OUR IMPACT
This year we’ve decided to do our annual report differently:

Rather than just tell you what we’ve accomplished this past year we want to really demonstrate the importance of the work we do, the impact we are having on people’s lives and why we think our services are more vital than ever.

This year has seen significant change and growth for us.

Despite uncertainty at the start of the year in the form of proposed funding cuts plus an ever-growing demand for our services, we have gone from strength to strength. We have grown significantly in terms of size and breadth of the services we offer, meaning we have been able to reach and support more people than ever.
Although not complacent, we are rightly proud of our record of service to Birmingham and particularly to those who experience mental health challenges. As a team of over two hundred staff and trustees we bring a wealth of experience and dedication which is valued by those who commission our services; their assessment of our work is so often fed back in a positive way. Above all we are here to make life better for thousands of people who use our services, and they will always be at the centre of our motivation.

It would be tempting to simply carry on in the same way, believing that all is well. However, we spend a lot of time evaluating what we do and the impact it has on people. Our strategy and business models are reviewed regularly by senior managers and trustees. Our governance has recently been applauded by National Mind after their review of our standards and service. I am particularly gladdened by the expertise of our trustees and the time they give freely; we should all be grateful for their contribution.

We have expanded our outreach during the year, and the Chief Executive might want to say more about our work with the mental health trust in giving opportunities to those ready to leave hospital care. On the one hand we offer help to those who just want a little support in their journey towards independence, and increasingly we are providing structured support in helping those who need accommodation and planning to get their lives back on track. The Rookery Gardens project which provides residential rehabilitation, in partnership with the health service, will hopefully pioneer new ways of moving some people from secure wards.

Our vision is to have an impact for good and to provide better mental health for all in Birmingham. I believe we do that very well, and that is why both health and local authorities are keen to use our services. We are well represented by our Chief Executive, Helen Wadley, and she has a very strong and dedicated group of staff ably led by her management team. We will seek to continue our growth and influence, but never at the expense of our own high standards.

Reverend Canon
Frank Longbottom
Chair
Looking back over the last few years Birmingham Mind has increased the types of services we offer and we have been fortunate to be able to employ more people, develop more partnerships and offer more volunteering opportunities.

Our services now range from teaching people self-management tools for looking after wellbeing all the way through to partnership work with the mental health trust for people who are detained under the Mental Health Act. A main benefit of this is that we can offer people a much broader pathway of services within Birmingham Mind and within our partnership; resulting in more joined up provision and smoother transitions.

In 2017/2018 we opened Rookery Gardens and you can read more about this on page 16-17. This is a groundbreaking service as we are working in a unique partnership model with the Birmingham and Solihull Mental Health Foundation Trust. We have been able to bring our expertise in working in a Recovery centred way alongside the clinical provision for people who may be detained under the Mental Health Act. Trustees and senior managers spent considerable time debating this service but through our strong partnership working with the Trust we were able to negotiate a service model that didn’t compromise our “red lines” of work. As we have just celebrated the one year anniversary and we are able to demonstrate the impact this service model has had I know we made the right decision.

At the other end of the spectrum the demand for our training in Workplace Wellbeing and Mental Health First Aid continues to grow and this enables us to be part of national and local plans on preventing people developing mental health issues.

With our growth and diversity of services we felt it was time to change our Vision and to re-look at our Values. Through extensive consultation our new Vision of Better Mental Health For All was agreed upon (see page 7). This sums up Birmingham Mind’s desired impact; – that we are able to work alongside people helping them improve their mental health, regardless of the severity of their difficulties. I believe that Birmingham Mind’s success in achieving our Vision is because the foundations of our services are built with our committed and passionate staff, volunteers and service users all working together in partnership. I am incredibly fortunate to lead such a fantastic Charity built on strong values and a clear vision and I would like to take the opportunity to thank everyone involved for their contribution to our successes.

Helen Wadley, CEO
THE NEED

PURPLE: Mental health stats relating to WM/England
BLUE: A closer look at why that is needed to be addressed

1 in 4 adults living in the West Midlands
1 in 6 adults living in England are experiencing a mental health problem at any one time.*

Rates of wellbeing are below the national average in Wolverhampton, Birmingham and Coventry.*

People diagnosed with severe mental illness have a much shorter life expectancy than the average life expectancy*.

Birmingham has well above the national average for people experiencing severe and multiple disadvantage (homelessness, substance misuse and offending)*.

Over half of the population in the West Midlands live in the 20% most deprived areas in England. *

People living in the poorest socio-economic circumstances are ten times more at risk of suicide than those in well-off households.*

People living in deprived areas are less likely to experience improvement or recovery from their condition after therapy.*

Homeless people are twice as likely to experience common mental health problems and 5-15 times more likely to experience psychotic symptoms than the general population.*

Primary care plays a central role in prevention, early intervention and access to specialist services, social support and community resources how this can be better recognised and supported is a key strategic question.*

The socioeconomic cost of mental health problems across the West Midlands is estimated at £12.6 billion, equivalent to ~£3,100 per person.*

Over half of the population

Mental ill health is estimated to cost the NHS nearly £2 billion a year in the WM*.

