



 **mind**
Birmingham

Impact Report 2020/2021

Better Mental Health For All

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Welcome from our Chair

Reverend Canon Frank Longbottom

I have been so impressed by the generosity of spirit shown by all our staff during this very difficult year. You all have got used to working in different ways to accommodate the needs of users of our services during the pandemic and periods of lockdown.

I meet regularly with the Staff Forum and the feedback has shown how much you are a team. You've had to put up with supporting each other in very different ways, and you have done it willingly.

Thank you.

The Commissioners and NHS have really valued us being alongside them, and I think we can truly see ourselves as partners in caring for people in our city. As a charity we endeavour to provide a professional service, because we care and because we really take the trouble to ask people what their needs are. The fact that we have expanded our service with the Helpline and telephone contact shows how responsive we have been to the pandemic. You are all important in whatever part of our service you work.

You will read in this report how we have responded to new needs. I just want to remind us that the problems are not over yet. I know you will carry on with the good work, not least in responding to the mental health and wellbeing damage people have experienced as a result of these difficult times. We can't do everything, but do let us know if you think there are needs which we might address.

At the beginning of the pandemic the Trustees felt it was important to remove any financial worries and made commitment to all staff, that whatever their circumstances, would not lose any income from us due to covid. We felt this was important, and hopefully it enabled everyone to meet the challenges with one less worry.

“So, my thanks go to all of you; you are Birmingham Mind.”

Perhaps I might be permitted to especially thank Helen Wadley, who I know you all have great faith in. Helen and I are in regular conversation, which enables me to keep in touch with all of you.



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“ Better Mental Health For All. Thanks again all of you.”



Community Support!



A Life Less Normal

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Crisis Cafés

How it started: The first Crisis Café operated from Birmingham Mind's Beechcroft Recovery Hub in Erdington, 3 days a week between 5pm-11pm, back in May 2018. To provide accessibility for this service in other parts of the city, we opened our second Crisis Café in November 2019, located at our Handsworth Recovery Hub. This service was also available for 3 days a week.

Our crisis café service was designed to be an accessible café environment that operates at evenings and weekends where people who feel they are experiencing a mental health crisis, can access and receive support as an alternative to presenting at Accident and Emergency departments.

The café provides support and safety to anyone in need by offering coping mechanisms and management techniques to help reduce the risk of crisis. As well as offering support, professionals can also refer and direct individuals to other services when this is required.

However, both our Crisis Cafés closed on 23rd March 2020 and our crisis prevention work moved to the growing Helpline Service but it became clear that face to face crisis support was very much a requirement in our city.



Service user survey - 98.5% of respondents indicated that they would most likely or definitely recommend Birmingham Mind's services to family and friends.

How it's going

Almost 12 months later, we opened our doors again in Erdington and we were able to offer the Crisis Café service via appointments only. Opening for 5 evenings initially, we quickly started to fill the out of hours appointments and already saw scope to expand the service.

Presently, our Crisis Café service is known as **Talking Space** – the new name allows us to encompass all of what we offer, not just a service for those in crisis, but a safe place for anyone to access after 6pm until 11pm – every evening!



Our Helpline!

In October 2019, Birmingham Mind opened its Helpline; a telephone and email service providing advice and information for anyone in Birmingham experiencing mental health difficulties, their families, professionals and the wider public.

It's okay...

... not to feel okay. If you're worried, anxious, or just a little down, you can talk to us.

Call our helpline, open 24/7:
0121 262 3555

Talk to us online via Live Chat (10am-9pm):
birminghammind.org

Email us anytime on:
help@birminghammind.org

Get in touch today

- We're here to help you -

NHS **LivingWell** **Birmingham Mind**

The service was established with monies received through training income, fundraising and donations and was initially designed to complement the Crisis Café service.

However, in March 2020 our Helpline became our primary external source of support for the wider Birmingham population.

We quickly mobilised a partnership with the Birmingham & Solihull Clinical Commissioning Group and third sector partner Living Well UK, joining forces to launch the region's first one-stop mental health support phone-line.

Within 2 months, our call numbers increased by 200% and at its peak reached 525 calls in one week.

The Helpline continues to flourish and is accessible to anyone who is living in Birmingham and Solihull, whether they are dealing with anxiety and worry; experiencing burn-out or stress; or simply feeling a little down: the Helpline provides all with a safe space to talk, access to therapy, as well as giving instant access to immediate wellbeing if they need additional support.

Added to this, in September 2020 we launched our Live Web Chat function which offers a built in translation service, meaning that those seeking assistance can do so in whatever language they desire.

17,891

Calls received in total.

372

Online chats.

62%

of the people contacting the service was for themselves.

Only 3%

of calls required us to contact the emergency services.

49%

of calls were dealt with by the Helpline Assistant and didn't need any signposting.

Mental Health Recovery Service

In partnership with Better Pathways and Creative Support, the Mental Health Recovery Service offers recovery and wellbeing sessions to support mental health, physical and emotional wellbeing in our two Recovery Hubs; based in Erdington & Handsworth.

