2018/2019

Annual Report

Better Mental Health For All
Our Values Shaping Our Impact
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Introduction

This report describes the impact that Birmingham Minds’ services have had, over the past year, on people who have used our services.

The impact the people involved with Birmingham Mind are creating is huge, and we want to celebrate it enthusiastically and let more people know about the difference we are making.

Of course, the people making the difference every day are our staff, our service users, our volunteers and our partners. It’s very striking in this years report that it’s often our service users and ex-service users who are helping others to make progress on their personal journeys.

The value of their ‘lived experience’ comes across powerfully and it’s encouraging to see a growing enthusiasm about how services can improve by enabling people with ‘lived experience’ to be involved in making services work better for those most in need.

There are five feature articles which highlight each of our values in action but we’re proud to say that all our work consistently demonstrates and lives out, our vision and values every day.

Let’s start this report with a massive thank you to everyone involved in Birmingham Mind. We’ve tried to cover as many aspects of all of your work as we can but there isn’t enough room to do you all justice. Please know how much we value your work and we respect and appreciate you all.

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A Message from the Chair:
Reverend Canon Frank Longbottom

To write this letter each year for our Annual Report is a great privilege, not least because I am celebrating the successes which all staff, service users and volunteers aspire to; and, as you will read, there have been many successes in the past year. All of you demonstrate daily the shared values which we hold, above all is the respect with which you treat each other as people.

“Better Mental Health for All” is our vision, which we all signed up to and which must underpin all that we do.

We have to keep on striving to provide better services, and to look for ways of improving those services which we provide now. You will read in this report about some of these successes, and they are just a flavour of all that we do. We will continue to support people on their mental health journey, in their learning about what keeps them healthy, in their ability to maintain good health, and we will work with individuals and groups who hold similar values. We are constantly assessing the spectrum of mental health services, with a view to helping to fill gaps in care and support for those in need.

The new service which we highlighted last year, Rookery Gardens, has been independently assessed. This is a pioneering service for people whom have been in acute wards and whom are likely to benefit from structured and skilled support before leaving clinical care. The support is provided by an integrated team of our staff and staff from the Mental Health Trust. Some of the things that the report highlights are:

- The environment, the location and facilities
- Privacy - staff respect the flats as people’s homes
- Calm and safety - far fewer incidents than are recorded in traditional wards
- Support with independent living skills - all manner of household management and budgeting skills
- Integrated staff team - our staff working in partnership with nurses and others.

These are just a flavour of our good work and we hope to be able to offer more ground breaking services in the future having proved that this type of work leads to better outcomes for people.

Although it is not strictly part of the year covered by this report, I am delighted that we have been awarded Gold by Investors in People. That too is something for all of us to take pride in. One of their accolades was in how well we are doing with service user involvement in our governance; we have representatives on all our committees, including the Trustee Board, and their contribution is valued. Recently I attended a conference for our service users, which they had organised very well themselves.

I meet very regularly with Helen Wadley and her loyal team, and I attend Staff Forum Meetings when I can. It is good though to have this opportunity to thank service users, staff and volunteers, and our Trustees for their knowledge and dedication to “Better Mental Health for All”.

Reverend Canon Frank Longbottom
Our Vision and Values

Our Vision

Better Mental Health for All

Our Values

- **Respect**
  - Respect for the individual.

- **Partnership**
  - By working together we are more effective and inclusive.

- **Recovery**
  - Enabling each individual’s unique and personal recovery journey wherever and whenever we can.

- **Wellbeing**
  - Actively working to educate and encourage people to look after their mental, emotional and physical wellbeing.

- **Prevention**
  - Building resilience and challenging stigma in and across communities.

This year saw the introduction of our new vision and values.

During the year our staff, service users and volunteers have been working to embed them daily in the delivery of all our services. As the year has gone on service users have worked with staff and volunteers to explore each of the five values.

Examples of their work were featured in our quarterly newsletters. During January to March 2019 we worked on our value of Partnerships. Residents at Flint Green House reflected Partnerships in baking pastry. Working on the value of RESPECT from October to December 2018 our Every Step of the Way service created a “Past, Present & Future” Film, and our East Support Services Team hand painted smile stones and placed them locally in and around Glebe Farm.

Read more about each of our five values in action on pages 10-21

Partnerships made tasty at Flint Green House

Respect Smile Stones placed around Glebe Farm
It is one year on from us formally adopting a new Vision and set of Values. Staff, services users and volunteers all contributed to this process. As we have grown by over 40% in the last 3 years we wanted to have a vision that is clear about the impact we want to make. A vision that takes account of the breadth of services we now deliver and the range of needs we now meet. We also wanted something simple – something that was easy to remember and easy to understand. We decided upon “Better Mental Health for All” which clearly describes our collective vision – we want all citizens to have better mental health.

Improving our mental health is something that we believe we can all unite behind, whether that be someone living with a long term mental health issue or someone who is feeling fairly well mentally but wants to improve how they can be more resilient.

Our new values underpin all the work we do and how we work as an organisation. Our values are the principles that must guide all decisions we make; whether that be in offering a service or making an organisational decision. I have said to every new member of staff over the years – if you are in doubt about what to do think about our values and let them point the right direction out to you. I am proud that we are seen as a very value based organisation, and over the last year I have been incredibly amazed at the passion and creativity shown by our staff and the people using our services when they have been asked to demonstrate the new values in their service areas/work.

We have changed what type of services we offer – increasing service provision to those most affected by poor mental health as well as increasing preventative and community based services; but we have always stayed true to a strong set of values that help us guide our way through difficult and challenging situations.

Throughout this report you will see many examples of how our vision and values shape our work. The dedication shown by our staff, volunteers, those that use our services or those that support us is truly inspiring. I am excited to see what the next year of our journey looks like as we continue to grow and adapt in an ever changing environment.
Mental Health in Britain: A summary of NHS Digital’s report of December 2018

The BBC produced an article in December 2018 highlighting issues and trends relating to mental health in Britain.

The full report is at www.bbc.co.uk/news/health-41125009 and is derived from statistics prepared by NHS Digital. The report points out that at any one time, a sixth of the population aged 16-64 have a mental health problem, and it’s getting more common, at least among those with more severe symptoms.

