

Impact Report 2021/2022

Mind Birmingham

Don't hide your
mental health.
We can help.

No bull!

Mind
Birmingham



Innovation & Excellence



Our Vision is:

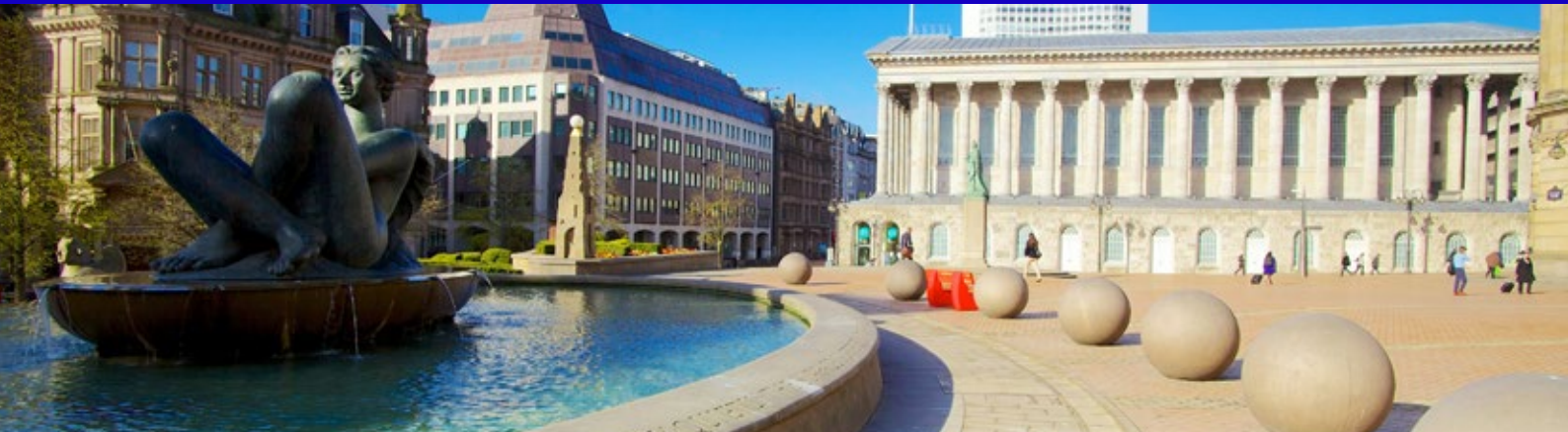
“Better Mental Health For All”

and Values are:

- 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

Birmingham Mind’s Vision and Values apply not only to our service provision but also to how we treat each other and how we are as an employer.

Our Values provide a framework for not only what we do but how we do it.



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“ Our reputation is second to none; but we must never be complacent, and we know we have big challenges to face in the future.”



Welcome from our Chair

Reverend Canon Frank Longbottom
Birmingham Mind trustees are all too conscious of the need to be responsive to fast-changing needs for our services. This year we have reviewed our Strategic Plan, which is now three years instead of five, and we must be ready for the challenges; to be light on our feet as an organisation.

More of our work continues to be in partnership with other charities and with the health services. Just this year we were successful in winning the Primary Care Navigator tender with two other charities and we started the process of redesigning a residential service into a community service in partnership with clinical colleagues. Our other partnership projects are going well, and I have been impressed by our staff who have risen so well to the challenge of working alongside staff with different backgrounds.

The experience of how we were received in the Bullring during Mental Health Awareness Week shows how important Birmingham Mind is to this city and the public. Our reputation is second to none; but we must never be complacent, and we know we have big challenges to face in the future.

Our staff are enthusiastic, compassionate, and committed and this year my message is the same to everyone: **thank you so much and keep up the good work.** But I know there are more challenges than a few years ago and so I am particularly pleased that Sharon Willis took on our Staff Wellbeing Champion role on the Board.