The service provides an enablement approach to recovery, with an aim to empower people to live well through shared learning, personal development using lived experience.

Up until the beginning of the Covid 19 pandemic, all of our Recovery courses and sessions, were delivered

in person at our locations, however the national lockdown forced our hand to look a new ways to reach our service users.

The team quickly engaged with the Zoom platform and gradually began to offer core courses via digital platforms for our established service users.

This involved significant guidance and patience from our staff and service users, as this was the first time many people had used this functionality.

The courses programme continued to be varied, offering structured and more flexible options, to meet the different needs of our service users, some of whom relied on the regular contact more than others.... Below is a summary of our courses offered online throughout 2020/2021

Book Club	Men's Group
Boxing Day Drop In	Mindfulness
Christmas Day Support Group	Music Group
Christmas Festive Group	Safe and Sounds Course
Computer Skills	Saturday Social
Coping with Addiction	Self-esteem & Confidence
Creative Arts & Craft	Sewing and Knitting Group
Employability Course	Stress & Relaxation
Friendship Club	Telephone Support Sessions
Hearing Voices	The "New Normal" Workshop
Improving Mind	Understanding Your Recovery
Knitting & Crochet	Walk & Talk (Following COVID Restrictions)
Managing Anxiety & Depression	Women's Group
Managing Stress & Wellbeing	

75,330

Total number of engaged hours



10

average Number of Participants Attending per Session

The Mental Health Recovery Service ended in March 2021, and has been superseded by a new partnership contract with Creative Support for which we are the lead partner, known as the **Mental Health & Wellbeing Hub service**. You can find more about this new service [here](#).

Since the lifting of lockdown at Easter this year, we have welcomed the introduction of more face to face wellbeing sessions and support. It's a welcome return to gardening and allotment projects as well as our social drop in's.

We can't wait to see more faces through the door in 2022!

Being Well and Carers Resilience Service

Being Well Service

Our Being Well service commenced in November 2020 and was specially designed during the second national lockdown, to provide wellbeing support to adults currently only accessing primary care services at home via the Zoom platform.

The service hosts a range of courses and one-off workshops, accessible from home via the Zoom platform and includes such topics as

- Mindfulness
- Anxiety Management
- Building Better Resilience for Stress and Anxiety
- Yoga for Wellbeing
- Relaxation Sessions

In the first 5 months of the service, **141** people accessed one or more of our courses and we delivered a total of **731** course hours.

“The sessions have been fantastic, I really feel the difference in myself since doing the anxiety course and mindfulness. I’m much calmer than I have been and less upset with myself”

“Thank you so, so much for the being well sessions; they have been invaluable to me. Because of the clarity I’ve gained from them, I’m now going back to university in October to do a BSc Hons Sport, Fitness & Coaching. I genuinely feel that the coping strategies you have taught me have been incredibly helpful.”

Being Well Service

Our Being Well service is specially designed to support adults, at home via an online platform.

The service is open to all Birmingham residents, over 18, currently only accessing primary care services.



See our latest timetable on our website

To register for your **FREE** place on any course, simply email beingwellservice@birminghammind.org and leave your contact details or call our Helpline on 0121 262 3555.



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Carers Resilience Service

Due to Coronavirus restrictions and the temporary closure of community venues, we were often unable to deliver community access groups from the venues we used previously. This meant face to face meetings with carers indoors were severely disrupted, however very limited face to face indoor and outdoor meetings with carers were still provided in accordance with the government guidance during this time.

Since July 2020, funding for the Carers project has been provided through **Birmingham Forward Carers Hub**, having previously been funded through Birmingham Better Care Fund. A mobilisation period for the service was implemented in July 2020. The service is currently funded through Birmingham Forward Carers Hub until the end of March 2022.

Support offered to our carers over the period has included delivering weekly Zoom groups, giving carers the opportunity to meet up with each other online, share information and to receive peer to peer and staff support. Additionally, we have provided support through telephone calls, Zoom, email and text support all to enable information sharing, signposting and emotional support to be given to carers.



Carers Resilience Service

Over the last 12 months, Birmingham Mind Carers Service has provide support to **95** carers across Birmingham. At the beginning of March 2020 we suspended all of our face to face Carers Service sessions, however to ensure that our carers were kept updated, informed and supported, individual practical, signposting and emotional support was offered. This included support by telephone, text, email and Zoom video calls. Any Carer registered with the service was invited to participate in these sessions.

Additionally, weekly Carers Group Zoom meetings were provided during this quarter, including one session given by a firm of Solicitors who were able to speak to carers about Ordinary Powers of Attorney and the logistics of making wills during the national Lockdown period.

“The info sharing you’ve provided through the group has been brilliant for getting me up to speed as a carer. The Carer’s Assessment in particular, that you told me about and the Carer’s Grant associated with it, has enabled me to get some refresher driving lessons & get back into driving after a 21 year break due to health problems and a consequent loss of confidence. I’ve already done a 220-mile round trip to Yorkshire & back so that my wife, who I care for, could see her Mum and driving again, post-lockdown, should make my caring role easier.”