Severe mental illness on the rise since the early 1990s

![Fig. 1 – NHS Digital, Mental Health & Wellbeing in England, Adult Psychiatric Morbidity Survey 2014
*Proportion of people with severe symptoms of common mental disorders in the past week
*Percentages scored in the highest category for overall neurotic symptoms

Whilst some of this increase is due to increased willingness to admit and report mental illness, it’s also clear that 21st century life is taking its toll on some people; economic uncertainty, social media, media influence and expectations of what life should be like are all having an impact. Young people are particularly susceptible. The impact of social media on peer group pressure and online bullying and the economic uncertainty of the past decade are thought to be significant. Mental health problems tend to start early. In fact, most mental health problems develop in childhood or young adulthood. Three quarters of problems are established by age 24.

Mental health problems often develop early

![Fig. 2 - The five year forward view for mental health, Mental Heath Taskforce, 2016

1/10 Children aged 5-16 have a diagnosable condition
1/2 of all mental health problems are established by the age of 14
3/4 of all mental health problems are established by the age of 24
Mental health accounts for 23% of NHS activity but only 11% of NHS funding is allocated to it, making mental health spending the poor cousin of spending on physical ailments. Despite continuing promises of increased funding, The Kings Fund have identified that 40% of mental health trusts experienced a reduction in funding in 2015/16. An increase in the numbers of people being prescribed anti-depressants, along with doctors being more likely to keep patients on anti-depressants for longer has led to anti-depressant prescriptions being more than doubled from 31m in 2006 to 65m in 2016. However, it’s still the case that only one in three people reporting mental health problems were receiving treatment.

Numbers being detained under the mental health act have increased by 34% between 2006 and 2016. Campaigners claim that patients in crisis are given just enough treatment to stabilise, before being sent home too early to relieve pressure on beds.

**Detentions under the Mental Health Act**

![Graph showing detentions under the Mental Health Act](image)

*Fig. 3 - NHS Digital, numbers detained under the mental health act.*

The report also shows that there has been a startling increase in the numbers receiving out of area care, rising by 40% from 4,213 in 2014/15 to 5,876 in 2016/17. On a more positive note, there has been a 54% decrease from 4,537 in the year to 2015/16 to 2,100 in the numbers of police cells used as a place of safety for people in mental health crisis.

“The most encouraging note is the changing attitude to mental health. In 2009, Mind and Rethink launched the ‘Time to Change’ Campaign and there is a greatly encouraging change in attitudes between 2009 and 2016 surveys regarding numbers of people who say they are willing to work with, live with or live nearby people suffering mental ill health.”

**Changing attitudes to mental illness**

Increasing numbers of people say they’re willing to live with, work with and live nearby sufferers of mental ill health

![Bar chart showing changing attitudes](image)

*Fig. 4 - National Attitudes to Mental Illness Survey, Time to Change 2016*
Measuring the difference we make

Making a positive difference is central to our work. There are several kinds of difference we try to make. As our vision statement says, we want “Better Mental Health for All”, and our approach and values spell out how we go about achieving the impact we make every day.

As our vision statement says, we want better mental health for all, and our approach and values spell out clearly how we go about achieving our vision. This last year we’ve been looking hard at how we can improve on measuring the impact of what we do. We can evidence that we are making a great impact at four levels of change.

The difference we make to Service Users

Service User Satisfaction Survey 2018

Each year Birmingham Mind conducts an organisational wide service user satisfaction survey. The questions included in the survey are discussed and agreed with Birmingham Mind’s strategic service user involvement group, known as Central Improving Mind. The results tell us that:

- 308 (98%) of the 315 respondents rated the service they received from Birmingham Mind staff as excellent or good.
- 98% of the 315 respondents rated the level of respect they receive from Birmingham Mind staff as excellent or good.
- 92% of 114 respondents that live in Birmingham Mind managed residential or supported housing accommodation rated their accommodation as excellent or good.

Service users were asked if they think that the support they receive from Birmingham Mind has had a positive effect upon their mental health, (on a scale of 0-10 where ‘0’ Represents very poor mental health and wellbeing, and ‘10’ represents excellent mental health and wellbeing with no concerns). The average number of all 315 respondents who rated their current mental health and wellbeing improved from 4 before receiving support to 7 at the time of the survey.

People’s stories are used to record the progress of our service users and the difference our services make over time. This years impact report is full of short summary case studies that illustrate the difference made to our service users, our volunteers and our staff.

We use measurement tools, including WEMWBS, ReQol 10, and Recovery Star to measure how our service users are when they become service users, as they use the services and as they leave the services. Along with assessment tools and regular reviews with our service users, these tell us, and importantly each service user, how they are progressing.

WEMWBS (Warwick – Edinburgh Mental Wellbeing Scales) were developed to enable the measuring of mental wellbeing in the general population; and the evaluation of initiatives that aim to improve mental wellbeing. A 14-item scale of positively worded statements, covering feeling and functioning aspects of mental health, are scored 1-5 and totalled to a single score. Of a sample of 71 service users who completed multiple questionnaires over 2018/19, the average improvement was 6.66 points.

The Recovery Star is an outcomes measure which enables people using mental health services to measure their own recovery progress, with the health of mental health workers or others. The
star measures progress in ten of the main aspects of people’s lives. ReQol 10 is also used in some of our services. Ten questions about mental health and one about physical health can help providers and service users across all mental health populations over the age of 16 to gain a generic measure of their recovery.

Many of our service users continue to be involved with us after exiting the service. They may become volunteers, peer leads, peer mentors, ‘Experts by Experience’. We continue to support them through mentoring, supervision, reviews and appraisals.

**The impact we have on our partners**

We know that we are having an impact on the many partners we work with through evaluations and feedback. Our evaluation feedback forms from participants who undertake our courses in mental health awareness show a significant improvement in their confidence to, and knowledge of how to, support people who may have mental health issues, and shows large and growing enthusiasm amongst employers to tackle mental health issues in the workplace.

**The impact we have on Birmingham, the UK and beyond**

Two evaluations in 2018/19 certainly show that our work and our contribution to partnerships is changing attitudes, perceptions and increasingly respecting and valuing the contribution of service users as contributors to improving services and access to them by the most vulnerable in our society.