The NHS spends at least as much on dealing with the indirect consequences of mental ill health as it does on the direct provision of services for people with diagnosable mental health problems.*

Primary care plays a central role in prevention, early intervention and access to specialist services, social support and community resources how this can be better recognised and supported is a key strategic question.*

Sources
It’s our belief that everyone experiencing a mental health problem deserves support and respect. We will achieve this by working alongside anyone who needs us through the provision of high-quality services and by challenging stigma by raising awareness and promoting understanding.
COMMUNITY DEVELOPMENT WORKERS

Our Community Development Worker (CDW) service works throughout Birmingham, engaging and supporting many different communities. The communities that we work with face a variety of complex barriers to accessing mental health support services and information.

Our Community Development Worker service offers a range of flexible and creative support and informative services, using a variety of different methods to engage the communities we work with. We work with the strengths and skills of the individuals in supporting these communities to develop their own resilience and wellbeing.

Our work streams are:

- **AFRICAN CARIBBEAN COMMUNITIES**
- **MEN’S HEALTH**
- **WOMEN’S HEALTH**
- **SUPPORTING FAMILIES**
- **NEWMENLY ARRIVED COMMUNITIES**
- **CRIMINAL JUSTICE**

Examples of two of these streams are:

**WOMEN’S HEALTH**
Covering antenatal and postnatal health, FGM, domestic abuse and the importance of positive relationships.

- We supported 286 women this year.
- We helped 48 expectant and new mothers.
- 225 women said they felt more supported and connected after working with CDW. service.
- 240 women felt they were now able to speak to a support service.

**CRIMINAL JUSTICE**
Looking into the barriers faced by ex-offenders on release from prison, supporting in their journey reconnecting with society, friends and family.

- We engaged with 108 ex-offenders to discuss issues they face on release from prison.
- 18 ex-offenders were signposted to training.
- We supported 34 people in the employment process.
- 1 ex-offender successfully gained employment.
- 35 people were signposted to meaningful activities.
Working with the Ashiana Community Project in Sparkbrook and the Asian Resource Centre in Handsworth we started with a handful of women, which has now grown to over 50 women between the ages of 18-60 years old in running and walking groups, from a range of ethnic backgrounds.

The running groups have become a platform for the women to meet and socialise whilst improving their physical health. It quickly became apparent from conversations that the women were isolated, with some talking about their feelings of anxiety, depression and low mood. The women shared how the groups were not only beneficial in improving their physical health but supported them to meet other women in the area.

Further activities were also funded from this, such as yoga, cricket, football and creative art sessions. We also scheduled in coffee sessions after each running group to provide a safe space for the women to share experiences and discuss barriers which prevented them from getting advice.

Afterward, it was fed back that the women:

- Felt less isolated, and were less afraid to go to the park
- Had gained knowledge about exercise and began thinking about their diet/healthy life
- Felt less anxious and began to talk about issues they were experiencing at home
- Were more confident and felt better about themselves

The positive outcomes and feedback highlights a firm need for similar groups to be piloted across Birmingham. It is also evident there is work required to reduce isolation, improve physical health and provide culturally sensitive services to those from deprived backgrounds.
CHANGING FUTURES TOGETHER

The purpose of Birmingham Changing Futures Together is to secure systems change designed to improve the lives of people with multiple and complex needs; homelessness, offending behaviour, addiction and mental health. We help to deliver two services, Lead Worker Peer Mentor Service and Every Step of the Way Service.

The Lead Worker service brings together three organisations: Shelter, Birmingham Mind and Sifa Fireside, with an aim to support individuals with multiple, complex needs. Shelter takes the lead on managing this service.

Our main aim is to help people navigate the diverse services offered throughout Birmingham whilst also supporting individuals to manage issues and challenges they face in relation to homelessness, offending, mental health and addiction.

The creation of Lead Worker Peer Mentor Service, has proven the transformative power of Peer Mentors being at the heart of service provision. With lived experience, Peer Mentors identify small but crucial changes to service provision that significantly deepen the level of engagement. They also quickly win service users' trust, who in turn commit to the change process.

Using the New Economy Manchester (ECM) tool, the Economic Impact Analysis compares the service use of individuals engaged with the Lead Worker Peer Mentor service. The outcomes show the powerful effect of the Lead Worker Peer Mentor Service:

OVER £730,000 OF SAVINGS:
The total potential annual savings made to central and local government agencies across the 284 service users engaged in the programme, due to lowered evictions, convictions, admissions and increased contact with recovery services.

RELIEVED PRESSURE ON THE NHS:
- Over 50% less visits to A&E
- 67% decrease in hospital inpatient episodes leads to less pressure on the already stretched NHS.

HOME RETENTION:
Evictions for our service-users fell by 55% meaning more people were keeping their homes and maintaining accommodation.

LOWERED BURDEN ON THE POLICE AND CRIMINAL JUSTICE SYSTEM:
- Arrests and police cautions both decreased by over 72%
- Convictions were reduced by 73%
- 74% reduction in the number of nights spent in police custody
- Crown Court proceedings were also reduced by 83%

Not only a significant outcome for our service-users but has positive impact on the police and justice system

MOST IMPORTANTLY OUR SERVICE-USERS WERE ENGAGING WITH THE RIGHT SERVICES TO BETTER THEIR LIVES:
- 109% increase in engagement with drug and alcohol services
- The number of days spent in inpatient detoxification increased by 49%
- Interaction with Community Mental Health Teams increased by 78%
- 33% increase in the number of weeks spent in residential rehabilitation.