CDW – Meet the team

Say hi to Zahida...



Zahida leads on Supporting Families, works in a team of 7 Community Development Workers who support BAME (Black, Asian and Minority Ethnic), vulnerable and disconnected communities across Birmingham who are facing barriers to accessing mental health services.



The team is currently made up of 7 different strands:

- African & Caribbean Communities
- Criminal Justice
- Men's Health
- Newly Arrived Communities,
- Supporting Families
- Women's Health
- and will soon be connecting with LGBTQ community

Zahida has been working for Birmingham Mind since 2002, initially starting out as a Support Worker providing recovery-based support to those living with mental health difficulties. Her current role as a Community Development Worker is a departure from her earlier work with the charity: "I tend to work less with service users and more with organisations and health care providers. My role is to help them work better with BAME communities who have historically struggled to access mental health care, and other vulnerable communities."

Like many organisations Birmingham Mind also had to change their service delivery and their Helpline became their primary service, offering telephone support to the citizens of Birmingham and Solihull during lockdown. Zahida has had to develop new ways of working to adapt to the pandemic, with Zahida herself shielding throughout lockdown: "My colleagues and I have been working from home, getting familiar with using Zoom and other technologies that help us stay engaged with communities across the city." The pandemic has also demonstrated why the work of Zahida and

her colleagues is so important, "I think that the disproportionate deaths that we have seen within BAME communities has highlighted that there is a lot of work that we need to do in terms of bridging health inequalities."

Zahida has always had an interest in mental health from an early age and she is very passionate and enthusiastic about her work "I love what I do; I love talking to people, engaging with them and making a difference. It's great to link people in with support and ensuring they get the help they need." Outside of her role with Birmingham Mind Zahida enjoys spending time with her two children, "we like to go for lots of walks and days out" she told us. Zahida is also a big fan of Netflix and like many of us has used the free time that lockdown has given us to binge watch TV shows and films. She is also an avid reader and describes herself as 'a sponge' when it comes to reading new books.

In terms of what comes next for Zahida and her colleagues at Birmingham Mind they are very much focusing on what the aftermath of the coronavirus pandemic may bring:

"I think we haven't seen the full impact that COVID-19 has had on adults and children and going forward there will be a lot of people struggling with their mental health. Because of this we will be raising a lot of awareness around mental health and what support is available across the City."



Every Step of the Way

Since 2015, ESOW has been an integral part of empowering people with lived experience to use their voice to challenge, influence and change systems in Birmingham, whilst supporting experts with their individual development.

Our experts by experience have shared their knowledge and expertise through representation on many platforms; including the House of Lords, Birmingham City Council, Citizens Advice, Big Issue and Ernst & Young to name but a few.

It is a pleasure and privilege to work with people who have such dedication and drive to change systems across this city. Their commitment to improve services and society for people with lived experience of multiple disadvantage has been incredible, never seen more than in the last 12 months during the Covid pandemic. In the face of much adversity, experts have shown commitment to overcome and even master system change on an entirely virtual platform.

Unfortunately, the project closes in December 2021, as funding for the service will come to an end. Although we are naturally saddened by its end, we feel an immense amount of pride for the commitment, dedication and passion ESOW's experts and staff have shown since its inception.

It's now in its final months, therefore the focus rightly returns to giving back to the experts that have given so much! In a co-productive piece of work with the experts (the development of a Menu of Options



Strategy), the team are running a series of events, workshops, training and development opportunities to support the experts to explore their longer-term goals; the hope is that ESOW can be a stepping stone for the experts to continue to achieve great things.

Those that know us, will know the project won't go quietly! We plan to deliver a BIG spotlight celebration event at the end of the contract to showcase the many achievements experts have made.

The ESOW Team

In these past 12 months we have maintained and developed new opportunities with organisations in Birmingham. During that period 162 opportunities were offered to our Experts to influence system change.

We currently have 7 experts - 6 of them being Involvement Champions! Recently, we have celebrated many success stories, 4 of our experts have secured employment (following long-term unemployment) and 2 have enrolled on full time courses. For us, this is in essence, a showcase of true system change!



Residential & Registered Care

At the start of the COVID-19 Pandemic, when the rest of our services ceased face to face support, our 5 care homes, quickly became our priority and our actions in those first 6 months was to ensure that the staff and residents in our care were safe and continued to be safe.

Our care home managers and staff worked long hours to ensure that we could protect and care for the 61 residents who lived in our homes throughout this year.

Infection control quickly become our priority, and alongside other care homes across the region, we were forced to close our doors to visitors instead of family visiting.

We are immensely proud that we managed to keep all 5 of our care homes COVID free – which is a testament to our wonderful managers and staff who have stoically followed the government advice and kept our residents safe.

However amongst these uncharted waters, our 61 residents have achieved so much; below is a flavour of some of our happier lockdown memories and achievements;

- Residents have learnt how to use tablet devices, which has enabled them to maintain contact with friends and family during lockdown.
- We have supported residents to continue attending appointments via Zoom by using the tablet devices.
- One resident was able to have frequent video calls with her partner which helped her to cope with not seeing him.
- One of our residents attended and completed a variety of educational, recovery and empowerment courses which has enabled him to improve and manage his life skills and independence.
- Male residents have continued to have zoom meetings with the Men's Group, which has kept them in touch with others from the group.