Together we make an enormous difference. This report of the last year highlights just some of the excellent work that we are doing. A sincere thanks to our staff, to our partners and to those that provide us with the financial resources **to deliver on our**

Better Mental Health For All agenda

What We Do – Our Services



In 2022, Birmingham Mind celebrates 60 years of providing mental health support, care and advice to the residents of Birmingham. We have seen so many changes over the last 60 years, but our current Vision of “Better Mental Health For All” remains our ethos for everything we do. We have seen services and staff, come and go, but over the last 12 months our organisation has evolved in to the 4-pillar structure it is today.

Our 4 Pillars

1. Community Services

Our work in the community has been a longstanding service offered at Birmingham Mind. Starting with our Beechcroft Hub, in Erdington and growing to include our Handsworth Hub, alongside 2 service hubs delivered by our partner Creative Support in Northfield and Yardley. To compliment this, our Community Development Worker Team, continue to provide integral community links to marginalised communities, ensuring that these harder to reach citizens have a voice.

Our Community Services are:

- Four Mental Health and Wellbeing Hubs
- Community Development Worker Service
- Carers Wellbeing Service (This service ended in 2022).

2. Regulated Services

Our CQC registered services, are now only able to breathe and find space to breathe following the aftermath of the pandemic restrictions that was placed upon our 5 residential care homes and NHS Rookery Gardens service. The last 12 months has finally allowed us to take stock

and review the difficulties our staff and residents endured during that time. In taking stock, we have been able to deeply consider our residential offering, and this year we have made strides to improve the buildings that are home to our residents.

Our Regulated Services are:

- Five Residential Care Homes (One has since closed)
- Rookery Gardens (NHS Partnership service).

3. Supporting People Services

Uniquely our Supporting People service, is the biggest service we provide. Our SP service provides care and support to **128** people living in our Supported Accommodation and supports a further **603** in their own homes. The impact of this service not only is able to keep our service users well, but greatly improves on their general wellbeing and enjoyment of life. It works parallel with the PURE employment service, who actively support adults aged 25+ to get back to work, training, education or volunteering. Offering practical 1-2-1 support in securing placements, interviews and perfecting the application form process.

Our Supporting People Services are:

- Support in your own home – Floating Support
- Supported Accommodation
- PURE Employment Service
- Every Step of the Way – Experts by Experience (This service ended in 2021).

4. Pathway Services

Our newest pillar, Pathway Services, cements our work with our NHS Partners. Our Pathway Services, link our work with that of primary care services, in way that has never been done before and is evidenced in our Helpline, Talking Space and Psychiatric Liaison Teams – all of whom work alongside NHS colleagues on a daily basis to deliver a joint service offer that provides the very best care and support for individuals.

Our Pathway Services are:

- 24/7 Helpline
- Talking Space
- Hospital Navigation Service
- WELLcome Service
- Psychiatric Liaison Service

Our central services are entwined between each of these pillars, providing off site support in terms of HR, Finance, Admin, Service Monitoring and Staff Training.

Other Services

- Birmingham Mind Associate Group
- Service User Influence & Participation Opportunities
- Volunteering
- Internal Training (Staff & Volunteers)
- External training (Delivering Mental health training to workplace and organisations).

Over the past year like so many other people my mental health & coping skills have been very much affected. I have a history of suicide attempts. I don't have any mental health contacts in Birmingham and I simply was at rock bottom. I found Birmingham Minds phone number on Google. The lady I spoke to literally saved my life. Genuinely. She made me feel listened to, valued & normal. I didn't feel guilty about being desperate or that I should "pull myself together". She was quite simply amazing.

Thank You Birmingham Mind.





Community Services

Community Development Worker Service

Our Community Development Worker service (CDW) is a service that’s been provided by Birmingham Mind for over 10 years.

During that time, there have been some changes, but their core ethos remains the same – to be the bridge between communities and commissioners (the people who pay for local services) to ensure that the right services are being offered to our diverse communities across Birmingham and Solihull.

Our Community Development Workers, work across specific groups, to reach as many people as possible – these groups include.

