and the people who not only use our services but help us shape and improve them. And a special thanks to our Chair, Frank Longbottom, who has led and guided Birmingham Mind over the years.

Although I don’t think it possible, each year I do feel prouder of Birmingham Mind. We aren’t perfect but we do try our best!

Helen Wadley
CEO
Changing Futures Together

Lead Worker service

The Lead Worker service is another excellent example of Birmingham Mind’s commitment to working with our partners for positive and sustained service delivery, whilst addressing systems change at a strategic level.

The service brings together three organisations: Shelter as the lead partners, Birmingham Mind, and Sifa Fireside to support individuals with multiple, complex needs. It has been developed as part of the Changing Futures Together initiative, which has resulted in a significant investment into Birmingham of £10 million pounds, funded by the Big Lottery.

The partners have brought together a highly skilled and experienced team to support and assist people to be able to successfully navigate the diverse services provided in Birmingham, whilst also helping individuals to manage the issues and challenges they face in relation to homelessness, offending, mental health and addiction.

The Lead Worker partnership team is supported by a team of Peer Mentors who have lived experience and are uniquely placed to offer an empathetic and compassionate response, bridging the gaps that exist between services offered and those that use them.

Key to the success of this service is the ability to engender trust and confidence, allowing those who access the service to be able to identify future goals, and providing a range of opportunities for them to be directly involved in influencing how services are commissioned and delivered.

Every Step of the Way

Every Step of the Way is Birmingham Mind’s flagship ‘experts by experience’ involvement and engagement initiative and forms both an important and integral part of the Birmingham Changing Futures Together Project which is funded by the Big Lottery.

The Every Step of the Way service provides both training and individual support to those who have multiple complex needs that include homelessness, mental health, offending and substance misuse.

The service is currently supporting nineteen experts in their professional development, as well as in achieving their longer term life goals. The service also supports ten peer mentors, employed by our partner organisation, Shelter.

The wider programme partnership has brought together the Birmingham Voluntary Service Council (BVSC), Sifa Fireside, Shelter and Birmingham Mind. We are committed to working closely with each other, sharing our resources and our learning, in order that together and within the wider partnership of the Birmingham Changing Futures Together project, we can begin to create and build sustainable links with our experts and maximise their involvement in system change whilst also providing for those who need our services.

The Every Step of the Way service has successfully sourced a range of opportunities for our experts by experience. Good examples of this are our experts’ involvement in influencing system change around poverty issues, training police officers in their understanding and approach to people with complex needs, as well as helping to improve interagency communication when dealing with individuals.

Sharon Clarke
Every Step of the Way Manager

Paul’s Journey

Paul survived a troubled childhood, where he was sexually abused by a family friend, inevitably causing untold damage to his life, which caused him to behave badly, although he was unaware exactly why.

He used to steal and get drunk as early as eight years old and was beaten on a daily basis by his parents. The next 39 years of his life was spent going through different drugs and ending up on heroin, after so long, the heroin ceased in its effectiveness.

The emotional pain that Paul had suppressed could no longer be masked by substance abuse.

Towards help

The damage of the stress and emotional pain experienced by Paul eventually led up to him having a sudden stroke.

After the stroke it was a long road to recovery, where he had to come to terms with all the feelings from the past which were preventing him from recovery and he decided to check into rehab. After 14 months of being clean and making progress he unfortunately entered a pattern of relapse, but each time this happened Paul managed to learn more about his mental health and self-destructive behaviours that were caused by the trauma in his life.

Recovery

Paul ended a long term relationship he was having on and off and devoted himself to recovery by joining Changes UK where he met two support workers, who put full faith in his courage.

This was the first time Paul felt he had a trusting relationship for a very long time; they helped him believe he was a good person and his self-esteem started to show real improvement. Paul had the resolve to continue his personal development with Crisis by finishing a variety of courses and he continued to feel much better within himself.