- One resident attended college and completed a course in English throughout Covid-19. It was difficult at first, however with the support of staff he was able to pursue this educational journey as English is not his first language.
- Another resident was attending PROSPER Group Programme and completed a variety of educational, recovery and empowerment courses which has enabled him manage his life skills better. These courses will propel him on his journey towards independent living.



Our Impact

61%

of residents showed an overall improvement in their wellbeing score.

67%

of residents showed an improvement in managing their own mental health.

70%

of residents said that they feel their social networks have improved.

The average score for positive improvement in relationships went up from 6.1 to 7.1 across residential, with 76% of service users showing an overall increase.

And finally in November 2020 – we became the proud owners of Flint Green House, a beautiful residential home with outstanding gardens in south Birmingham. Adding Flint Green house to our property portfolio gives us the security to know that we can continue to provide such wonderful care to our residents.

Rookery Gardens

Working in partnership with Birmingham and Solihull Mental Health Foundation Trust (BSMHFT), Rookery Gardens represents a new approach to working with people detained under the Mental Health Act who are moving towards rehabilitation into the community.



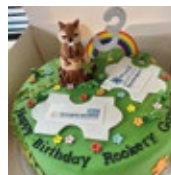
Bringing together the NHS and Third Sector does have its challenges, organisationally we are very different in how we operate and how we respond to need. This can include small every day routines and structures as much as the large governance structures but the one area that we can all agree upon is the shared values that we have.

Our Impact

The pandemic refocused our values and we worked collectively to keep everyone safe, working as true partners and blending together approaches and ideas is what makes Rookery Gardens so special. The passion and commitment of our blended team have once again risen to the challenge.

Our aim has been to continue to keep the service users engaged by offering activity opportunities at Rookery Gardens. However, the pandemic added its own challenges in achieving this, so we had to come up with new ways to keep service users occupied – in the last year we have all enjoyed

- Craft Activities
- Gardening
- Rookery Riders Garden groups
- Baking for Life
- Mocktail garden party



We Know...
When the going gets tough and the skies turn grey
When fear is brought to the fore
When people are lost and a hug is a scare
When a walk in the park is a curse
Our job is much more than a daily routine
It's our duty to care and make time
Show compassion, support, for one and all;
The love that bonds us together
We know we can talk
We know we can cry
We know we can take time alone
Because recovery is much more than the end of a lockdown
It's working and caring about mankind.

By Tina Allman
Birmingham Mind Recovery Navigator

Objectives for 2021/22

- Involvement of Community Teams in Admission Pathway & Referral Process
- Focus on improving contact engagement of carers via carers lead initiative
- Recruitment of volunteers from BSMHFT & Birmingham Mind to provide post-Covid activities on site
- Improve Interface with North Sector Acute In-Patient Units
- Recruitment of staff from South Asian Communities
- Use of more digital technology for service user involvement
- Service User Engagement in creating Section 17 Leave plans to address AWOL incidents

You can access the Rookery Gardens Service, Annual Report [here](#).

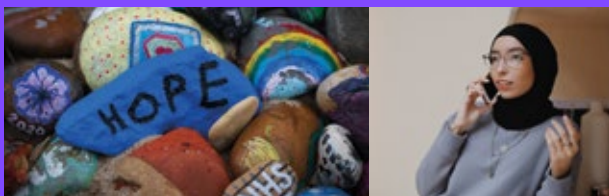
Support Services

The last 12 months has seen the biggest change to our Floating Support and Supported Housing Service, alongside our service delivery partners Longhurst Group and R&J Support and Care Services Ltd. We have always conducted our support hours in person, in the community and in homes so 2020 was a challenge for us.

Covid-19 has had an impact on sickness and staffing levels as well as having to find new ways of supporting people during this time. Even with restrictions in place we continued to provide a high level of face to face support alongside digital and remote options depending on the needs of the individual.

During this time the service has supported over **654** individuals as part of our Floating Support service and a further **141** people living in our Supported Accommodation. Across the partnership we have achieved over **1,537** positive outcomes with the individuals we support.

At the heart of this service, our person-centred recovery ethos continued to be the thread throughout our support services team, ensuring that our service users felt connected, supported and in control of their wellbeing. Our Service Users reported that the service helped them to build confidence, practical skills and prepare for independent living.



Our Impact

Total number of support hours delivered in 12 months: **133,978.3 hours**

- **96%** of individuals who moved on from the service felt they were involved in the planning of their support.
- **94%** of individuals who have now moved on would recommend the service to others.
- **86%** of service users who moved on felt the role of a support worker was good one.
- **78%** of service users evidenced an increase in **Managing their Mental Health**.
- **78%** of service users evidenced an increase in **Relationships**.
- **75%** of service users saw an increase in their score for **Living Skills**.