The evaluation of Birmingham Changing Futures Together highlights the value of ‘Experts by Experience’ working to help inform and redesign services for people with multiple and complex needs, and points to the need to build on this work, embedding it as a systemic change to the way public services work with them.

The very positive external evaluation undertaken by Merida of Rookery Gardens is described on page 13.

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**The difference we make to our staff and volunteers**

This year following an assessment by Investors In People (IIP) we were delighted to again be awarded the Gold Standard. The IIP scheme enables an organisation to improve the performance of its people and to develop their: skills, knowledge and qualifications, motivation, commitment and loyalty.

We have also achieved the Mind Quality Mark (MQM). The MQM is the quality framework for Mind. MQM supports local Minds to be sustainable, effective, and influential. It covers what is needed for a local Mind to make a positive impact on the lives of people experiencing or at risk of experiencing mental health problems, both now and in the future. It sets out expectations of best practice and legal compliance. The MQM reviewers particularly praised the organisation for its work on Governance and Service User Involvement.
Birmingham Changing Futures Together and Every Step of the Way

Funded by the National Lottery Community Fund as part of the Fulfilling Lives. The Fulfilling lives programme is a £112 million investment over 8 years supporting people who are experiencing multiple complex needs. The programme funds local partnerships in 12 areas across England to test new ways of ensuring individuals receive joined up and person centred services which work for them.

Every Step of the Way is delivered by Birmingham Mind and is a service user involvement workstream, and part of the wider programme, Birmingham Changing Futures Together.

The service provides encouragement and enables ‘Experts by Experience’ to get involved in a range of opportunities within the programme, which in turn contributes to systems change. A team of Engagement and Development Workers offer one-to-one time with Experts when working on a Personal Development Impact Plan, which supports their development within the programme.

“I was humbled by the sheer bravery of our experts, telling their story so openly. Amazing. Inspiring. Just WOW!”

Sophie Wilson, Programme Director, Birmingham Changing Futures Together.

The ‘Experts by Experience’ all have amazing stories to tell about the impact of the programme on their lives. Everyone who joins the initiative had multiple and complex needs. Now, they are valued, respected and listened to by the others on the programme and the support staff, and what they gain they give to others, applying their lived experience for the benefit of others with multiple and complex needs.

Eddie’s story

“I got involved with Every Step of the Way on the advice of a friend. She said I would find good support and get access to opportunities that would help me develop as well as having the chance to give something back. She was right! I’ve volunteered elsewhere but Every Step of the Way is different. I’m part of a community. I feel connected, with the people who run it as well as with my colleagues.

My past is my best asset. I can share it with others to help them move forward. I was where they are and I’m living proof change is possible. We’re always told what we can’t do. I want to remove the stigma around mental health and focus on what we can do!

Being an expert by experience has really helped me with my personal growth and my confidence. It means a lot that stakeholder services recognise that my lived experience is an asset, and not a hindrance, to them. I’m moving on to work with Fircroft College as a co-facilitator on a course I’ve helped to design using what I’ve learnt.”

‘Experts by Experience’ met Lord Mayor Cllr Yvonne Mosquito at a Women Returners work event in Kingh Heath.
Phil Ellis and Sam Cole share their stories of being 'Experts by Experience'

Sam says, “When I read the website about Every Step of the Way and ‘Experts by Experience’, I thought ‘That’s me!’

Phil reflects, “Staff and experts working together in a way that makes you feel socially involved. The likes of Birmingham City Council are making changes to their services because of what we’ve said. It makes me feel valued! I’ve often felt that people defined me by my criminal past, but now I feel like I’m treated as though my past is added value.

“When the council spoke with me as a homeless person, they would ask me questions about my criminal record rather than why I was homeless. We’ve talked about what it feels like to be in Travelodge with only a kettle and a curfew at 11. We know they have listened because some of the worst hotel accommodation is no longer on the list.”

“When we talked with staff at YMCA, We advised them not to see a homeless person as a problem but as an opportunity to help, to build a relationship. The youth voice group which they’ve now put in place will help the YMCA to find solutions.”

“DWP have introduced a safe space and are asking us for advice on what that space looks like,” adds Sam. “A room that can provide a safe space will make a massive difference to someone who is feeling anxious, and now people can ask for time with a specific worker who has been trained to be more empathetic and is more aware of people with complex needs.”

“When I first found out about ‘Experts by Experience’, I thought that this would give me some routine, some structure to my days for a while; but when I realised we were getting stuff done, I got more involved. I’ve gained qualifications, training, and experience I could never have dreamed of. It’s now second nature to go to places like Manchester and to be involved in helping make things better. I used to be ashamed of my past but now I see it as a benefit to others. I never imagined I could work in this field of work and now my aspirations have changed because I’ve realised that my experience is my biggest asset. We’re excited about the Community Interest Company we are creating to continue this work of influencing improvements in the police, in schools, as well as DWP and the Council.”

“I used to be ashamed of my past but now I see it as a benefit to others. I never imagined I could work in this field of work and now my aspirations have changed because I’ve realised that my experience is my biggest asset.” Sam Cole
When residents of Rookery Gardens were asked to identify the three most important things to them via a focus group, the answer was very clear! My own front door key! Cooking my own meals! Not sharing a bathroom!

These are now key principles embedded in the approach the Trust and Birmingham Mind use to work at Rookery Gardens, a vital initiative within the Steps 2 Recovery Programme.

Jill Farnworth of the Birmingham and Solihull Mental Health Foundation Trust and Mel Moxon of Birmingham Mind are in no doubt that Rookery Gardens works and there is much to learn for services and staff.

“It’s about recovery. And it’s about choice,” Jill says.

“The people who now live in Rookery Gardens have come here from Higher Dependency Units where they were very institutionalised. Here, we are not about ‘institutionalising.’ We are proving that a change to greater independence can be made, we’re challenging the older traditional ways of doing things, and continually discovering what we need to do, and importantly what we don’t need to do. For instance, we operate a ‘safe and well concept’ but in a way that’s integrated into the rest of the service. We don’t disrupt what residents are doing but we do make sure everyone is safe.”

Mel reflects “When we started this work, there were many cautious voices pointing out, ‘Well, that’s a bit risky…’ and yes we have needed to take some risks but we’ve generally found that in practice it works to give people this respect, these choices and freedoms.