- **Women’s Health** - Empowering women to understand their mental health and wellbeing
- **Supporting Families** - Offering signposting, family focused information and events for families across the region.
- **Men’s Health** - De-stigmatising mental health and encouraging men to talk more openly about how they feel and how to find the help they need.

- **Criminal Justice** - Identifies barriers faced by ex-offenders following release from prison.
- **Newly Arrived Communities** - Support for asylum seekers and refugees to gain local knowledge of services, providing wellbeing events and to promote the understanding of mental health and wellbeing.
- **African Caribbean Communities** - Supporting the African Caribbean community (or communities) to maintain their cultural identity, whilst providing signposting support and **capacity** building to promote mental health.
- **LGBTQIA+** - Addressing the barriers and fears faced by the LGBTQIA+ community.

Collectively the team provided advice, sessions and signposting to

3,833

People last year

As the name suggests, all of our work is delivered in the community in buildings and locations that are relevant to the groups we support in order that we can empower these communities to embrace mental health services and support available to them locally.

The Countrymen Club - Balsall Heath Farm!

The Countrymen Club is a chance for men aged 50+ to meet weekly to have a meal, talk and help out around the farm. The group is made up of men from different ethnicities and ages ranging from 50 to 80+.

Some but not all the men have had lived experience of mental ill health and some are battling physical disabilities. The Club primarily provides men with the opportunity to engage in farm-based activities including caring for the animals, agriculture and general DIY repairs to the building.

The Community Development Team approached the Countrymen Club in January 2022 with the view of offering some men’s health awareness sessions. We were particularly keen to offer the group the opportunity to engage with the “Toolbox Talks” tools designed by the Men’s Health Forum which focuses on raising awareness of men’s health and providing talking points, key facts and tips around a wide variety of health issues facing men. After several visits and phone calls, we were able to agree a monthly schedule for delivery of the Toolbox Talks.

Twelve men attended the first session. We facilitated a general discussion on the topics outlined in the “Man

Manual” which was distributed to the group. The manual was useful to help the men reflect on their mental health and wellbeing, including discussion around food and nutrition, exercise, mental health, stress, tobacco, alcohol and skin care. The group agreed that men generally do not discuss their wellbeing, they are keen to have futures sessions moving forward to open conversations around men’s health and wellbeing.

At our second session we discussed symptoms of testicular cancer, prostate cancer, skin moles, stress and depression. This session created an environment for the men to talk about the importance of getting checked for potential health issues early.

It is widely accepted that men are less likely to talk openly about their health and wellbeing and working amongst male groups, such as the Countrymen Club allows us to address the stigma of not only mental health, but overall health and wellbeing too.

“It’s good to have some support from the other men, listening to some of the health problems makes me take my wellbeing more seriously.”

“I called the Birmingham Mind Helpline, it was useful.”



Our Impact

This group of men, now feel more confident to access support from their GP and they feel more informed about health issues. It has also introduced and supported the concept of peer support- men talking openly about health issues and providing mutual support to one another.

The success of this project has led to further sessions being delivered with increased participation.

Regulated Services Residential Care

Our regulated services were the most impacted by the restrictions placed upon us during Covid and over the last 12 months, our care homes and Rookery Gardens service have slowly relaxed these restrictions, allowing us to welcome friends and family back to our homes.

This year we purchased another care home, in Bartley Green, which we add to our growing portfolio of properties, giving us full autonomy over the property and allows us to ensure it offers the best home for our residents.

As we continue to excel in our care and support, our work is not done, and we will continue to review our offer of registered care provision throughout 2022 and 2023 with lots of change to come.

Amongst this changing (challenging) time, we have provided care and support to 86 residents, across all our care homes. Here are some of their stories.

“Arriving at Flint Green House I was made to feel welcomed and treated with equality. I didn’t feel discriminated because of my mental health or my past. This allowed me to be myself and to feel comfortable. The staff were always helpful and very professional from my first day till my last day. They encouraged me to become more independent and helped with my integration back into the community.