Paul’s new found confidence was at a height where he could get involved in voluntary work, soon he had placements with Changes UK, City Hospital, Scala House and then with ESOW in January 2017.

Since Paul started at Every Step of the Way (ESOW), he has grown to face new challenges including representing Birmingham Changing Futures Together programme at national meetings and the Core Partnership Group, meeting senior management from organisations around Birmingham. Paul currently volunteers for the Inreach Outreach workstream. Paul is a well-valued volunteer who continues to go from strength to strength.

Paul Brown
Expert by Experience

Paul’s Journey

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Paul Brown
Expert by Experience
Recovery Service

Birmingham Mind has delivered a Recovery Service at Beechcroft Centre in Erdington for over 25 years as well as many satellite services across the city. Over these years we have seen many changes to how this service is delivered, and this last year is no exception.

The service has always been at the forefront of co-production and co-delivery and our Peer Lead scheme continues to expand with 13 people now formally delivering activities for others within the service as well as attending the service for themselves. Our Joint Advisory Group is a strong partnership between staff and those that use the service and they help guide and improve the service.

We have known for 18 months that the service will change to a more formal Recovery College approach, but we do currently operate a very similar model so we are confident the change process will be smooth for all involved when, hopefully, we are awarded the service! We are always looking for partnerships with external groups and agencies to enhance and add value to our offer to people using the service. One such partnership is with the Change Grow and Live Service (CGL) who specialise in supporting people who misuse substances. We know that addiction is a growing concern within Birmingham and that people have struggled to get the help they need at an early stage. Now CGL offer a 1-1 service once a week at Beechcroft, allowing quicker and easier access to support. The added benefit is that CGL and Birmingham Mind staff are able to learn from each other, increasing skills and confidence.

This has been supplemented by the excellent work that has been happening in our internal Tender Ready Groups which comprised of staff, people who use the service and managers. People’s creativity and enthusiasm has been fantastic to see.

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Rebecca Nolan
Wellbeing & Recovery Team Leader

Wellbeing Hub

Our pilot Wellbeing Hub funded by Cross City Clinical Commissioning Group has made a promising start.

The Wellbeing Hub offers a dynamic new approach for GPs working with patients who are experiencing stress, anxiety or depression who are not under the care of a specialist mental health service.

Through its innovative single contact point and triage service all patients are offered instant access to a range of interventions including: signposting, 1:2:1 Wellbeing Practitioner(s) and access to Wellbeing Hub courses including:

- Mindfulness (most popular)
- Building Self Esteem
- Relaxation
- Anxiety / Depression Management

With a greater emphasis being placed on the need to invest more in whole population health improvement services and many of the secondary care and/or “talking treatments” overwhelmed, this service intervenes at the very initial signs of mental distress hopefully preventing the distress from increasing.

The results of the Wellbeing Hub to date are very impressive with over 80% of people reporting an increase in their mental wellbeing after using the Hub’s services and many of the benefits are proving to be long term. Interestingly the benefits are not just in reducing mental health issues but also people report less physical health issues.

One patient described “how he was now going back to work and he had negotiated with his employer to have time set aside within the working day for him to practice mindfulness”. Another described “how she had a range of physical symptoms recurring over years that had now disappeared”. Another person said that the Mindfulness course had “revolutionised his life – in all areas”.

Key achievements for people include:

- New coping techniques learnt
- Reduction in reported stress levels
- Improved connections within their local community
- Improved quality of life
- Improved confidence & self-esteem

This integrated service ensures that people are linked into their local community and important links with such groups have been made across the area served by the Wellbeing Hub service. Many of the patients have gone on to volunteer for us or for other local charities/groups.

The person-centred ethos and values base of Birmingham Mind underpins the whole Wellbeing Hub model. A good relationship with a flexible and open commissioning lead has encouraged innovation and creativity. The skilled and committed staff team understand the delicate balancing act of listening, probing, reflecting and challenging to help patients develop a new understanding of their own wellbeing and how they can take care of themselves.