A resident of Rookery Gardens spoke up at the Partnership Away Day.

“When I first came to Rookery Gardens in July 2018 I was in the assessment house and had support with a lot of my daily tasks but over time I have become more independent. The things that I am doing such as cooking and activities (shopping, cooking group, bingo, Bikeability and cinema) give me a good chance of hope so I don’t relapse for the future.

My stay in hospital this time round has been a good one, meeting the staff and the other patients has really helped. Being able to have more freedom, independence and be an informal patient has given me a chance to gather my thoughts and look after my children.

Having regular over night leave helps me to get into a routine and enjoy spending time with my family, friends and in my flat.

I am at present volunteering at a local café on a Wednesday. I have completed different courses including a hospitality course which will help me get back into work. Being a patient at Rookery Gardens has shown me that getting better only takes a little help of your own and staff support.”
“This place has given me freedom and a place for a stepping stone.”

“All was like a village. I had peace of mind in Rookery Gardens”

Natika from Rookery Gardens.

Merida Evaluation 2019. Reflections on year 1, December 2018

The highlights very significant and substantial outcomes of the Rookery Gardens Initiative, including:

Change in attitude: Staff are working with service users to achieve individual agreed goals and there is an emerging sense of service users being readier for change. Staff have observed a number of positive changes in service users at Rookery Gardens such as looking and being more relaxed, reporting not feeling trapped, growing in confidence, taking up voluntary work and other outside activities, getting out, taking walks and physical activity, realising that fresh air makes a difference.

Increased insight into own condition: Both staff and service users talked about ‘the increased insights into recovery’ that service users were gaining, a better understanding of their own mental health and what they can do to maintain it to prevent issues in the future. Service users described how they were learning to talk about their mental health and wellbeing and take responsibility for it.

Cultural shift: There has been two-way learning between staff members from both organisations that has created a team with a much wider understanding of approaches to recovery for people who have been in hospital. For instance, NHS staff have learned about the importance of tone, expectations and respecting people’s autonomy in communication with service users, and Birmingham Mind staff have learned about the importance of managing risk to keep people safe in what is still a hospital setting.
Wellbeing Service

Birmingham Mind’s Wellbeing Service is funded by Birmingham City Council and aims to offer a range of information and access to community services that support emotional wellbeing throughout the City of Birmingham.

The Wellbeing Service provides:

• A single point of access (telephone, email) with staff offering information and guidance for people who are seeking help to manage their own wellbeing. Referrals are ‘needs’ assessed and appropriately signposted to community services and/or our own psycho-educational Wellbeing Courses.

• A programme of Wellbeing Courses and activities in community venues across the City to promote increasing resilience and support emotional wellbeing.

All engagement with service-users commences with a telephone call to our single point of access, this call allows the Wellbeing Navigator to assess need and offer the most appropriate service route, information and guidance according to the individual’s needs. We will signpost callers to appropriate services when needed such as housing.

The Wellbeing Service aims to enhance primary care services and increase preventative services. More people will then be able to access appropriate interventions earlier, thus preventing the need for them to access secondary care; and to be a self-referral service as well as accepting referrals from GPs, primary care practitioners, voluntary sector services and other community organisations.

The service has adapted to meet much higher demand, now rising to 350 referrals per quarter. There are now many more people accessing non-secondary care services as an alternative method to help manage their wellbeing through our signposting service. During 2018/19 we diverted 1067 people away from primary and secondary care services to other provision.

‘We’ve increased the number of workshops and now operate more of our courses in the city centre to improve accessibility via public transport’ points out Becky Nolan, service manager. ‘We also offer courses in the evening and at weekends for people who can’t attend during the day.’

Our wellbeing navigators listen to people’s needs and provide relevant information about services that may be able to help them. We always follow up every call a few weeks late to check how people are, if they have used any services and whether they now have the help they need. Service users often say how much they appreciate that follow up call and also tell us how they have appreciated our support in their improvement journeys.

Kieran shared: “I had a call from a girl who was very distressed and I listened for a very long time until she had told me everything she wanted to say. After a while we were swapping ideas about things she could do, like starting to play badminton again, going to the gym, using aroma candles.”

“People can tell when you are being present for them” reflects Verona. “When people know they are being listened to, they become more relaxed and are able to talk. Being human as well as being professional contributes a lot to people.”
A Service Users Story

A female aged 20 experiencing anxiety, low mood, panic attacks, self-referred to the Wellbeing service after researching the Birmingham Mind website.

She discussed how she was feeling and how it impacted on her mental health and wellbeing and how difficult it was coping with day to day. She pinpointed one of the causes of her situation was due to her employment and wanted to come on a course to help her with managing her mental health and wellbeing and help her prioritise her workload.

She stated that she currently worked full-time and couldn’t get much time off and was not confident enough to talk to her employer about her mental health.

As part of the initial service offer we encouraged her to be honest with her employer and talk about her mental health and offered her attendance on our Anxiety Management Course.

We also provided her with information about her condition and give her some advice on initial coping strategies.

We contacted her again to ascertain how her wellbeing was and to see if the signposting and information had been helpful.

She thanked us for the call-back and informed us that she had spoken to her employers and they agreed that she could attend the Anxiety Management Course.

She stated she was pleased with the support she had received from the Wellbeing Service and that she had been encouraged to disclose to her employers that she was experiencing anxiety.
Care Homes

All five of our residential care homes are rated GOOD by Care Quality Commission Inspections, four of which took place and reported during 2018/19.

Ludford Road provides a high level of support for up to seven adults who are experiencing mental health problems. Here we can help people who have more complex mental health needs. The support of our team is focused on four key aspects: recovery, hope, respect and personal growth.

“It’s all about Respect and Relationships” comments Shelagh, Curtis, Evelyn, Elaine and Hetty the staff team at Ludford Road. Our current residents have lived here from 18 months up to 26 years. “Our main work is to help our residents manage their wellbeing and health. However, we strongly support our residents to be as independent as they can be. “When people come here they often can’t live independently, they need support everyday, including support with medication up to 3 times per day. However, over time they become more independent. “One resident who had thought she couldn’t achieve has just completed a course at Fircroft College in English and Maths.” Says manager, Shelagh Munro.