The staff were always readily available to join in leisure activities with me as well as offer me sound advice to ensure my time there was successful which I’m grateful for. I have now moved on and will continue to be successful because of the wisdom I have picked up whilst staying at Flint Green House.

Thanks again to all the staff.”

Talisha’s story!*

Talisha was referred to our home from a mental health pre discharge unit during the height of Covid. Talisha has severe and enduring mental health conditions and arrived at our home with minimal self-care skills.

With support from Birmingham Mind, it was agreed that Talisha would reside in residential care for a minimum of 12 months, with the plan to move on to independent supported accommodation.

Talisha joined our home whilst the home had Covid restrictions in place, which meant that she couldn’t see her friends or family during this unsettling time and couldn’t visit the home before moving in.

This was an unsettling time for Talisha. To begin with staff supervised her medication and accompanied her to outpatient appointments, as Talisha found travelling on public transport very overwhelming. It is important for Talisha to gain confidence on public transport, as she works towards her goal of a more independent life; therefore staff granted her every opportunity to use the bus.

As Talisha’s confidence grows staff would sit down with Talisha and devise a menu plus a list of recipes. They accompanied her to the shops. Staff will help her to cook a main meal each evening and observe to ensure she prepares lunch and a breakfast.

Talisha also receives support with budgeting, and is encouraged to clean her own living space, always with the vision that Talisha will be moving on to more independent living.

As Talisha’s confidence grows, staff are now supporting her to enjoy

social and community activities. Talisha remains very anxious, but the team are keen to support Talisha to access social activities away from the home, possibly visiting a library, community centre or accessing adult educational courses.

Talisha is working so hard to develop these life skills and although she isn’t ready to leave our care home yet, she is making excellent progress in achieving her goals.

*For confidentiality, Talisha is not her real name



Support Services | Supported Housing

2022 is the final year of our 5 Year Supporting People contract and in the last 12 months we have supported a significant number of people across all our service delivery partners.

In partnership with the Longhurst Group and R&J Support, we continue to provide both support to people in their own homes and in our supported housing properties.



Our Impact

97%

of our Floating Support service users, achieved their planned goals and targets.

198

service users positively moved on from our Floating Support service last year.

12

people positively moved on from our Supported Accommodation properties.

98.5%

of our Supported Accommodation residents, achieved their agreed goals and outcomes, before moving to new independent accommodation.

During this time the service has

Supported over

603

Individuals as part of our Floating Support Service.

(Support in your own home)

With a further

128

People living in our Supported Accommodation.

At the heart of this service, our person-centred recovery ethos continues to be the thread throughout our support services team, ensuring that our service users always feel connected, supported and in control of their lives and wellbeing. Our service users reported that our service has helped them to build confidence, develop practical skills and has prepared them for independent living.

Adam’s story!*

Adam was referred to us before Christmas as an emergency housing request from the Hospital Navigation Service.

Adam had recently been released from prison; he was substance dependent and had complex mental health needs. Adam had not engaged with support successfully in the past for any of his needs and was in a cycle of suicide attempts, hospital admissions and reoffending. When we received his referral, he had been in hospital for three weeks following an overdose, upon his admittance he had been taken to hospital by several police officers and needed to be restrained to receive treatment. Adam had nothing bar the clothes he had on, no accommodation or regular mental health support.