Jessica Key
Wellbeing Hub Team Leader

“Patients reflected how family members, friends and work colleagues had seen differences in them.”
David was desperately low, and at his wits’ end, having lived in a homeless hostel for 8 years without any family contact or a job. During an appointment with his GP, he was informed about the Edgbaston Wellbeing Hub. He was referred to the hub and then to the Birmingham Mind Esteem Team.

David experienced new hope, and with the support of the team, successfully overcame his situation. He went on to secure his own tenancy and began his return to work through volunteering at Shelter. He has now established contact with his family.

This is his story:

“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 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 then able to start thinking about my future and where I wanted to go with my life.

I was determined that the best route for me 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.

I then had the opportunity to become a Peer Mentor with Birmingham Mind where I went through a successful interview and induction process and I am now a part of the Birmingham Mind Support Services team.”

David
Peer Mentor
Support Services

Birmingham City Council Supporting People

In 2014, we began conversations with Friendship Care and Housing and R&J Support and Care Ltd about working together on the next Supporting People tender.

During the tendering process, as well as our internal Tender Ready Groups (group of service users, front line staff and managers who helped shape our tender) we also regularly met with our two new partners to ensure that the three services were developing in a similar way.

We were all so pleased when we won over 70% of Birmingham Supporting People funded Supported housing and Floating Support! We still meet regularly to discuss not only service improvements, but also how we can work together on new types of services.

We have moved our services to a locality model. Between our four teams and our partners’ services we cover the whole of the city, but we are still able to maintain a local community focus. The overall provision of these services has been reduced, so to try to reach as many people as possible, we now offer group support and are very active in connecting people and encouraging peer support.

One change we made was to employ Peer Mentors to add to our teams of Support Workers. Peer Mentors are people who have lived experience of using mental health services, who can offer a unique perspective. Having someone who has been in a similar position can really help people have hope that they too can move forward in their lives. The story of one of our Peer Mentors, David, is on page 9.

We have developed many new partnerships with other local groups and organisations and actively encourage the people we support to get involved in their local community. This not only helps community cohesion but also helps people to realise – perhaps for the first time - that they have something to offer others.

At the end of our first year we have jointly supported over 600 people in Birmingham. Our results for the Payment by Outcomes for our Floating Support contract shows that we supported people to achieve over 94% of their identified outcomes, and in our Supported Housing projects we achieved 100% of identified outcomes.

Our second year has now started and we look forward to developing our model and our partnerships.

Rebecca’s success story

Rebecca Burke came through the No Wrong Door Network (NWoD) and began support in August 2016.

She had complex needs: mental health, addiction, homelessness and other associated negative behaviour. She was encouraged to join Mind Boxing (led by Michelle Walters from East Support Services) and the Aston Villa Academy (supported by her workers, Sue Warrock and Zahra Khokhhar, also from East Support Services).

The Birmingham Mind Community Development Team made links with Aston Villa, with an opportunity for our service users to train and play for the Villa Disability Teams. Rebecca enrolled, and Sue and Zahra were thrilled to watch the team become FA Peoples’ Cup 2017 Champions, scoring a total of 31 goals throughout the tournament. They are due to go to Wembley!

As part of the No Wrong Door referral process, Rebecca also had success in gaining the NWoD bridging loan for household items, including flooring and white goods. Well done Rebecca!

Joanna Belboda
Support Services Manager

Esteem Team

Part of our Support Services have continued to be involved in the Pilot of the Edgbaston Wellbeing Hub with 8 of our staff becoming a more specialised Esteem team.

The Birmingham Mind Esteem Team came about to meet the needs of people living with multiple health and social care needs who often experience a highly fragmented service leading to sub-optimal care experiences, outcomes and costs.