“I was able to get support and work at my own pace with meeting my goals, found my Support Worker to be understanding of my needs and goals”

“Birmingham Mind as an organisation is very helpful to us. Because it feels like someone cares”.

Case Study

Richard (name has been changed to protect identity) started receiving support from Birmingham Mind in April 2017.

During his assessment, Richard stated that he needed support to acquire a suitable property. Improve his social skills, have a routine in place and manage good mental wellbeing.

Richard was supported to register with the council and other housing associations and he was guided on bidding process and he managed to acquire a suitable private rented property in November 2018.

When Richard started receiving support from Birmingham Mind, he also received treatment from his Community Mental Health Team who monitored his mental health, medication and emotional support. Richard was initially getting support to attend arranged meetings however with time he was able to attend his appointments and meetings independently without support.

Richard was referred to our partners, Creative Support where he is currently attending a motivation and self-care group and taking part in gardening activities. Richard said this has helped improve and maintain good mental wellbeing and improve his social skills.

When Richard started receiving support, he stated that he was isolating himself in his property and needed support to improve his social skills. Richard was referred and supported to attend social activities at

- Ladywood community centre • Junk Food Project
- Kinmos • Meet and Eat and Roots and Shoots

Richard stated he feels his social skills have improved he has made new friends who he meets occasionally and no longer needed support in this area.

After achieving all of his goals, Richards support with Birmingham Mind ended in July 2021. Richard said “support from Birmingham Mind helped me achieve my goals by improving my social skills, live independently, maintain good mental wellbeing and sustain my tenancy.” Well done Richard – we are so proud of everything you have achieved.

Birmingham Time to Change Hub

Time to Change has been a growing movement of people changing how we all think and act about mental health problems. The Birmingham Time to Change Hub was set up in 2019 is an alliance group made up of people with lived experience, mental health professionals and the local community to end the stigma and discrimination that exists around mental health problems.



Its aims have been to:

- Improve the public attitudes and behaviour towards people with mental health problems throughout Birmingham.
- Reducing the discrimination that people with mental health problems report in their personal relationships, their social lives, and at work.
- Making sure even more people with mental health problems are empowered to take action to challenge stigma and discrimination in their communities, in workplaces, and online.

The hub is currently hosted by Birmingham Mind. It is led by people with lived experience and governed through a Project Management Committee made up of representatives from across the multiple stakeholders.

The hub's outputs and impact have been significant, and it has built a strong foundation and network through which successful campaigns, conversations and anti-stigma activities have taken place.

Initial funding had been provided from the National Time to Change Organisation.

Our Impact

The activities and achievements within the Time to Change Hub Birmingham (2019/2020).

- Held over **2,000** conversations about mental health and **31** anti-stigma and discrimination events.
- Delivered **14** training events training to over **150** people.
- Signed up **70** new Time to Change Champions who are now operating within the City.
- Allocated £10,000 from the champions fund through which 20 Champions obtained funding with 75% going to BAME applicants.
- Made 2 training and information films with BAME groups in the City.
- Established Birmingham Hub Champions Group.
- Attended Inter Faith Week event.
- Worked closely with businesses on anti-stigma campaigns including Interserve, Sainsbury's, and Primark.





Training our staff & volunteers

Inducting new staff and training our current colleagues always remains a priority. In early 2021 we commenced our e-learning partnership with iHasco and we successfully enrolled staff onto over 600+ courses in the following four months.

The introduction of e-learning has allowed us to ensure that we maintain excellent training provisions for our staff and volunteers, despite the challenges of us not being able to meet in person last year.

99%

of our staff have completed online GDPR training.

97%

of staff has completed online Safeguarding training.

Alongside e-learning, we have adapted our bespoke staff training program and in the last 12 months we designed, rehearsed and delivered **16** internal online training courses, which has equated to **1017** face to face hours.



Keeping Learning Alive!



Training outside of Birmingham Mind

The coronavirus pandemic placed an unprecedented mental strain on people around the UK. Many people for the first time ever, were experiencing job losses, furlough, working from home, schooling at home and redeployment to new roles. You may still be caring for someone vulnerable, struggling with finances, medically at risk yourself, or even grieving a loved one. All our lives have been affected.

Last year, our Training Team mobilised quickly to adapt what was previously only face to face, in person training delivery, to courses now available online.

Workplace wellbeing became a high priority for lots of organisations locally and our Training Team rapidly learnt new skills to ensure that we can continue to support companies to develop helpful strategies and advise on how to deal with the anxiety and uncertainty of COVID-19 and cope with its challenges.

In May 2020, the accredited Mental Health First Aid courses, moved to structured online sessions and our Training Team continued to deliver open access courses (available to anyone aged 16+) alongside online workplace sessions.

Alongside our Mental Health First Aid courses, we provided a number of bespoke workshops and we delivered a total of **69** courses within this year with **1627** delegates from schools, colleges, housing associations and community neighbourhood teams.