All show a marked increase in the engagement with services best placed to provide the support service users need.
ESOW volunteers have lived experience of multiple complex needs, including homelessness, addiction, re-offending and mental health problems. Having personally experienced hardship and subsequent recovery through a number of services our Experts by Experience are in a position where they can inform, educate and influence services and systems through sharing of their lived experience.

Our Experts are involved in a number of different external projects, these include:

- **INREACH/OUTREACH**, taking information about services directly to where the clients are.
- **WM POLICE AND FIRE DEPARTMENT**, helping train police personnel in the community and with a Fire Department podcast series.
- **TRIDENT REACH HOMELESS PATIENT PATHWAYS** throughout Birmingham, to share their expertise and experiences.
- **ASTON VILLA FC**, who asked for organisational input and information for a pilot Wellbeing and Football project.
- **BIRMINGHAM UNIVERSITY**, to help with a research project on mental health and relationships.
- **MIDLAND HEART**, in outreach work and a number of different hostels.
- **POVERTY TRUTH COMMISSION** who approached ESOW to gain insight and knowledge.
- **REVOLVING DOORS**, which seeks to change how the system works with offenders with complex needs.

It’s all about our Experts sharing their skills and experience to help others find the right support at the right time. Our experts have been consulted by many organisations, involved in groups that improve services in the NHS and engaged in national projects to address homelessness and poverty.

We provide our experts with good quality training that enables them to excel as volunteers and develop their skills to progress toward further education, volunteering and employment.

By sharing their experiences and being an example of hope to people whose lives have gone into a downward spiral of chaos they can often gain trust and inspire change where professional people have often failed.
The Wellbeing Hub offered a brand new approach to help patients who may be experiencing stress, anxiety or depression who are not under the care of specialist mental health services.

Our person-centred approach underpinned the whole service; we listened to people and their needs and endeavoured to have open and honest conversations with them to enable them to make informed decisions and choices for their wellbeing and future.

This innovative approach included outreach GP clinic intervention and a triage service to all service users which offered instant access to a range of services including: Signposting, 1:2:1 sessions with Wellbeing Practitioners and access to Wellbeing and Mindfulness courses.

The outreach clinics in GP practices was a first for both us and GPs. These interventions accounted for 30% of our eligible referrals whilst also delivering successful outcomes for service users, with service users reporting that they felt more able to move on now they had useful information. By intervening at the initial signs of mental distress the service prevented distress from increasing. Service users reported fewer GP visits after visiting the Hub and 80% of GPs we worked with believed we filled a gap for service users with low level mental health issues.

Wellbeing courses were co-facilitated with volunteers. These volunteers, often course graduates, provided a bridge between the facilitator and the group bringing an extra dimension to the course. The team found that participants welcomed hearing from volunteers who shared their lived experience of the course especially.

“I felt reassured, at last someone seemed to understand what my problem was, I felt listened to.”

SERVICE USER
People who attended our courses reported many personal benefits, including new practical tools to manage their wellbeing effectively, reduced stress levels, improved connections within their local community, improved confidence and self-esteem and most notably an improved quality of life. 91% of people had increased Wellbeing scores after visiting the Hub and 100% of people interviewed would recommend the Hub to their friends and family.

Service users also described how the mindfulness course had empowered them, transforming their thinking about mental health and had given them a sense of control over how to respond to potentially stressful situations. Even where people had not yet fully recovered, they (many for the first time) felt hopeful they would recover.

_Everyone felt that their wellbeing had improved as a consequence of going on the course._

People reported sleeping better, eating better, learning to relax and generally taking better care of themselves. People described having a different mind-set, and having the tools to create balance in their lives when stress points were triggered, which was seen as a major benefit of the course.

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**STRIKING OUTCOMES**

*from the External Evaluation Report for the 2 Year Service*

- **81%** of service users achieved increased wellbeing.
- Service users report fewer GP visits
- All service users interviewed still practiced mindfulness, for some this was 6+ months later
- **100%** of service users interviewed would recommend The Hub to family and friends.
- **80%** of GPS believe Wellbeing Hub fills a gap for service users with low level Mental Health issues
- **1032** referalls to the Hub, with 700 people attending courses
- **282** People were signposted to further support or information and 245 1:2:1 sessions were held.
- **90.7%** people who attended the Hub had increased Wellbeing scores after visiting the Hub.

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**FROM OUR SERVICE-USER SURVEY 2017**

- Over **97%** rated the service they received at the Hub as Good or Excellent
- Over **100%** rated the level of respect from staff as Good or Excellent
- Over **94%** would rate the quality of communication from staff as Good or Excellent
- Over **91%** would recommend services to friends and family
I would like to say a big thank you to Birmingham Mind for all their help and support and I would advise anyone who is suffering in any kind of way to seek help from Birmingham Mind.

I don’t think I would have been here today if it wasn’t for my support from Birmingham Mind. In early 2017 I had taken a heavy overdose and the relationship I was in wasn’t good. I thought I was ok but two sudden deaths affected me badly and the abuse I was experiencing took its toll on my mental health, I wasn’t looking after myself at all. I couldn’t even go outside my house and I was scared to get on a bus, letters through the door would freak me out - I only felt safe in my house and I realised now that I was isolating myself away and I ended up on anti-depressants.