“You have come to the right place” Partnership was the key factor, and the Esteem team worked within a group of spoke services unitedly called the Edgbaston Wellbeing Hub.

These services offered a range of practical, emotional and psychological support at one location. The concept was developed to coordinate services already commissioned by Birmingham City Council and the NHS, which included a range of support from befriending through to benefit advice, and sought to address the root cause of an individual’s mental health distress.

The Edgbaston Wellbeing Hub was designed to enable interlinking and navigating between services and the provision of holistic frontline support for people requiring non-crisis intervention with their mental health, where more specialist services were not needed.

The Esteem Team worked across a relatively small geographical area as part of the Edgbaston Wellbeing Hub. This has enabled staff to build positive partnership with GPs and importantly with a range of other agencies and organisations. All came together to share their organisational experience and expertise and collaborate as part of this innovative pilot project.

The Birmingham Mind Esteem Team was part of this two year pilot that was extended for a further 12 months. During this time the Esteem team received over 200 referrals through the triage service that was developed by partner organisations as part of the Edgbaston Wellbeing Hub.

The main key benefit areas were the outreach and early intervention processes. As needs were identified early on, the Esteem Team were well placed to intervene and provide support. This enabled faster response times and therefore reduced the need and dependency on other services including general practitioner services, hospitals and the police. The holistic approach developed and promoted by the Edgbaston Wellbeing Hub resulted in individuals reporting positive experiences of their engagement with the service, and improvement in overall individual mental health and wellbeing.

The pilot came to a conclusion in April 2017. The Evaluation report is available on our website and the positive results were reflected in the commissioning of the Supporting People tender in 2016.

Mark Walsh
Esteem Team Manager

“There’s no health without mental health.”
Community

Mellow

Mellow was a one day event held in Handsworth Park that came out of an ‘Unconference’ that was hosted by our Community Development Worker Service and Time to Change in February 2016.

Mellow aimed to remove some of the barriers faced for residents within the diverse Handsworth community by:

- Making service information more accessible
- Providing opportunities for people with experience of mental health problems to share their stories
- Having mental health conversations with local people
- Providing information about local mental and well-being services and support
- Promoting the ‘Time To Change’ campaign and the work of Birmingham Mind.

The event involved around 20 stall holders from community organisations, faith communities, local businesses and other statutory and voluntary organisations. The park’s beautiful vintage bandstand provided the stage for a variety of artists and musicians that reflected the cultural and ethnic diversity of Handsworth. Family friendly activities included a bouncy castle, a giant Jenga and face painting. Other activities included a smoothie bike, holistic therapies, card making and workshops from the ‘Happiness Project’.

The event attracted over 300 people who were able to find out about health and wellbeing services in their area. There were also 200 conversations about mental health initiated between members of the public and one of the 29 Mellow volunteers.

Mellow provided a great opportunity for a variety of different stakeholders to come together for a fun family friendly event that enabled people to talk about mental health in a safe and supportive environment.

Following on from this there is a lot of enthusiasm for a follow up Mellow event in 2017. As a result of some of the strong partnerships formed through the event, a strong community partnership is being developed between Birmingham Mind and Time To Change.

Emma Marks
Community Development Worker

Emotional wellbeing course for LGBT women

(In partnership with the LGBT centre in Birmingham)

Research shows that lesbian and bisexual women are more likely than heterosexual women to suffer with mental health problems.

The LGBT centre in Birmingham is a charity advocating for and supporting the Lesbian, Gay, Bisexual and Trans + communities in Birmingham and beyond. They offer a range of services that focus on improving the health and wellbeing of individuals.

A twelve hour course was developed by a Community Development Worker from Birmingham Mind specifically for women at the LGBT centre. This course was run over several week day evenings between July and August 2016. The LGBT centre provided the space, publicity and promotion of the course within the LGBT community whilst the CDW provided the development and delivery of the course.

