Birmingham Mind
General Information
Birmingham Mind is a Registered Charity and a Company Limited by Guarantee which was set up in 1962. We specialise in supporting people with mental health difficulties from low level prevention services to highly supported services for people with complex needs. We are affiliated to National Mind, the largest Mental Health Charity in England and Wales.

Our Vision is:

Better Mental Health For All

We are proud of our track record of providing services for over 5000 service users which offer people real choice and control in their lives. We will continue to endeavour to be at the forefront of the provision of high quality services to those recovering from mental distress.

We deliver recovery based services founded in respect for each person as an individual and support all of our service users toward achieving their aspirations. To achieve this aim all support is planned and delivered in partnership with service users, and in ways which maximise inclusion into society and enable people to become full citizens.

Birmingham Mind is managed by an Executive Committee, made up of committed individuals who are able to bring a range of knowledge and experience into the Organisation.
Advice & Information Line

In October 2019, Birmingham Mind started its helpline providing advice and information to people experiencing mental health, their families, professionals and the wider public.

Our advisers are available to help you find the right services and support in the Birmingham area. The helpline can offer advice, information and signposting relating to health and social care and a range of other issues.

The service is open 9.30am – 4.30pm Monday to Friday.

The Advice & Information Line can be accessed via 0121 262 3555 or Email: help@birminghammind.org

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Crisis Cafes

In partnership with Birmingham Solihull Mental Health Foundation Trust, Birmingham Mind now operates two Crisis Cafes in the city. The service is open to anyone experiencing a mental health crisis and is open on a Wednesday, Thursday, Friday, Saturday & Sunday across both sites, in the evening between 6pm – 11pm each week.

- No appointment is needed
- Anyone is welcome to attend the cafe
- We have staff available on site, to give both clinical and well being support and advice.

The cafes are located at

- Beechcroft Centre, 501 Slade Road, Erdington B23 7JG
- 9 Park Avenue, Handsworth, Birmingham B18 5NE

Informal inquiries about the crisis cafe can be directed to 0121 262 3555 during office hours.
We offer a variety of different services throughout Birmingham, all of which are designed to help people who are experiencing mental health problems. Each service offers recovery based support via person centred planning, with support offered on the basis of need.

Residential Care Homes

We have five registered residential care homes across the city which are staffed 24 hours a day. These are for people who have ongoing mental health problems and who require a high level of support to live in the community. Some of these homes provide specialist services such as 18 month rehabilitation support or accommodation for people with more challenging mental health problems and complex needs who may require a higher level of support from staff.

Rookery Gardens

This service is provided in partnership with Birmingham and Solihull Mental Health Foundation Trust to non-acute in patients residing in a specially designed community accommodation. The service is staffed 24 hours a day, where the Trust provide the clinical input and Birmingham Mind provides community navigation and day to day care / support functions. The BSMHFT retain exclusive referral rights.
Supported Housing
We provide accommodation with support available from staff seven days a week. We manage many self contained properties, bedsits and shared houses in various places across the city. **Referrals can be made by contacting 0121 359 1151**

Floating Support
This service provides housing-related support to people who currently live in their own properties. Support is available seven days a week, and aims to support people to increase their skills and confidence while living independently. **Referrals can be made by contacting 0121 359 1151**

Community Services

Community Development Workers Service
Community Development Workers Service supports local communities to engage in discussions about mental health and wellbeing, engage with mental health services, access to promotional activities and discussions as well as ensuring that services are designed to meet everyone’s needs. CDWs work city wide with a number of different communities including newly arrived, LGBT, families, criminal justice, African Caribbean etc. each facing a variety of complex barriers to accessing mental health / wellbeing support services and information. For further information please contact **0121 608 8001**

0121 262 3555
Recovery and Employment Service

The Recovery and Employment service is a combined integrated innovative service delivered through a partnership lead by Better Pathways along with Creative Support and Birmingham Mind. The service provides an Individual Placement Support Service (IPS) which is an intensive, personalised supported employment service targeted at people in contact with secondary mental health services who want to enter employment more quickly and to help sustain their employment for longer and Four Recovery Colleges all aligned to the integrated community mental health services each offering 1:1 recovery support planning, recovery focused activities and support to develop peer-led support networks and groups. The service is city wide with hubs based in Erdington, Handsworth, Yardley and Northfield.