With the help and support from Evelyn “I’ve got my own personal tutor. We sit in the garden and work out the answers.”

“We have a resident here who’d been in hospital care and just wouldn’t come out of her room at all. The first sign of progress was letting a member of staff do her hair. Through building a one-to-one relationship with a staff member who gave her respect, she began to talk to more of us, and then later to go out with other residents. She’s using the bus now, which she hadn’t done for 20 years”. Shelagh reflects “You have to take a long term view. You can only see the difference we make by comparing then and now. It’s taken eight years to make such a difference.”

Thank you for being there, Hetty: says a simple section of a branch to be found on the office wall. Its simple message represents hours of careful work by a resident to show appreciation for the love and respect she has been given at Ludford Road.
Charles Davies House and Sycamore Lodge provide care for people with both mental health and physical health needs. We work with residents aged 18-65 who have a mental health difficulty and we support people to improve their skills and confidence, to take responsibility and control over their lives. “Our aspiration is that people who live here are happy. Not just individually but so that one person’s happiness is not at odds with another person’s happiness” says Manager Val Parker.

Simon Parmar, Deputy Manager says “I love this job. I got into this kind of work after caring for my mum before she passed away. I discovered I knew how to talk to people naturally and supportively, to treat people with respect. When you give respect, make an effort to put a little something extra into it, that’s when people enjoy themselves and they’ll say thank you.”

Eric has been at Sycamore Lodge for just over a year. “The staff here are friendly and amenable. The communal area was transformed into a pub style environment for a Beer (it’s non-alcoholic) and Skittles event. We get very good food and Lauren has organised an Around the World in 84 Days theme for events and meals, so we get a lot of variety in what we eat. We also learn about the different parts of the world, how other people live.”

At Pershore Road residents stay for 18 months and it’s a stepping stone to returning to the community. Each resident has an individual support plan that sets out what needs to happen to help each resident meet their objectives towards being ready to move on.

Staff member Gill says, “I’ve been a care professional for 30 years and love it still. What motivates me is seeing people make progress. It’s great to see people do well. We’re like a family, we do get attached like a family, and it’s great because it works for our residents, and it’s the residents that count.”

“Being able to get out on the bike everyday means I can get around and see things. I’ve been all round the city. It gives me a sense of freedom and independence as well as keeping me fit”

Darren
Care Homes - Continued

Flint Green House and Pershore Road, provide time limited accommodation to support service users to develop their independent living skills and prepare for moving on to more independent accommodation. Each individual has a personalised support plan agreed with them based on their own objectives, using a person-centred approach.

Simon, El-Sharif and Aubrey shared what they like about Flint Green House. “We have much more freedom, independence than when we were in hospital based care. We cook for ourselves and the staff encourage you to do things for yourself in a helpful supportive way. We have regular meetings individually with our key worker where we work on our personal journeys and we also meet in groups with where we sort out any issues or plan activities and events.”

“At Flint Green House we’re given the chance to take back some of the control of our own lives that we’d lost.” says Aubrey.

Roz Ratcliffe, Manager at Flint Green House said “It’s so important that we avoid the tendency to do things for people. The residents are with us for 18 months only. Our job is to help them prepare for their next step towards greater independence. The key is to get people occupied. We do that by finding things that they want to do and encouraging them, supporting them to make it happen.”

“We have regular meetings individually with our key worker where we work on our personal journeys and we also meet in groups with where we sort out any issues or plan activities and events. We especially enjoy the pool tournaments where we compete with other residents across Birmingham Mind”

Staff and residents of Flint Green House displaying their work on the value of ‘Recovery’
Recovery and Employment Service: Handsworth and Beechcroft Hubs

Working in partnership with Creative Support and Better Pathways in the Mental Health Recovery and Employment Service, our two recovery hubs, Beechcroft, Erdington and Park Avenue, Handsworth are focused on recovery.

We refer people into Better Pathways that provide education, volunteering, training and employment as and when they are ready. Participants must be in treatment from the Birmingham community mental health team. Many referrals arrive from nearby Northcroft and Osborne House centres.

The doors of our Handsworth Hub in Park Avenue were opened in April 2018. “We got the building in March and had to get started straight away” remembers Jessica Brown, Recovery Navigator Team Leader. “We were erecting walls, painting, getting the IT in the office sorted whilst getting the doors open for drop in sessions to get the new service known as quickly as we could. After the first few weeks, we started introducing a timetabled programme and by the summer we were in full operation, now with a full programme of sessions and courses, seven days a week. Our focus is on recovery,” says Jessica. “But we find that choice is really important to that. So as well as Mindfulness and Managing Anxiety and Depression, we also have a New Cook Cookery Group, Coping Creatively and Art for Recovery.”

Twenty service users have chosen to take a step towards employment by joining the employment preparation workstream led by Better Pathways. “People have to be ready for the employment programme. We help prepare them by working on the life skills, the transference skills, like timekeeping and budgeting.”

The staff team at the Handsworth Hub are all keen to be seen as part of a local community here in the Handsworth, Hockley and Lozells areas of the city.

So they are working with several other organisations to run sessions in other venues including a Martial Arts Class and a café in the city centre. “The big thing is to help people make their own decisions and choices” highlights Jessica. “Many of our service users have been denied choice as others made choices for them. Our sessions bring opportunities to make choices and decisions and help our service users feel a sense of achievement” Making things such as upcycling a filing cabinet and a flowerbed give a sense of achievement and involvement to some of the people who come here.”

Beechcroft Hub operates in a similar way run providing structured courses often led by the community mental health team, and less structured courses that promote ‘soft skills’

Our fifteen Peer Leads, themselves service users, lead many of the sessions, including art, music, drama, knitting, according to their own skills and experience. “It’s vital that people feel they are in a safe neutral environment and that there are opportunities to contribute. We try to build confidence through an environment where no-one feels judged and where people are able to talk through the issues they are facing.

The work we do with people at the hubs give confidence and a sense of achievement and purpose. It can give people a structure to each day and week. Participants write scripts, provide music and prop, as well as perform on the drama course and productions, Cinderella and Jack and The Beanstalk.” Says Shaz Ahmed, Recovery Navigator Team Leader.
Prevention: Crisis Café and Young Persons Service

Now in its second year of operation, the Crisis Café at Beechcroft provides a safe place for people who need support outside the nine to five standard hours.