“I recently attended the MHFA training with Birmingham Mind and I can’t speak highly enough of the course, the staff and the organisation. I booked 3 sessions for a total 36 delegates and the feedback from all attendees was fantastic and the process was start to finish was smooth and organised.

It isn’t aimed at people that work in the Mental Health sector, it genuinely is a life skill that we will all be able to use in our personal and professional lives and having completed the training I feel that should I be in a crisis situation that I could potentially save a persons life.

It is powerful, emotive and inspiring and the trainers deliver the sessions with sensitivity, honesty and subject matter expertise. I would highly recommend this course as it’s a great opportunity to get a deeper understanding of how Mental Health affects people and what you can do to support people who may be experiencing issues.”

Volunteering

There is no doubt that volunteering activities at Birmingham Mind have suffered the most due to the COVID 19 pandemic. In March 2020, we were forced to suspend all our volunteering activities – and during those first few months we were only able to support 2 volunteers working at our Helpline service.

Corporate Volunteering:

Sadly for the first time ever, we were unable to accept offers from corporate volunteers during 2020/2021. We have always been fortunate to receive a large number of enquiries from corporate volunteers. Groups of volunteers usually assist with decorating, gardening or maintenance activities at our residential properties, supported housing and Rookery Gardens.

However, we are so pleased that **2021/2022 looks a lot brighter and we have lots of projects planned for the forthcoming 12 months. Most recently this year, we have already welcomed colleagues from Selfridges in Birmingham to overhaul our Beachcroft gardens Thank you so much !**



If you would like to volunteer with Birmingham Mind, either personally or corporately – please contact us info@birminghammind.org

The majority of the work for 2020 involved rebuilding and re-establishing volunteers into services throughout the organisation.

Total Volunteering Hours for 2020:
1417 (which includes the 339 hours, volunteered by our Trustees)

Over the last 12 months we recruited a total of **27** volunteers



Putting some Fun into Fundraising!

2020 was year to give back, the year to say **Thank You** and the year to help those less fortunate.

Our admiration for our NHS, Key Workers & Frontline staff was at an all-time high and thankfully you continued to support us too.

Never before had we received so many individuals wanting to support us and you came to us with some wonderful ways to keep on raising a smile, support and some money.

In this year of giving, we not only received monetary donations, but lots of local community support, receiving face visors from Streetly School and Bishop Vesey School, knitted ear protectors, handmade face masks, care packages for our residential homes from the Co-Op and hot meals delivered by local restaurants for our front line staff.

Last June, we met Chris, who undertook the challenge of achieving 300 squats, burpees and push ups, every day for 30 days! Totalling an amazing

9,000 squats

9,000 burpees and

9,000 Push ups

In October, we joined **The Mind Walk**, hosted by national Mind. The original vision for The Mind Walk was for hundreds of people to walk together through central London in solidarity for all of us who experience mental health.

However, Covid restrictions changed our plans – and we all walked the 10km collectively but separately on **19th October 2020 – wearing our t-shirt and flying our flags.**

A generous donation from **Merrell Shoes**, allowed us to gift some fabulous walking shoes to our service users for the event, ensuring they had suitable and sustainable footwear for an autumn British walk.

In November, we met the wonderful Counterpoint **Choir & Castle Belles Choir – who raised £250 through their choir family.**

All in aid of Birmingham Mind

We have loved being part of these events and so many more. No matter what you did or how you did it, we are always overwhelmed with the generosity of our donors so **THANK YOU!!**



Contents

The co-operative
Central England Co-operative

milk
longer lasting and rich

99
BLEND

In a year, where we couldn't see people, have a cake sale or host community events we still received an amazing

£139,841.30 in fundraised and donated income.

This funding has helped us launch, deliver and grow our new Advice & Information service (see page 6) from its grass roots, a service we can only continue to offer and expand with your continued support.

Additional thanks to everyone who has supported us and continues to do so. If you want to find out more about fundraising for us, please contact the team at fundraising@birminghammind.org

Communicating with the Public

Our digital platforms have been a key communication strand throughout the last 12 months and we have continued to engage with our supporters and followers through a range of channels including traditional and digital media.

We expanded our social media accounts during the year with engaging content about our care, services and fundraising events.



We have reached over **2,500** Likes on Facebook



2,400 followers on Twitter



Almost **2000** followers on Instagram.



You can also follow us on You Tube and LinkedIn.

We love hearing your **feedback!**

We always appreciate feedback from our service users and their friends and family, both excellent and constructive.

Complaints & Comments

In the last financial year, we received **29** complaints; **23** of them came directly from our service users.

18 Formal: Of a more serious nature

11 Informal: More minor in nature

Every quarter, all of our complaints are shared and reviewed by our Clinical Governance Committee. The Committee considers common threads, ensures complaints are managed correctly and identifies any overarching actions to common trends.

We investigate all complaints thoroughly and last year **48%** of all of our complaints were either Upheld or Partially upheld.

The nature of the complaints were on the whole quite unique, however we recognise that **34%** of our complaints referred to the Attitude of our Staff – with some of these deriving from complaints about reduced contact with staff during COVID19 and missed appointments.