Through meeting a Birmingham Mind support worker at Castle Vale Sanctuary I referred myself for support, I had Tom at first who was great and then Kate came on board and she has been my support worker ever since.

Kate has supported me to learn how to cope with my mental health and how to look after myself better, I’m so grateful to her for all the support and understanding of my ups and downs and with Kate’s help I became stronger over time.

I wish other services that I have had to deal with had the compassion and understanding that I have had from Birmingham Mind, I believe that people with mental health issues need more understanding around anxiety and how anxiety rises and can affect how they come across.

After having support from Kate for a while I went to work in a charity shop twice a week, I had to push myself to do it but with support I became less wary of people and my confidence grew, this eventually led to a cleaning job and then just before Christmas I went back to work in the care industry.

Sadly another dear friend of mine passed away in the New Year which has impacted on me, Kate is helping through my difficulties and when I feel anxious I can talk to her about how I feel, it helps me to know that I am not alone.

There are so many people who maybe feel they can’t get over things but Birmingham Mind is there for a reason, to let people know that mental health is a big concern all over the world and the organisation needs a big medal for helping all of us. Knowing I have them at the end of a phone means a great deal to me I don’t feel alone with my mental health issues. Birmingham Mind have a special place in my heart.
Claire had to reassess her career following an injury and became very down and depressed. After a recommendation from a friend, Claire started at Birmingham Mind as a Peer Mentor. Following the Peer Mentor scheme Claire was then offered the role of Support Worker within our Support Services.

Basically I felt like it was a tailor-made job for me: As a Peer Mentor you’re supporting people that are broken and hurting and being able to empathise through your own experience is amazing. It really gives you an advantage, to personally know that good can come out of bad.

I’ve found the people you work with can relate better with you, they open up more and want to move forward. It’s about building trust and if you have that background you can build it much more easily.

I think the Peer Mentoring scheme is fantastic and I absolutely loved being a part of it, it’s invaluable. It helped me to support others, increased my self-confidence and self-esteem and cultivated my skills for support work. I knew I was doing good work and knew it was going to impact on these people’s lives and help them in the long run.

You know how they are feeling, having been in a similar situation and how to get the best results.

My experience continues to be an advantage in my Support Worker role and seeing the results and difference in people, it’s fantastic.

It’s amazing what a difference small things can make to an individual, it changes their persona and they can feel so much better about themselves and see a future and things getting better.
A row of houses were redeveloped by BSMHFT to create a brand new type of rehabilitation service replacing two traditional wards. We work collaboratively in partnership with a range of BSMHFT clinicians to provide a complete wrap around service for up to 25 individuals. Whilst BSMHFT provide the clinical input, we lead on the side of the person’s social support. Our Recovery Navigators are there to help those we support to realise and achieve their aspirations and goals.

We have a specialist member of staff on the team that supports service user’s move on pathways, including support with areas such as training, employment, volunteering, as well as sourcing appropriate accommodation in order to prepare individuals for discharge. By helping clients to build and maintain links with friends, family and local communities we can help with the transition from the hospital back to their community.

Most of the people at Rookery Gardens are detained under the Mental Health Act. Not only is it the first time Birmingham Mind have worked with people detained under the mental health act, however this type of partnership for this type of service has never been attempted nationally before.

The decision to take this significant step was not an easy one but we saw that the vision that BSMHFT had is closely aligned to what we want to see and we concluded that this was indeed our core client group. It is a fantastic project which has received very positive feedback. Whilst being a big learning curve for us, it is an excellent service supporting people to get out of long stay psychiatric hospital into alternative accommodation, helping individuals regain self-belief and independence in the process.
INTERVIEW WITH MEL & JIL

Melanie Moxon has worked at Birmingham Mind for 19 years and is the Birmingham Mind Service Manager at Rookery Gardens. Jil Farnworth has worked for BSMHFT for 28 years, now working as the Ward Manager at Rookery Gardens. We chatted with both to get their views and thoughts on Rookery Garden’s first year.

Q WHAT HAVE BEEN YOUR PERSONAL HIGHLIGHTS OF THE PAST YEAR AND THE WORK YOU DO HERE AT ROOKERY GARDENS?

A A personal highlight for me was feedback from a service-user who has just been discharged. He described this place as a village. That for me ticks all of the boxes we had when we started out. We wanted to do something different at Rookery Gardens. Innovative and outward facing, but also person-centred and intimate so we didn’t miss those small things that people need, because that’s vital. The statements and feedback that we’ve had is certainly showing that we are doing what we set out to do.

Q WHY IS THIS SERVICE NEEDED? WHAT DOES ROOKERY GARDENS MEAN FOR YOU?

A Rookery Gardens has enabled us to present a very innovative and very modern approach to mental health rehabilitation. Here, rehabilitation exists as a person-centred recovery service. The concept of a street of houses that mimics a community setting really seems vital to people’s recovery. A lot of feedback we get is how it felt like home, where they can have the support they need or want but don’t feel they are constantly being observed. It’s also about that comfort, familiarity and that safety. It’s about autonomy and being in control of their own life.

Q WHAT IMPACT AND DIFFERENCE DO YOU SEE IN THE PEOPLE AT ROOKERY GARDENS?

A People start gaining confidence, their stress levels are lower and they have fewer anxieties. People have more choices and feel in control and there is a very much more relaxing state of being. It’s also that recognition when people starting to care for themselves again. They are going out more and are seeing more of the world. The city has opened itself up to them. And people come back with great decisions about what they’re going to do.