Upon the initial assessment Adam expressed a desire to turn his life around, he did not want to continue repeating this cycle; he wanted to be substance free and have a home of his own, he felt that no one had ever given him a chance or “been on his side”, he felt he had been “written off”. Due to Adam’s history, there were a number of high risk factors that need to be addressed before we could offer him accommodation, we

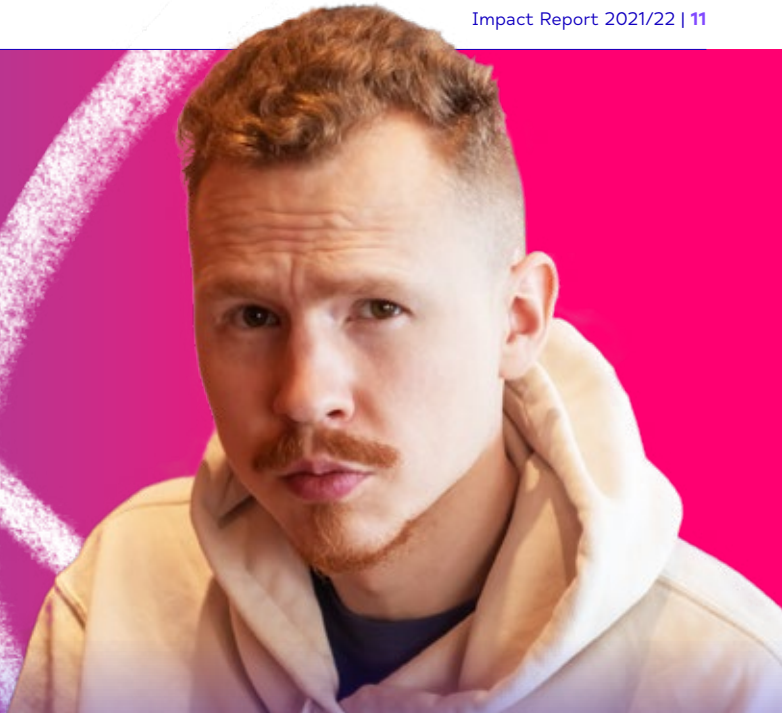
needed to ensure Adam would be set up for success and that the other residents’ needs and safety was taken into consideration. A number of in-depth risk assessments and support plans were created with involvement from the hospital, the local Community Mental Health Team, Adam’s probation officer and our Talking Space Team. Once Adam had agreed, we were able to offer him accommodation and he moved in within three days. Upon moving we were able to secure him some furniture donations and we also bought him some new clothing, so he had the essentials for living. Since moving in he has embraced his recovery, there have been relapses and at times Adam has struggled with his new independence and the support he has in place, but each

event has shown growth in his coping skills and resilience.

Adam currently attends AA meetings twice a week, building new support networks and friendships as well as reconnecting with his faith attending church every Sunday and volunteering there once a week. At times his new life can still be a little overwhelming, but he is utilising the support around him and engaging well with his Community Mental Health Team as well as with staff at Birmingham Mind and his AA group.

Well done Adam, we are so proud of you, your journey so far and we are so excited to see what the future now holds for you!

*For confidentiality, Adam is not his real name



Pathway Services Talking Space

Our frontline Crisis Intervention Service, known as **Talking Space**, supported 426 people between summer 2021 – March 2022. After being forced to close our doors in 2020, the service has never been more in demand, since it re-opened its doors in the summer of 2021.

With the restrictions placed upon us by the pandemic, we re-opened our doors in Erdington as an appointment only service, a system that has proven to work well and is still in place today.

Providing, out of hours crisis intervention support, the purpose of our **Talking Space** Service is to provide a safe, welcoming place where people can go outside of normal working hours, instead of A&E or other urgent services, if they are feeling emotionally distressed or experiencing a mental health crisis.

We quickly partnered with **Creative Support**, to offer a second venue in the south of the city (Northfield), with both hubs receiving clinical support from colleagues at the **Birmingham & Solihull Mental Health Foundation Trust**.

“I was down I didn’t want to be here. I was going through a breakup. I was chatting to my friend. I did not want to be on anti-depressants as my dad had taken his own life whilst he was on anti-depressants. Counselling was suggested by my friend. I spoke to somebody at Talking Space and a miracle happened. I was proud of myself; I was proud of myself for making contact and it changed my outlook on life.”

Talking Space attendee spring 2022

The service now operates from 5pm – 11pm, 7 nights a week in Erdington and 4 nights a week in Northfield. Anyone aged 18+, can make an appointment for either venue by calling 0121 262 3555.