The Recovery Service can be accessed via 0121 237 3761 or through drop in times. This service is open to anyone with a diagnosed mental health issue.

Wellbeing Service

The Wellbeing Service can offer a range of information and access to community services that support emotional wellbeing. Seeking help for your wellbeing is an important step towards getting and staying well. Our team will listen to you without judgement and offer advice and guidance on help available. We can offer a one to one appointment if you are unsure or need further information, and can see you on evenings and weekends by appointment.

The Wellbeing Service can be accessed via wellbeing@birminghammind.org.
Every Step of the Way

This is our flagship experts by experience involvement and engagement service as part of the Birmingham Changing futures programme. We provide training and individual support to those that have multiple complex needs of homelessness, mental health, re-offending and substance misuse. Experts are integral to this delivery strand as they are crucial in influencing how services are delivered and designed. The Engagement and Development Workers support each expert through a personal development plan and by creating opportunities for them to engage in activities designed to help them to develop skills and to contribute to wider system change. Individuals can access the service by meeting the criteria of experiencing 2 of the multiple complex needs, 1 in the last 5 years. **Referrals can be made by contacting 0121 359 1151**
Birmingham Mind delivers high quality training for other organisations, as well as our own staff, in areas including, Mental Health First Aid, Mental Health Awareness, Recovery and Stress Awareness. Our Trainers are experienced mental health workers, and many of our Trainers also have lived experience of mental health problems.

Mental health is now the number one reason for staff absence and undertaking mental health training is one way, to reduce absenteeism and promote positive mental wellbeing and recovery.

Birmingham Mind is able to expertly deliver a number of training courses in order for you to understand and explore mental health and what basic steps can be taken to support someone experiencing mental illness.

If you would like to know more about the training you can you email Mike Jeffries, our Training Manager at Training@birminghammind.org
Service User Involvement

Birmingham Mind has a strong ethos of User Involvement. People who use any of our services are encouraged to get involved on all levels: in actively designing their individual support; in the running of the service which they access and within the overall structure of the Organisation. We have a dedicated Service User Involvement Facilitator who works with service users from all across our services.

Volunteers

Like all organisations, the quality of the work we do is almost wholly dependent upon the people and staff who provide our support. Whilst we have a large number of paid staff, the skills, expertise and enthusiasm that volunteers can bring to us is invaluable. Please contact our Head Office if you would like more information about our current volunteering opportunities.

Fundraising

As a charity, we are always extremely appreciative of organisations and individuals who can help to support our work financially. Our Fundraising Team, offer all the support you will need to raise funds for Birmingham Mind, from help with setting up online donation pages to promoting your events via our social media platforms. Please contact our Head Office if you would like more information about how we can help you, fundraise for us. Birmingham Mind is happy to receive donations from the general public. Any donation should be sent to our Finance Director at Head Office at Birmingham Mind 17 Graham Street, Hockley, Birmingham B1 3JR. A receipt will be forwarded to you within five working days.
Birmingham Mind would be unable to carry out its work without the support from volunteers and key stakeholders within the city. In particular we are proud of our working relationships with the following organisations:

- Birmingham City Council People Directorate
- Birmingham City Council Supporting People Team
- Clinical Commissioning Groups in Birmingham
- Birmingham and Solihull Mental Health Foundation Trust

In addition, we work closely with a number of Registered Social Landlords who own a number of our buildings, and with many of the voluntary sector organisations within Birmingham. We are also a member of the Mental Health Providers Forum.

Birmingham Mind has held the Investors in People Award since 1996, and is currently accredited with their Gold Award. We adhere to National Mind’s Quality systems and have been awarded their Mind Quality Mark.

**Contact Details**

**Head Office:**

17 Graham Street
Hockley
Birmingham B1 3JR

Tel: 0121 608 8001
Fax: 0121 608 8006

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501 Slade Road
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