Q HOW HAS ROOKERY GARDENS CHANGED OVER THE LAST YEAR AND HOW DO YOU SEE IT CHANGING OVER THE NEXT YEAR?

A We have to be honest, this was an experiment; it has not been done before and that comes with its own challenges. I think now, 12 months in, that we can say that we are doing what it says on the tin.

Hopefully our service-users in their focus groups, interviews and questionnaires will identify for us what they see as the priorities for next year, and so it will be great for them to be part of that process.
As a sister project for our Step Down rehabilitation service at Pershore Road, Flint Green House enables people to leave a forensic or rehabilitation setting and have somewhere to develop independent living skills before moving out of the service to more independent accommodation.

These services are crucial as part of the pathway for the new NHS Reach Out programme and for people to be able to leave hospital. By providing fast track rehabilitation to people with a forensic history this in turn frees up beds and eases pressure in secure and psychiatric units.

We have over 50 years delivering residential care for people with Mental Health needs and we will endeavour to work with people who may be difficult to place or have been declined by other providers.

We offer a range of care homes that have a particular client group or purpose, and with government cuts and pressures on local services it is vital that a range of residential homes is available.

All homes provide a recovery-oriented service, supporting people to move into more independent accommodation: The aim of each home is to support people towards their maximum engagement in living in the community, whilst also maintaining and developing their independence.

Each package of care is tailored specifically around the individual using person-centred plans based upon a robust service-user involvement strategy ensuring that the services provided are genuinely user led. By placing the person at the centre of their support it ensures that they, with staff support, are able to identify and achieve their goals and aspirations.
Wendy had been an inpatient in numerous hospitals for several years before moving to Flint Green House. When Wendy moved to Flint Green House she was on so much medication for both her physical and mental health it took staff 15 minutes to administer it to her four times daily. Wendy’s medication was constantly changing which made things more complicated too.

During the first few months of her stay when she was in her room at night and heard footsteps coming down the corridor, it triggered bad memories that people were coming to take her back to hospital and Wendy would need lots of reassurance from staff. Staff worked with Wendy to develop her daily living skills and she was supported to find a local church where she has become very involved and has made many friends.

She has also been supported to find voluntary work in a charity shop and when it was threatened with closure she was proactive in helping it stay open for a few months longer. Despite its closure, Wendy was determined to find another shop to volunteer in and soon did so. She joined a singing for pleasure course and the choir from this comes in to Flint Green House to occasionally perform. This has helped break down the stigma around Mental Health with those choir members.

Wendy has attended lots of the BSMHFT Recovery College sessions and achieved her Mental Health First Aid Qualification of which she is rightly very proud. With support she has become familiar with using a mobile phone and tablet.

She now manages her own medication having worked really hard alongside staff to gradually learn how to take it safely. This has enabled her to stay with her family overnight and she’s been on holiday with them - something she’s not been able to do for many years. Family is important to Wendy and she finds them very supportive.

Wendy’s mum said “Wendy has come on in leaps and bounds, in hospital she was at a low point and being at Flint Green House has boosted her up a lot”.

The change in Wendy since first moving to Flint Green House is amazing…. Wendy said “While living at Flint Green House, I am now a lot calmer, my mood does still go up and down but keeping busy helps. The staff have been good and they have helped me become more independent and helped my recovery. I still sometimes need support. I have also found it helpful living alongside other residents, we get on well and they support me too”.

Ahmed Al-Shariff and Karen Priest at Flint Green House
The event attracted over 600 people from the community who were able to find out more information about health and wellbeing services in their area. There were over 600 conversations about mental health initiated between members of the public and our 35 Mellow volunteers, who were people with lived experiences of mental health problems and related issues.

Mellow provided a fantastic opportunity for people from all walks of life to come together for a fun family-friendly event that enabled people to talk about mental health in a safe and supportive environment.

It gave me more confidence to speak up about mental health issues, moving forward. It’s motivated me to look into further ways I can tackle the stigma around mental health.

It was good for people to have a fun and open environment to chat freely and without feeling judged.

Birmingham Mind organised and hosted our second Mellow community event.

Mellow was a one day event in Handsworth Park hosted in partnership with Time to Change. The event works with community members and was held alongside a community cricket match hosted by “Legend of Legends” music promoter Trevor McIntosh and the Birmingham Care Group. Performances included local musical artists, Bhangra Aerobics and headlined Urban fusion mental health advocate “Call me Unique”.

MELLOW AIMS TO REMOVE SOME OF THE BARRIERS FOR RESIDENTS BY:

- Providing information about local services and support, in an engaging and relaxed environment.
- Providing opportunities for people with experience of mental health problems to share their stories and raise awareness.
- Having conversations and breaking down stigma that may exist around mental health.
- Promoting the Time to Change campaign and the work Birmingham Mind does.
As a Recovery Hub, Beechcroft Centre has offered a wide variety of activities, courses and workshops to support and improve emotional and mental wellbeing. The service offers support to promote recovery, encouraging the development of skills and an increase in quality of life through person-centred planning.

Whilst continuing to support and help hundreds of people throughout Birmingham, in December 2017 we successfully secured the future of the Beechcroft Recovery Centre and a brand new Hub in Handsworth. Naturally, with two Recovery Centres we hope to offer support and recovery-based services to more people than ever next year and positively impact on people’s wellbeing and mental health across the whole city of Birmingham.