The content of the course was a mixture of CBT (Cognitive Behavioural Therapy) techniques, mindfulness wellbeing tools and group discussions on the impact of stigma and discrimination.

This pilot was seen as a success as the evaluation from the participants of the course was very positive:

“Absolutely fantastic... I learnt coping strategies, ways of being calmer and how to have a more rational approach to life... I hope to stay in touch with the ladies I met.”

“I cannot express my thanks enough to everyone for this course”

“This course helped increase my confidence, helped me to meet new people and made me look at things a lot differently”

“I learnt about unhelpful thinking habits, different techniques and had a refresher on mindfulness”

Following on from the success of this pilot course, another 5 further courses were run in partnership with the LGBT centre with over 50 participants attending in total.
Rookery Gardens

Rookery Gardens: Integrated recovery support and partnership working

As Birmingham Mind have an excellent reputation for delivering Recovery focused services and is a main provider of mental health housing support, the Trust approached us. There was a significant amount of discussion internally as to whether this service was right for us but in the end we decided that this was the very group of people Birmingham Mind was set up to support over 50yrs ago. We firmly believe that the combined Clinical, Recovery and Housing move on approach is one that people will really benefit from.

We have a staff team of 13 Recovery Navigators and a Senior Practitioner who work with and alongside a clinical staff team bringing the best of both cultures and skills together to provide active Recovery based support to people whose stay in hospital is often long. From January 2017 we recruited staff and ended up with half the team made up of staff already employed by Birmingham Mind and the remaining staff being new to the organisation.

The Recovery Navigator team are there to help those we support to map their dreams, hopes and goals. Social interaction and maintaining links with friends, family and local communities are integral for somebody’s health and wellbeing and will help people with the transition from the hospital back to their community and we will lead on this side of the persons support.

This is a ground breaking service – there is no similar partnership for such a service in the rest of the country. Of course there are challenges in bringing two cultures and two sets of approaches together and there have to be compromises on both sides. But by keeping the needs of the people that use the service at the heart of what we do we have been able to overcome all challenges to date.

The future success of Rookery Gardens will be based on hard work, commitment, common goals, consistency and coherence. I am pleased to be a part of such a partnership opportunity where the differing yet complementary skills of two very different organisations come together and through our shared vision we will be able to make such a difference to so many people!

The service opened in July 2017 and so more details will be given in the next annual report.

Mel Moxon
Rookery Gardens Senior Practitioner

Training

Mental Health First Aid (MHFA) training

Our training delivery to other companies and people outside Birmingham Mind has continued to grow. Mental Health First Aid (MHFA) training is one of our most popular courses. Housing associations, large private companies, construction and retail organisations pay for us to deliver the course to their staff.

We have also seen an increase in individual bookings onto our Open Access courses, and in one case a group came together to ‘bulk buy’.

We were delighted to cement our largest single partnership, with the Psychology Society at the University of Birmingham. We twice delivered the two day Adult Mental Health First Aid (MHFA) courses and two of the half day Adult Lite (soon to be known as Adult half day) MHFA training courses for the Society’s members. Over 80 members booked across the four courses.

All the students paid for themselves and gave up valuable weekend time to attend. Many told us that the courses gave them really useful practical skills, in supporting someone with mental health issues, or a friend or relative in distress, which supplemented the more academic aspects of their course.

We hope to continue and build on our relationship with the Society in the coming years and we are talking to them about delivering more MHFA training towards the end of 2017 and into 2018.

As more companies are understanding the importance of mental and physical wellbeing in the workplace, they will often look to train some Mental Health Champions, or Mental Health First Aiders. Very often we will work in partnership with the companies; helping them to think through the best approach for them and to promote the training.

This side of our training work is growing at speed, and we are delighted that through partnerships we can really help more companies support the mental wellbeing of their staff.

One of our key corporate partners this year has been Deutsche Bank, and we were delighted in September 2016 to present at their event to Birmingham Businesses.