The crisis café is open from 5.30 -10pm Thursday, Friday and Saturday. The team is made up of staff and other services, supported by a group of volunteers, and if a clinician is required, the team call on Northcroft based nearby and they can be there in minutes.

“We'll respond to any kind of crisis” says manager, Donna Henderson, “Sometimes people are in distress, very tearful, and others just need some reassurance or support. The service takes pressure away from busy A&E services where people may need to wait for hours, often in an agitated state, to then be offered a service they didn't want or need. At the Crisis Café, they can talk to someone straight away. We make people comfortable and give them a listening ear, and we are all trained to offer reassurance, advice and support. We then follow up as necessary, making sure people have the support they need.”

Eileen McCabe volunteers regularly at the Crisis Café. “I feel I'm giving something back, seeing people and talking, showing empathy when people need it. Often all people need is someone to talk to, some practical advice to know what to do.”

Eileen sees volunteering as part of her own recovery journey: “Supporting other people at a difficult time keeps me focused on helping others rather than dwelling on my own problems. The Crisis Café plays an essential role for people who are in a transition period in their lives, for example care leavers or people who are homeless. When someone is in new accommodation, they have recently moved out of institutional care, the Crisis Café is a place to find support and reassurance.”

Service user, Kim, suggests more of this preventative kind of service is needed across the city and for more hours a week. “There are a lot of people like me, who just need someone to talk to when they have a problem on their minds. It’s a long time over a weekend if you feel unwell or distressed about something and there’s no-one to talk to about it.

A total of 540 hours of volunteer support was provided to the Crisis Café in 2018/19.
Children’s and Young Persons Service

A new service funded by Birmingham Mind’s Charitable funds started in September 2018 led by Selina Gordon. The aim of the service is to work in a preventative way with young people, their parents / carers and people who work with young people to raise their knowledge about the mental health of the young people they work with and highlight awareness of their own mental health.

Selina describes how Birmingham Education Partnership helped connect her with schools that were keen to develop support strategies for wellbeing in schools for pupils and staff too! The work has been focused on a geographical cluster of schools in South West Birmingham. Kitwell Primary school pupils have benefited from mental health sessions with pupils, whilst Oaks Collegiate of eight schools has supported her to work with parents. We deliver sessions within primary schools on managing emotions, transitions - starting secondary school and mental health awareness. Psycho-education wellbeing sessions have been facilitated to parents of pupils within primary schools, to increase their knowledge and give them tools to support their wellbeing as well as sessions to support parents with their children’s stress and anxiety levels.

Selina reports “At one meeting I was met with more than 20 parents, all very keen to find out more about how to help their children cope with the mental and emotional stresses of being at school today, from exams to peer pressure to social media. The response is very different from one school to another. Some schools are quite advanced in their journey towards mental health awareness whilst others are barely started.

A schedule of activity is programmed in seven schools for the coming school year. Initially schools offered short lesson slots and Selina used these to open up issues about self-esteem, self-confidence and personal resilience. Children were able to reflect on their own feelings and mood and how improving their own self-worth can help improve how they feel.

“We are still at the beginning” reflects Selina Next term, the programme of work with primary schools will increase and the partnership work with Envision and Birmingham Education Partnership (BEP) will be delivered.”

Since its inception in September 2018, the Children and Young Persons imitative funded by Birmingham Mind has worked with and supported 296 young people 68 adults through the delivery of Mental Health Awareness Courses and Wellbeing Workshops as well as workshops on Managing Emotions and Social Media and Mental Health.

Selina Gordon, Childrens and Young Persons Coordinator
Support Services

Our support services are a vital lifeline for our many service users who are living independently in our own supported housing or in other accommodation.

It’s about ensuring there is always support available so can be quite relentless, but the team have earned a great reputation for ‘being there’ whenever needed and for ‘going the extra mile’ in supporting the people they work with and no matter how major or minor the situation. Some of the amazing feedback on their work comes back in the form of complements, all seen by the trustees at their board meetings.

Four support teams operate on a geographical basis across the city, north, south, east and west. The south team have established two new initiatives over the last 12 months or so, each providing a different way for service users to find informal support through meeting and eating together in relaxing surroundings, or growing vegetables and herbs and fruit through the ‘roots and shoots’ initiative.

“Coming here every week gives me the chance to get out and meet other people who are in a similar place to me and just relax with them, talk to them about whatever, but it might be the only time I meet with other people all week.”

Peer Mentors

During the period Birmingham Mind was able to successfully recruit, induct and train another 10 Peer Mentors into our support services. Our peer mentors have made a very positive impact to the service working closely with our support staff and managers.

A number of our previous peer mentors have gone onto become Support Workers, two have become Employment and Training Intervention workers and one of our first peer mentors who became a support worker had been employed in the service as an acting up Locality Team Coordinator.
“The people we support are often isolated. It’s important that there are local spaces in their community where they can come and do normal things like eating, chatting or growing food. We can also see how they are getting on and point them to any help they might need at that time, or just talk work through something that’s an issue at the time.”

The food is donated by FareShare and the meeting space by the Quakers.

Rick Jones of the south team.

Total Number of Support Hours Delivered 145,797

Total Number of Individuals Supported 943

Total Number of Individuals who have been supported to move on 368

Compliments received from Service Users

“I just wanted to let you know what a great help Tracey my Support Worker has been to me. She always supports me but never judges me. Some days I talk 100 miles an hour to tell her everything and other time I don’t feel like talking much but she always lets me go at my own pace. She has given me some great advice and encouragement to get things done, whether it be making a phone call or going out somewhere. She is always professional but also like a friend. I couldn’t have made the progress I have made without her help and understanding. Thank you for sending her to me.”

“I want to say how I’m truly grateful for Jennifer, the support worker I have from Birmingham Mind. I did not realise there was a service and people that would listen to me and give me a steer like this. My support worker has helped me with confidence building. I even meet her in the community on my own and there was a point I would not go out in the community alone, I still get nervous about this but knowing she is at the other end to meet me makes me determined to do it.”