Opened in April 2018, the two Recovery and Employment Hubs in Erdington and Handsworth are part of a combined innovative service delivered through Better Pathways along with Creative Support and Birmingham Mind. The service provides a personalised support service aimed at people in contact with secondary mental health services.

This service started in April 2018 and so more of the details and impact of the service will be included in the next annual report, but results are already promising!
The WELLcome Home service works to support individuals and their families to restore and maintain connections to their home and community after a stay as an inpatient.

This pioneering service is funded by the Big Lottery’s Help through Crisis Scheme and is delivered in partnership with Shelter, providing specialist support and information to adults, children and their families.

Birmingham Mind and Shelter are founding 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.

BASED ACROSS THREE HOSPITALS IN THE CITY, THE SERVICE WORKS TO:

- Support the successful discharge of inpatients experiencing ongoing social, environmental housing and financial crisis.
- Build resilience through crisis and planning strategies to help reduce and prevent future crisis and admission to hospital.
- Help enable people to leave hospital with support to address their challenges.

Since the project started in July 2016 we have continued to meet and exceed all expectations set for us, and as the need for the service has grown so has the project. This year, with the addition of Peer Mentors working in hospitals they have supported and helped more patients arrange accommodation ready to move on as soon as they are able to be discharged.

The WELLcome Home Service works twofold; helping patients to overcome present hardships and addressing future obstacles or possible crisis. It has and continues to be our goal that after working with the WELLcome Home Service: Individuals who have experienced hardship are better able to improve their circumstances.

- 90% of people we work with report improvement in health and wellbeing: The support we offer is tailored to the client’s needs including 1:2:1 Peer Mentor Support, Wellbeing Courses and Stress Reduction Classes.
- 80% of clients report an improvement in independence after working with us: As part of the client’s support plan we prioritise their needs for a suitable home, maximising income and/or managing debts. Clients play an active role in creating their plan, and so are better equipped to live more independently. People who are at high risk of experiencing hardship crisis are better able to plan for the future.
- 98% of clients have a plan in place to help prevent reoccurrence of crisis in the future: Clients are provided with tailored support, a support plan agreed on by all parties, individual courses from Shelter and a secured home by the end of service.
- 85% report an improved confidence in self-help techniques: We provide tailored advice fact-sheets to clients and hold activities and courses with the aim to equip participants with self-help techniques and coping mechanisms for the future.
- 90% of clients report an improvement in their resilience: Person-centred plans and activities aims for each client to build supportive relationships and to leave the scheme with improved self-esteem and an enhanced view of themselves and their potential.
Redzz was homeless and this delayed his discharge from psychiatric hospital. The WELLcome home Navigation Service supported Redzz in finding accommodation and assisted his transition into the community.

“Thesis asked me what was my immediate need, and my immediate need was housing. When [Birmingham Mind] showed me what it is to look to the future, it helped me to sit down and face things that perhaps I was avoiding in the past. I had to open up and that was one of the things I wasn’t doing. Thesis had a list of landlords and so, finding out what I wanted and what she had available, we chose the best option... She came with me, but before being at the meeting she had a word with [the landlord] explaining about my situation, so he understood before I met him, so she broke down the barriers before the meeting.”

Redzz has now lived hostel free for three months. He receives community treatment and regular visits by a floating support worker.

“It’s given me stability. Every day I have got somewhere where I can wake up and go to sleep. I feel a lot better about myself, about challenges, obstacles because I can see stuff getting done now. Before I wasn’t applying myself to the task in hand, there are still obstacles when I do apply it now but, things are getting done.”

The WELLcome Home service is funded by the Big Lottery.

Redzz worked with the Birmingham Mind Navigation and Connections Coordinator, Thesis, in the hospital to identify suitable accommodation in the right area.

“I’ve thought of what had been achieved because I listened to advice - If it wasn’t for Thesis guiding me through it I don’t think I would have done it. Mind paved the way. Birmingham Mind helped me break down barriers and build the confidence to go for my dreams.”
Meaningful involvement can transform individual lives, improves services and builds resilience within communities. The key principle of involvement is to provide opportunities for people to become more active and engaged in the support or care they receive.

We facilitate regular meetings that are open to all service-users so they have the opportunity to voice their opinions and views. These meetings can broadly be broken down into 3 categories:

LOCAL IMPROVING MIND (LIM)
Each of our services hosts an LIM meeting once a month. These are an opportunity for anyone to raise any ideas or concerns about their service. The meetings are open to all and have two staff members present to take notes, answer questions and give information.

JOINT ADVISORY GROUPS (JAGS)
JAGs meet bimonthly and are made up of 50% staff and 50% LIM-elected service-users. JAGs work in partnership to look at services and provide advice and feedback on the quality and standards of our services.

CENTRAL IMPROVING MIND (CIM)
CIM meet to discuss and consult policies, procedures, surveys and events. CIM is made up of elected service-users, with our Service User Involvement Facilitator and Director of Operations also in attendance. We are able to make changes to policies and procedures in response to CIM’s input and feedback.
WHY DID YOU WANT TO BE A PART OF CIM?
I joined CIM to help other people progress in their recovery, in some way. So my service has a voice. I can show that we do actually do something and I think we do make a difference. To be a connection between the organisation and service-users. We can show there is a voice for service-users and it’s accountable.