We explained that in any given week, 1 in 6 people in the workplace are struggling with their mental health, and that there is not just a moral argument but a strong economic argument for investing in developing workplace wellbeing schemes and training staff and managers.

If you want to know more please ring our Training Department based at our Head Office.

Mike Jeffries
Training Manager

“The instructor was excellent; you could tell he had a real passion for the subject.”
Central Improving Mind is a safe and friendly space where the minds of those in a professional capacity meet and engage with the minds of service users.

With their intuitive knowledge and past experience of mental health, service users work in partnership to improve the services provided by Birmingham Mind.

Central Improving Mind gives service users the chance to have their voice heard and negotiate change with those who have the power to implement and make it a reality.

As well as breaking down barriers between those who use our services and those who oversee the management of operations, involvement with Central Improving Mind also promotes interaction with other service users, each of whom has the responsibility of representing both themselves as individuals, and also the interests of other service users in their locality.

This is achieved through service user attendance and participation at local Improving Mind meetings, to which all service users in the local area are invited. Additionally, there are Joint Advisory Groups, where representatives elected by service users at the local Improving Mind meetings discuss issues to be brought forward to Central Improving Mind.

Critiques of service user involvement in mental health services refer to tokenism, and a lack of evidence for service user impact on changes within the service, as decisions are actually taken by management. I would argue that service user involvement with Central Improving Mind is about bringing people together, with a shared purpose and focus that they wouldn’t otherwise have.

Those pre-determined subject matters deemed relevant for service user discussion and influence by management enable service users to feel valued. This is both necessary and productive for the organisation to evolve, and for service users to use their experience as a positive force.

Catherine Bell
Service User and Member of Central Improving Mind

The WELLcome Home Navigation Services is a joint partnership initiative between Birmingham Mind and Shelter which is funded by the Big Lottery through their Crisis and Hardship Programme.

This innovative approach to partnership working sets an explicit agenda for organisations to learn from each other at all levels. This is achieved via formal partnership arrangements that see employees in the service being directly located within hospital settings, co-working with clinical teams. Currently the WELLcome Home service is located within two specific organisations:

- Shelter provide the service directly to the Birmingham Children’s Hospital, working with families to support children experiencing delayed discharge due to a housing need.
- Birmingham Mind provide the service directly to Birmingham and Solihull Mental Health Foundation Trust (BSMHFT) supporting adults on acute mental health wards.

Hospital clinical teams are trained to treat health challenges that patients face at admission, but not necessarily environmental and social issues that can come to light once treatment has concluded. For example, a home may no longer be safe for a child to return to following an accident. The social and environmental crisis issues such as homelessness, debt or familial dynamics are inextricable from the patient, so a solution must always be found within the hospital setting before a successful discharge can be achieved.

The WELLcome Home Services navigate risk aversive assessment processes in partnership with community support and housing providers, to bring about solutions that greatly assist clinical decision making processes.

Birmingham Mind, as the lead agency, meet regularly with our key partner Shelter, who in turn work with multi-disciplinary teams at the Birmingham Children’s Hospital and the Birmingham Children’s Hospital has admissions from across the country, where navigation entails various housing options and allocations policies. By developing partnership working, sharing resources and learning, Birmingham Mind and Shelter are pioneering an approach to systems change by identifying ‘invisible’ homelessness and addressing environmental and social challenges that result in hardship and crisis for individuals within hospital settings.

A key and important aspect to this work has been the introduction of Peer Mentors within the WELLcome Home Services. Peer Mentors are uniquely placed to put to good use their experience to empower the patient or their family members to develop an active voice in crisis planning with professionals and to assist in navigating a successful discharge home.

Shortly after the introduction of the WELLcome Home Service, Birmingham Mind were approached by Forward Thinking Birmingham, the city’s mental health partnership for 0-25 year olds, to discuss the possibility of developing a similar service for younger patients experiencing social and environmental hardship and crisis issues, preventing successful discharge from hospital due to the risk of increased vulnerability.