What we did;

We have worked hard over the last 12 months to ensure we continue to communicate effectively with all our service users when, we were forced to move away from community and face to face support. However we have expanded our IT functionality and have implemented an excellent online staff training package which all staff and volunteers have access to ensure we continue to deliver a high quality of care.

Compliments

We received **18** formally recorded compliments

61% these came directly from the people we support, with the others received by outside agencies and organisations.

72% of our compliments named individual staff members, with the other **28%** praising a service or team overall.

What you told us;

Message via Facebook from service user to say

“Shout to the Lynne Enright, working from home, for her weekly telephone chats which are both uplifting and encouraging.”

“Angela was amazing and not sure if she gets credit but she was amazing. She really listened and I never get that. I just wanted you to know.”

“I am really pleased with Rick’s support. He is always punctual, clear, friendly and approachable. Nothing is too much for him; he will always give sage advice when needed. It is always appreciated that he has started to support me again with no advanced warning. He is a great person to know and always makes allowances for my anxiety and general mental illness. We can chat about many subjects and he is a very intelligent man. Thank you to Rick and Birmingham Mind for your continued support and guidance.”

Click the document image to view

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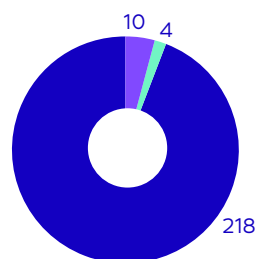


Financial Summary & Employee Demographics

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

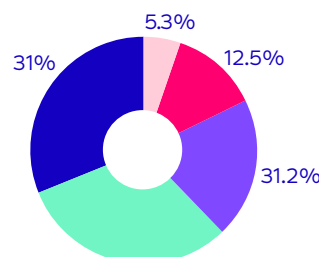
Birmingham Association for Mental Health income and expenditure account year ended 31 March 2021.

	2021 (£)	2020 (£)
Total Income	8,555,836	7,767,592
Total Expenditure	8,129,221	7,506,781
Net Income	426,615	260,811
Other Recognised Gains/ (Losses) (see below)	(164,000)	577,875
Net Movement in Funds	262,615	838,686



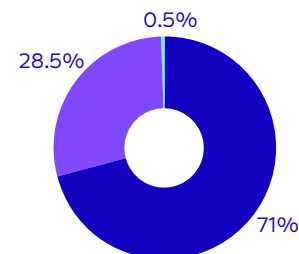
Our Staff

Trustees
Directors (inc CEO)
Staff



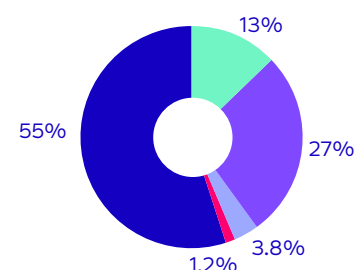
Age

18-24
25-34
35-44
45-54
55-74



Staff Gender

Female
Male
Non binary



Ethnicity

Asian
Black
Mixed
Other
White British

Farewells

In 2021 we said farewell to two wonderful staff members and a Trustee.



Firstly, we said a very sad farewell to Sheila Thompson, who passed away in June 2021, after her battle with cancer.

Shelia joined Birmingham Mind in October 2017 and gracefully managed our South Team for a number of years alongside Locality Manager Mark Walsh. Her loss has been a huge shock to her team and the rest of the Birmingham Mind family and she will be sadly missed by many.



Secondly, with a tinge of sadness in our hearts we said a very fond farewell and happy retirement to Shelagh Munro.

Shelagh has worked for Birmingham Mind for 32 Years and has undertaken a number of roles during her time with us but has worked as a Care Home Manager in South Birmingham for most of it.

We wish her all the happiness for her retirement years. She will be deeply missed by all our staff, but most of all by the residents she has cared so passionately for.

She kept her care home COVID free for the last 18 months and is a beacon of light amongst our Care staff. **Best wishes Shelagh.**

Sadly in October 2020 we lost an ex-Trustee

Jennifer Marsh. Jennifer was a teacher who then became ordained in the Church and worked in Mental Health facilities for the majority of her life. She was a trustee of Birmingham Mind for over 20 years and she was known for championing principles and practices around Values, Service User Engagement and Diversity. Jennifer's values and principle helped shape Birmingham Mind and will never be forgotten by many of us.

Finally....

We want to say farewell to one of our long-standing service users, John Hussey.

John sadly passed away suddenly at home in May 2021. John has been a service user with Birmingham Mind for many years and was well known by staff and service users at our Beachcroft Hub in Erdington. Amongst his other achievements, John was an active Peer Lead at our Recovery Service, a member of the Central Improving Mind Service User Group and an active Time To Change Champion.

His passing has shocked all who knew him and we want to extend our sincere condolences to his friends and family.

Our COVID 19 Response

Birmingham Mind like so many other health and social care providers up and down the country has faced unique and unprecedented challenges because of the Coronavirus pandemic. Our organisational response to Covid 19 has had a profound effect on the way we support the many vulnerable individuals who need our services.