HAS CIM HAD AN IMPACT ON YOU AS AN INDIVIDUAL?
It’s given me a lot of confidence in myself. It’s the opportunity to learn, and not just about Birmingham Mind, but also what people bring personally. I have a greater understanding of Birmingham Mind such as the technical running of the organisation and the behind-the-scenes commissioning. My self-esteem and confidence has improved massively. I feel like I’m contributing which is massively important and it boosts my mental health.

WHAT IMPACT DO YOU FEEL CIM HAS ON OTHER SERVICE-USERS?
Service-users know someone is listening to them and fighting their corner and so they feel more empowered. CIM helps build their confidence in themselves and also in the organisation, and so it hopefully helps in their recovery, it’s very important.

Since I have been on CIM, service-users approach you to give their ideas and thoughts and I can help them make a change.

DO YOU FEEL CIM HAS MADE A DIFFERENCE TO BIRMINGHAM MIND?
Yes; issues are brought to meetings and changes are made. A number of policies and practices have been changed due to CIM. We have the ‘You said. We did’ leaflet, which shows people the changes CIM is making. Most recently, we now have a form for when a person dies in the services to ensure there is enough information to take care of their wishes. This change came from the Support Services LIM which was then passed onto CIM. Many policies have been changed due to CIM: Introducing key safes outside properties, changes to the annual SU survey and an increase in Service User Involvement expenses.

CIM members are also on our governance structure: Members are on the clinical governance committee, executive committee, finance committee and the H&S committee influencing decisions and policies at all levels of the organisation.

Real changes have been made because of the CIM.

WHAT DIFFERENCE HAS CIM AND BIRMINGHAM MIND HAD ON THE WIDER COMMUNITY?
We now have Shared Learning Panels, where representatives from different local Minds meet and gather. At these Panels, many organisations have asked for our advice and our involvement structure: We are held up as best practice and as the model for other associations.

Two CIM members are planning workshops about service-user involvement for organisations in the area, including reps from National Mind. They’ve working to get Local Mind Associations (LMA’s) really thinking about how they work with service-users.
Volunteering

Every year volunteers make a huge difference across the whole of our organisation, having a real impact on those people we support and work with. Our volunteers help us in a number of different ways and come from all walks of life:

Our Peer Leads donated 1210 hours this year through volunteering. Peer Leads are service-users who give back to Birmingham Mind through a range of activities which include leading activities, supporting other service-users or organising social drop-ins. All this adds up to making a meaningful and significant impact on our service-users.

We also have a growing number of organisations donating their time to carry out projects at our different properties across Birmingham. The corporate volunteer days this year included painting communal areas, landscaping and gardening, fence painting, plus Lloyds bank carried out some Digital Awareness Training at Beechcroft and donated a much-needed computer at Sycamore Lodge! This year our corporate volunteers donated 1322 invaluable hours to Birmingham Mind, helping to improve our residential homes, supporting housing and wellbeing centres.

Our volunteers are truly selfless, dedicating their time to make a difference to the lives of others. From April 2017 to March 2018 all of our volunteers donated a total of 6815 hours to Birmingham Mind, which really highlights the work and impact that our volunteers make. We estimate that £14,000 worth of savings have been made due to donations and maintenance work carried out last year by our volunteers.
I started volunteering at Birmingham Mind back in the summer of 2016, after a period of taking time off work altogether. During this break, I had become hugely aware of my own mental health.

I was known as a bubbly and happy individual before, however I had become very withdrawn and nervous within my work environment. Luckily I got the help that I needed for my mental health and I started coping better and enjoying life.

However I started to miss my job immensely; I missed the routine and seeing people every day. I felt that it was the right time for me to go back to work.

Once realising how important my own mental health was, I wanted to continue that growth and project it through my next job. Birmingham Mind placed me on the Every Step of The Way Programme as an administrator one day a week.

What I wanted to achieve from volunteering, was to build my confidence in the office environment and to feel able to work to deadlines again. After adjusting to the team and the process, I was asked to cover the Head Office Reception too. It was a great feeling to be back on the telephones, answering different types of calls and having that interaction with the community again. A few months later I was offered an interview for the post of part-time administrator for the programme, and I got the job!

“I feel fortunate to meet other volunteers within the organisation too, to hear their stories and what they would like to achieve from their volunteer experience, is always interesting.”
As part of our aim to challenge stigma and discrimination, we have continued to develop our external training programme working with more companies and individuals to raise mental health awareness and improve mental resilience in the workplace. This year saw us generate over £30,000 additional income from our training work which we reinvest back into our services.

Mental Health First Aid (MHFA) remains our most popular course, as more and more organisations understand the importance of supporting the mental wellbeing of their staff. This year we delivered 186 training courses to over 2000 participants, 59 of these courses were MHFA courses which led to a total of 410 fully-qualified Mental Health First Aiders. We also held 14 open-access courses as well as 5 different courses for Mindfulness into different companies.

Last year Birmingham Mind delivered 7 Adult Mental Health First Aid (MHFA) 2 day courses and 3 Adult half day courses for Central England Co-operative as part of a new training partnership.

We spoke to Gina Wills (Leadership & Learning Manager) and Tracey Orr (Support Services Executive & CEC’s Mental Health Working Group Chair) to get their views on the success and impact of our training partnership within their organisation.