A key strategic aim of Birmingham Mind is to develop services for younger people experiencing mental health problems. In discussion with our Trustees, it was agreed to use monies raised from our fundraising activities to jointly fund with Forward Thinking Birmingham a similar role to that of the WELLcome Home service which is specifically designed to support young people within inpatient settings.

Nyathesis Kwawang
Navigation and Connections Coordinator
It is the combined integration of all our partners that allows us to provide constant support for our service users.

Charles Davies House and Pershore Road

Charles Davies House and Pershore Road are both linked together by the same statutory mental health teams; and many of our referrals usually arrive from hospital teams.

A crucial part of working in partnership with other agencies is the two way process with both sides working to provide support for the service users we assist.

Communication is an essential part of the process, as it allows all involved in the partnerships to voice concerns and take responsive action; ensuring that the people that live in these services have a consistent and co-ordinated response.

Many of the people that come to the service have led chaotic lives and been in and out of hospital but by partnership working we are able to support people to gain the skills needed to then move on to more independent living.

Our partnerships with other agencies, GPs, dentists & dieticians are also extremely vital, as being able to liaise with them regarding any health issues a service user may have, allows other professionals to build up a good understanding of the kind of service we provide. Where we can work together supporting service users not just with their mental health, but any particular health concern.

It is the combined integration of all our partners and affiliates that allows us to provide constant support for our service users.

Cheryl Yardley
Home Care Manager

Volunteering

We are very fortunate that every year volunteers donate their time to carry out various tasks for Birmingham Mind. People help out in a range of different ways...

We have Peer Leads who are our service users who then also play a part in the service they receive through taking a lead in various activities. So far Peer Leads have donated over four hundred hours of their time to us. The activities range from arts and crafts to leading in voices groups and help organising social drop ins.

We also have a large number of organisations offering to donate their time to carry out volunteering projects at our various properties throughout the city.

Often this Corporate Volunteering, as it is known, derives from local companies that allow employees a work day to volunteer in the community. So far, it is estimated that the nature of the work carried out equates to over four thousand pounds! But it also provides us with a great opportunity for both our staff and people who use our services to engage with the corporate volunteers, and this helps challenge stigma.

We then have our volunteers that apply on an individual basis to give their time to support Birmingham Mind. The roles they undertake vary and range from administration and group support to helping us at various events. Lastly but not least, as a Charity we are governed by a group of Trustees that all donate their time for free.

All in all, we had over 4,400 hours donated to Birmingham Mind during this year. And next year we are on course to exceed this as more and more amazing people are coming forward to offer time and expertise.

Andrew Nicholls
Volunteer Co-ordinator
**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 2017, are available free of charge at our Head Office at 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 2017**

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Income</strong></td>
<td>£5,704,081</td>
<td>£5,265,541</td>
</tr>
<tr>
<td><strong>Total Expenditure</strong></td>
<td>£5,470,278</td>
<td>£4,904,034</td>
</tr>
<tr>
<td><strong>Net Income</strong></td>
<td>£233,803</td>
<td>£361,507</td>
</tr>
<tr>
<td><strong>Other Recognised Losses (see below)</strong></td>
<td>£45,000</td>
<td>£563,213</td>
</tr>
<tr>
<td><strong>Net Movement in Funds</strong></td>
<td>£188,803</td>
<td>(£201,706)</td>
</tr>
</tbody>
</table>

**Notes**

These accounts were compiled in accordance with the latest Financial Reporting Standard FRS 102.

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

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 / Better Care Fund / Forward Thinking Birmingham

As well as various Charitable Trusts who wish to remain anonymous, and 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
Flint Green House

Supported housing projects across the city and support to people in their own homes:
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
Lead Workers
WELLcome Home
Carers Service

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

In 2016 we were once again awarded the Gold accreditation for Investors in People