“I was in a really bad place with my illness and where I was living. I had a visit from Jo and Natalie one evening and both of them saved my life. I wanted to kill myself. I’d had no medication for a week and Jo phoned around for me and the same day I had my medication delivered to me in the afternoon. Natalie gave me some good advice which I took on-board. A week later I moved into new accommodation and I am taking my medication. I can’t thank Jo & Natalie enough for what they did for me. They both deserve a medal.”
Community Development Worker Service

Our Community Development Worker Service (CDWS), works with a wide range of different communities, groups and organisations to increase knowledge of mental health and wellbeing, encourage greater self-awareness and to increase community engagement and cohesion.

Julie Wilson, Service Manager says “The team is committed to an asset based approach to building resilience that values the important contributions people and communities make to solving problems. We involve people in ‘co-production’ of solutions regarding issues in which they are the service users, and their knowledge and experience helps improve the services and access to them.

For instance, the team held a 12 week emotional wellbeing course with refugees where people arrived from Iran, Iraq and Afghanistan. They worked alongside an art therapist to build resilience, in view of the impact of their experiences, including post-traumatic stress disorder (PTSD) and torture. We’re also working with Birmingham City Councils Migrant Forum, to inform and help them access grant funding for work with the Syrian Vulnerable Resettlement Programme. Refugees and Asylum Seekers are now a large part of the work we do and we supporting Elmswood Church in Handsworth which is a designated Place of Welcome.

Shard End Walking Football Team

Recent publicity of famous football players talking about their mental health issues led to approaches from our local football clubs to do more with their Football Community Trusts. We are working in several new initiatives, to support sporting activities with men through Walking Football Teams at Shard End Leisure Centre and Aston Villa Football Club.

CDW supporting a community group in co-production.

West Midlands Mayor, Andy Street with CDW Uroy Kelly and Michelle Chan

European Football League #On Your Side
Workplace Wellbeing Training

Mental Health is now the number one reason behind staff absence from work in Britain. We’ve seen a great increase in demand for our training programme from a wide range of organisations.

Our external training programme has grown steadily and is continuing to grow as demand from our customers increases. “We stepped up our training programme about four years ago,” recalls Helen Wadley, CEO “And it’s grown every year with this last year seeing our strongest growth yet.”

Our Workplace Wellbeing and Mental Health First Aid courses are especially in demand from companies. It’s really heartening to see so many organisations taking their role in their employees’ mental wellbeing so seriously.

The aggregate economic cost of mental health in the West Midlands region is a staggering £12.6 billion, or £3,100 per head of population (2014/15). So we are pleased to be working with the West Midlands Combined Authority in addressing the serious issues we have across the region. We are also helping lead on the Birmingham,’ This is Me Campaign’ which supports organisations in helping their employees speak about their mental health issues to reduce stigma.

Our course evaluations continue to show that nearly all participants increase their confidence and practical understanding. Evaluations consistently show that participant’s personal confidence to work with someone with a mental health issue increase from an average of 4.5 to 8.2 out of 10. Similarly, participant’s understanding of how best to support others with mental ill health increases from 4.5 to 8.6 out of 10.

We offer a range of courses from half day sessions to courses over eight weeks. Most courses are one or two days long and all are targeted at either employees or line managers:

- Adult Mental Health First Aid (half, one or two days)
- Youth Mental Health First Aid (one or two days)
- Mental Health and Wellbeing (Half or one day)
- Workplace Mindfulness (eight weeks)

We can also offer bespoke training for organisations, to be designed and delivered based on the needs of organisations.

“The training was fantastic I learnt a significant amount and it actually built my confidence in being able to signpost people without feeling guilty at not solving an issue - I have had to deal with these matters in the past and just getting the background made a world of difference. Please keep it up you are doing a fantastic job, the down to earth approach really got the messages across. “

Participant from Ministry of Defence (MOD)
Volunteering

Your generosity to Birmingham Mind has again been overwhelming, whether through volunteering, fundraising, donations or providing funding for our many projects and initiatives. THANK YOU!

We’ve been overwhelmed again by our fantastic volunteers. We have some examples than we can possibly share, and want to say a massive thank you to everyone and every organisation that has given us time, money or support. The total volunteer hours for 2018/19 are 7,343 at the end of March 2019. This includes 1,890 hours provided by corporate volunteering.

Volunteers from RBS digging the Beechcroft garden pond in May 2018. The garden was transformed into a beautiful relaxing space for our service users. Thank you!

Birmingham Irish Cycle Association raised £5,000 for Birmingham Mind from a charity cycle ride. Many Thanks!

Thanks to our friends, Ruff Ryders, a motorcycle club and much more, who raised £2,000 for Birmingham Mind in February.

Students from Aston University climbed Snowdon to raise funds for Birmingham Mind. Thanks snow much!!!
We are so grateful to all our volunteers. Please call our volunteer co-ordinator, Eamon Reynolds if you would like to volunteer for Birmingham Mind. Tel: 0121 608 8001
Profile of a Peer Lead:  
John Bates

John Bates is a service user and peer lead with Birmingham Mind, working at the Beechcroft Hub in Erdington. He has kindly offered to share about his work and his story with us.

John meets every Thursday morning with any ex-service men who wish to attend. “It’s a place to come and chat together with other ex-service men. We can help put people in touch with whatever services they need. We’re not counsellors but we do have training in counselling that we sometimes draw upon”.

One ex-service man described how he had served for 26 years in the armed services, working with younger soldiers for the most part. “I achieved so much with them using a disciplined approach, but when I joined ‘Civvy Street’, I found that it was hard to operate in a less structured environment. I knew my skills were transferable but I didn’t feel confident or comfortable. There was no support beyond a train ticket home, and after 26 years, nowhere and no-one to go home to.”

This group provides me a place to come and talk to other people who’ve seen the kind of things I’ve seen. “It helps to be able to have a chat with someone who has been in a similar place to you, who has had similar experiences”. Another in the group described how seeing people in Northern Ireland, left him with nightmares and unable to forget. Others in the room shared similar experiences. The trauma created by seeing things no-one should see is often suppressed and with good reason. “It seems better to keep it locked inside.”