**WHY DID YOU DECIDE THAT CENTRAL ENGLAND CO-OPERATIVE SHOULD RECEIVE MENTAL HEALTH FIRST AID (MHFA) TRAINING?**

**TRACEY:** It started with a decision to address the mental health agenda in the workplace.

**GINA:** We wanted to have mental health as a focus in the Society, and so we debated what the right approach was. We agreed on two key things we wanted: To be able to talk about and raise awareness of mental health in the workplace, and to have people developed to support people and employees.

**WHAT IMPACT HAS THE MHFA TRAINING HAD AT CENTRAL ENGLAND CO-OPERATIVE?**

**TRACEY:** Simply put, it’s changed people’s mindset. There is now an understanding that it is OK to talk about mental health and share our thoughts and worries.

**GINA:** Mental health is now very visible at our workplace. The 2-day MHFA course and in-depth training not only requires commitment from the participants but other employees see their managers and other staff taking time out for training: Staff see this commitment and see we really value MHFA Training and that’s a strong message for all our employees.

Following the training I feel more confident in being able to recognise and support colleagues and I am now an advocate for mental health awareness in the workplace.

**LEE DILLLOW, AREA MANAGER (FUNERAL DEPARTMENT )**

People are less afraid of starting conversations. Part of being a leader at Central England Co-op is paying attention to mental health in the workplace which is now aligned throughout the Society. Everyone has started to realise it’s OK to have, and to talk about, mental health.
Birmingham Mind continues to grow each year and next year looks to be no different.

**RECOVERY**

Next year our Recovery service will expand to become our brand new Recovery and Employment service. Led by Better Pathways with Creative Support and Birmingham Mind, the service will provide an intensive and personalised employment service targeted at people in contact with secondary mental health services who want to enter into and sustain employment. Birmingham Mind will be running two of the four Recovery Hubs at our sites in Erdington and Handsworth.

**WELLBEING**

Following the huge success of our Wellbeing Service we have secured more funding from Birmingham City Council to continue the service. This means we can continue to offer signposting and guidance, focusing on preventative measures to enable people to improve their wellbeing, increase their resilience and have the coping skills to not need access to secondary mental health services (more detail about the Wellbeing Service can be found on page 12).

**CRISIS SERVICES**

We are also part of two pilot services starting in 2018: The Crisis Café, in collaboration with Birmingham and Solihull Mental Health Foundation Trust, will be the first of its kind in Birmingham, enabling us to support people in mental health crisis. We will also be working with Forward Thinking Birmingham with an out-of-hours crisis line for young people and their parents, called Listening Hear.

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**HOW WOULD YOU DESCRIBE THE WORKING RELATIONSHIP WITH BIRMINGHAM MIND?**

**TRACEY:** Birmingham Mind’s expertise really helped shape our plan. They assisted with the best approach for the training programme and had some invaluable tips, while we brought ideas to the partnership that perhaps Birmingham Mind had not thought of before.

Mike has been a great source of expertise and passion, telling us what he thought would and wouldn’t work and what other organisations are doing. With help from Birmingham Mind we have been pushed out of our comfort zone and were enabled to do as much as possible with regards to addressing mental health.

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As a result of this training, I have been able to assist several store managers back to work.

Being part of the ‘Mental Health Working Party’ and taking part in Birmingham Mind classes has also helped my own mental health. I am now proud to talk about mental health.

**NEIL MATTHEWS, STORE MANAGER**

Contact Training Team on training@birminghammind.org or 0121 608 8001

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Contact Training Team on training@birminghammind.org or 0121 608 8001
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 2 August 2018, 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.

Reverend Canon
Frank Longbottom
Chair

**FINANCIAL SUMMARY**

**BIRMINGHAM ASSOCIATION FOR MENTAL HEALTH INCOME AND EXPENDITURE ACCOUNT YEAR ENDED 31 MARCH 2018**

<table>
<thead>
<tr>
<th></th>
<th>2018 £</th>
<th>2017 £</th>
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</thead>
<tbody>
<tr>
<td><strong>Total Income</strong></td>
<td>6,577,242</td>
<td>5,704,081</td>
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<tr>
<td><strong>Total Expenditure</strong></td>
<td>6,393,550</td>
<td>5,470,278</td>
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<tr>
<td><strong>Net Income</strong></td>
<td>183,692</td>
<td>233,803</td>
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<tr>
<td><strong>Other Recognised Gains / (Losses)</strong> (see below)</td>
<td>20,000</td>
<td>(45,000)</td>
</tr>
<tr>
<td><strong>Net Movement in Funds</strong></td>
<td>203,692</td>
<td>188,803</td>
</tr>
</tbody>
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**Notes**
These accounts were compiled in accordance with the latest Financial Reporting Standard FRS 102.

The other recognised gains or 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

A big thanks to Stephanie Laba, Birmingham Mind intern who greatly assisted us with the production of this Impact Report

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

SUMMARY OF SERVICES OFFERED BY BIRMINGHAM MIND:

- Residential Care Services
  - 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:

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

OTHER SERVICES:

- Community Development Worker Service
- Every Step of the Way
- Lead Worker and Peer Mentor Service
- WELLcome Home
- Carers Service

HOUSING PARTNERS:

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

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.

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