At the forefront of this response has been our organisational preparedness to do everything possible to help keep our staff, volunteers, and service users safe, whilst at the same time trying to keep our services going. This has been of particular concern to us given that social care workers have been among the occupational groups at highest risk of COVID 19 mortality.

This has meant the necessary introduction of significant infection and prevention control measures across the organisation, new policy and procedure development, increased monitoring, and ongoing risk management to mention but a few. Additionally, for several of our services the introduction of home working for many of our staff with its resulting challenges and demands for additional IT equipment, infrastructure support and moving away from traditional methods of supporting individuals toward an increase in on-line support has been part of our Covid response.

Thanks to the effort and commitment of our managers and support staff we have been able to keep all our registered care home services open throughout the pandemic. There have been no incidences of any of our care home residents contracting coronavirus and this reflects the high level of dedication of our staff who have worked in these services including those Birmingham Mind staff who were re-deployed throughout the critical periods of the pandemic. We are only too acutely aware that

other care organisations have not been as fortunate as ourselves.

We have also seen an increase in the number of individuals seeking mental health support because of Covid 19 and the effect it has had on their lives and the lives of family and loved ones. This is only too evident when we consider the numbers of individuals contacting our Helpline service which was developed

partly to respond to the anticipated demand of callers who have been impacted by Covid 19.

We remain immensely grateful to all of our staff, volunteers and service users, who together, have helped in our response to Covid 19 and shown courage, energy, creativity and optimism in the face of adversity.

John Bristow, Director of Operations





Looking forward

So much of the last twelve months has been dominated by the effects and impact that Covid 19 has had on all of those involved with our organisation which has been well documented in this report. We wanted to also take this opportunity to look forward and highlight some of the other work and services we have been engaged with.

With the reduction in government restrictions, we have begun the work of re-establishing some of our existing services as part of our overall organisational recovery strategy. **A good example of this has been the re-opening of our crisis café service in North Birmingham.**

Working in partnership with the Birmingham and Solihull Mental Health Trust we have been able to expand our Housing Navigation service. This is a service that supports in-patients of the mental health trust to be successfully discharged and resettled back into the community. The team comprises of several housing and recovery navigation staff and peer mentors.

The liaison psychiatry social recovery service is a relatively new service following a very successful pilot developed by Birmingham Mind which was externally evaluated. This service is aimed at supporting individuals experiencing distress who visit the accident and emergency departments of the four university hospitals across Birmingham.

Working in close liaison with hospital clinical staff, the team are able to support and provide advice and guidance to individuals who present with a range of social issues such as poor housing, homelessness, domestic violence, lack of money, relationship breakdown, and substance use.

“At time of writing, we are working closely with one of our partner organisations, Creative Support, to develop a second crisis cafe in the south of Birmingham and this will hopefully go live in September 2021.”



Service user survey - **94%** of respondents indicated that the quality of support they received from Birmingham Mind was either good or excellent.

Thank You from our CEO!

The year of April 2020 to April 2021 will never be forgotten. It has been the most challenging year the world has experienced, and many people have experienced difficulties and losses. Within Birmingham Mind we have also sadly lost a valued Manager and Service User Representative, although not covid related, and we mourn their passing.

In the face of such difficult times, I have never been prouder of those involved with Birmingham Mind. I have to say that it is difficult looking back, especially remembering the first few weeks of Covid. But even then, people were pulling together and doing what needed to be done. Going the extra mile every day, working in a different service, working in different ways, setting up new services, creatively adapting how we worked. We all learnt new skills and there was huge creativity shown in making sure no one was left behind and everyone got the support they needed. Everyone has been brilliant at keeping people safe – both physically but also mentally. This report has only highlighted some of the achievements made during this year.

You will have seen in this report how the Helpline came about. I am immensely proud of how we stepped up to ensure people had support. I am also very pleased with how well we worked in partnership with NHS, Commissioners and other Third Sector organisations to make sure the Helpline was known about and that there were clear pathways that we could offer people in distress.

As a Charity we have always known the importance of partnerships with other organisations and we had strong partnerships pre-covid. But during the pandemic we have all seen how much more we can achieve when we work together, when we take the best of each organisation and blend together. When we truly work together for a common goal.

We know that people with severe and enduring mental health issues are more adversely affected by Covid, and we know that the inequalities have widened within our city.

We make a promise to you all that we will work tirelessly to reduce inequalities and to make sure that there is not only

“Better Mental Health for All but Better Health and Opportunities for All”



“A massive thank you to all my colleagues, volunteers, trustees, partners. We have lost much this year, but we have crafted some real positive achievements together. ”

Helen Wadley, CEO



Getting Involved



We are really grateful to our many supporters, volunteers and fundraisers who support Birmingham Mind each year in helping adults across Birmingham and beyond.

If you'd like to get involved with Birmingham Mind, click the button below.



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Better Mental Health For All

You can also keep up-to-date with our work by following us on:



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Chair: Canon Frank Longbottom Chief Executive: Helen Wadley Registered Charity No. 1003906 & Company Limited by Guarantee No. 2024372



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