There’s a danger of opening it up if I’m not able to cope with the memories.”
John describes how he had been in severe depression before he came to Beechcroft two and a half years ago. He got involved in arts and music groups, soon becoming a peer lead, working with other people to support them using his own enthusiasm and skills in arts and music. John describes how being a peer lead has helped him hugely. “I feel valued, wanted, needed, recognised. It’s lovely to see the smiles on people’s faces, enjoying every-day laughter together, crying as they sing along with the music that has meaning and memories for people. Being a volunteer and a peer lead gives me a structure, routine to daily life and that’s really important to my wellbeing.”
Book Review: Bipolar and My Life; Arthur John Bates

John was encouraged to write his story by his friends and colleagues at the Beechcroft Centre in Erdington where he is now a peer lead, leading groups in music, art and with ex-servicemen. “It’s a true story of life, living with an mental illness and what brought about that mental illness.” And what a story it is! John warned me I wouldn’t be able to put it down, and yes, it’s 50 pages of gripping stuff, John writes just as he speaks to tell his story of a childhood of neglect and abuse, leading to his complex life as an adult, all the time trying to make sense of his feelings, emotions and his physical and mental health. Finally, John finds the support he needs to be himself. He gains a clear understanding of his own mental health and how he can manage it daily. It’s a moving story of hope and determination. In John’s own words, “There is a light at the end of the tunnel. All you have to remember is you are you and you don’t have to prove anything to anyone.”

‘Bipolar and my Life’ can be purchased from Amazon. Book copy available to read from Birmingham Mind’s Graham Street head office library.

C’s story: Curious to learn, keen to contribute.

C has volunteered her story so that others can share how far she’s come through being involved as a service user at Birmingham Mind. She has asked to remain anonymous. C was living away from her family in Yorkshire when she became unwell. She didn’t know if anything was wrong or what it might be, but “I just didn’t feel safe where I lived and felt vulnerable. I thought someone was going to take advantage of me”

C returned to Birmingham on the advice of a Mind advisor in Yorkshire who helped her to see that she might feel safer if she lived closer to my family. This advice led her to gain support accommodation and some support from a Birmingham Mind staff member. “Sometimes, my support worker picked up on things I was doing that I hadn’t been able to recognise myself. She helped me deal with issues so they didn’t escalate into big problems or out of perspective.” After a period of recovery, C started to want to give something back and her support worker introduced her to a local involving Mind group. Later she joined the Joint Advisory Group and a bit later she was nominated to represent her JAG at the Central Improving Mind Service User Group. In June 2019, she represented Birmingham Mind at the National Mind Co-production Festival, where she shared some of the Birmingham Mind initiatives with service users, as examples of Co-production. C also went on local radio and also presented to system leaders about recovery.

C just loves to learn, and reads up on quite a number of the theories behind mental health. “It opens me up to new ways of understanding. People in Mind encourage me to explore things and I’ve discovered the person centred approach Birmingham Mind promotes helps me see things from more than one perspective.”

C describes how her confidence has increased but she’s still learning and growing. “The longer I do it, and the more I get to know people, the more confident I feel. I find that sitting and speaking is fine but I’m not yet comfortable standing up to speak. Maybe that will come in time.”
Employee Profile 2019

We’ve been giving some attention to how closely our staff represent the population of Birmingham, (the population we serve), and the health and care sector. We have 190 employees (July 2019)

Gender Profile Birmingham Mind Workforce
71% Female (136) 28% Male (54) 1% Non-Binary (2)

Working Age Population
Birmingham has a much younger population profile than any other major UK city. 64.3% of the population of Birmingham are of working age. Our workforce age profile tells us we employ significantly lower numbers of young people and significantly higher numbers of older people than Birmingham’s population.

Ethnicity
Birmingham Mind employs a higher percentage of people from Black and Asian communities than the NHS and Adult Social Care sectors. Our workforce has a higher percentage of black employees, but a lower percentage of Asian employees than the city of Birmingham. A more detailed profile showing the make-up of ethnic populations within each group is available.

Data is taken from the mid-year population estimate, 2018 and the 2011 census, (Birmingham City Council 2019) and documents Skills for Care 2017 and NHS Digital 2018.
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 8 August 2019, 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.

Birmingham Association for Mental Health Income and Expenditure Account year ended 31st March 2019

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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. Previously, this was accounted for as a defined contribution scheme, however TPT Retirement Solutions, who administer the funds, now have sufficient information available to allow for the scheme to be accounted for as a defined benefit scheme under FRS102. This has necessitated a number of accounting entries to recognise the defined funding agreement liability. Our involvement is now closed for new membership and service.
How to contact us
Residential Care Services
Sycamore Lodge: 0121 377 6280
Pershore Road: 0121 415 5684
Charles Davies House: 0121 523 8880
Ludford Road: 0121 683 8855
Flint Green House: 0121 708 2131

Support Services with our partners, Midland Heart, Bromford Housing, WM Housing Group, Aldulum, Nehemiah Housing)

Recovery and Employment Service
Beechcroft Hub: 0121 237 3761
Handsworth Hub: 0121 262 3540

Wellbeing Service: 0121 262 3555

Drop-ins (venues across Birmingham), please call 0121 608 8001 for current information

All Other Services, please call 0121 608 8001 for more information.

Thank You to our Donors and Funders!
Birmingham Mind says thank you to the following organisations for their continued financial contribution to our work in 2018/19.
Birmingham City Council
Birmingham and Solihull Clinical Commissioning Group
Sandwell Council
Worcestershire County Council
The National Lottery Community Fund
Birmingham Voluntary Service Council (BVSC)
Forward Thinking Birmingham
Stone Family Foundation

How to Get Involved in Birmingham Mind
Local Improving Mind Groups provide an open forum held by each service every month. Service users can raise any issue, ideas or concerns about services or Birmingham Mind. Joint Advisory Groups are made up of 50% staff and 50% elected service users; their focus is on making service improvements.

The Central Improving Mind group consults on policies and procedures, surveys and events, and elects service users once a year.

Service Users are also represented on all committees of Birmingham Mind, Executive and Finance, Clinical Governance and Health and Safety Committees

For more information about any of these opportunities for Service User Involvement: Tel 0121 608 8001 or ask a member of staff.

A big thank you to Gary Bowman who greatly assisted us in the production of this impact report.