Talking Space!

Are you having a difficult time?

Low Mood | Struggling to Cope | Suicidal Thoughts

Open to anyone aged 18+ | 5pm till 11pm | Erdington & Northfield

Call Us 0121 262 3555 Email: help@birminghammind.org

We supported
426
People between
summer 2021 -
March 2022

Gary’s Story!

When I attended the crisis café I had been experiencing severe anxiety and depression, which caused me to be physically sick. My anxiety and depression started after my heart attack and I’ve been anxious about my physical health since.

I experienced a large anxiety attack due to this stress and that’s when I heard about Birmingham Mind’s services, so decided I needed to reach out rather than continue feeling the way that I was.

What was your experience of attending our Talking Space service?

I found the crisis café to be very beneficial, the two staff members who spoke with me were really good, they provided leads and helpful information and made referrals for me to receive counselling. I was anxious about attending the crisis café, having to talk to strangers, but once I got talking, it was really helpful as the staff talked me through what I was going through.

Has attending our Talking Space been beneficial for you?

Yes, the two ladies gave me different links and coping mechanisms to help me manage my anxiety and I know what to do going forward. They advised me to call my GP to discuss my physical symptoms of being physically sick, to review my heart medication and to update them about my mental health. I was told about grounding techniques to cope with my anxiety and was signposted to Anxiety UK for support groups and anxiety management courses.

What has been the impact in attending Talking Space?

I feel a lot better since attending the crisis café, my anxiety hasn’t been as bad, I feel my stress is better and I’m no longer being physically sick. Once I started talking, I felt relieved and supported. I’ve now had a telephone assessment with the Living Well Consortium to start therapy which I feel is needed and will help me more.

How are you now?

I was referred to the Living Well Consortium for therapy. I’ve had my telephone assessment with them and I’m due to have my first therapy session tomorrow. I have accessed support via work, and I now have an appointment with the Occupational Health team. I found their support helpful years ago when I first had heart surgery so I’m hoping they’ll support me again.

*For confidentiality, Gary is not his real name



Our Impact



We recruited and inducted **73** New staff members.



We chatted with **1420** People on our online web chat.



We supported **23,417** People in the last 12 months.

189 People positively moved on from our services.



We received **23,099** Calls to our helpline (not unique callers).

1,283 People accessed a Birmingham Mind external training course.

Thank You! You raised a fab **£5,788.91** To the Co-Op shoppers who supported us through their community fund over the last 12 months.



Donations, Legacies & Fundraising

In a year, where we said goodbye to lockdowns and we emerged back into the world we knew, we still received an amazing £156,255.15 in fundraised and donated income.

This funding continues to support our dedicated Helpline service, which still operates 24/7, proving mental health support and advice, alongside the launch of our new Peer Mentor scheme, an opportunity for people with

lived experience of mental health, to work alongside our staff, working with service users providing relatable and empathetic person centered support.

Thank you to everyone! Who has supported us and continues to do so. If you want to find out more about fundraising for us, please contact our Fundraising Officer Kerrie at fundraising@birminghammind.org





Training

Over the last 12 months our training team has seen an unprecedented number of requests for workplace wellbeing and Mental Health First Aid training - and we are pleased to say that some of those have been requests to deliver courses face to face.

Workplace wellbeing has continued to be a priority for many individuals and organisations and following a year of rapid adaptation to online training in 2021-2022 we were well armed and equipped to provide high quality training delivery across our city.

In the last 12 months, we delivered

82

different training courses, of which 15 were delivered in person.

1,283

people attended a Birmingham Mind training course, totalling over 688 course hours.

Along the way we have developed strong links with local workplaces. We delivered nine training courses & webinars for Citizen, with 169 people attending at least 1 course, this was the highest numbers of sessions delivered for one client.

We also delivered more line manager training than in any previous year with 11 training courses being attended by 129 people.

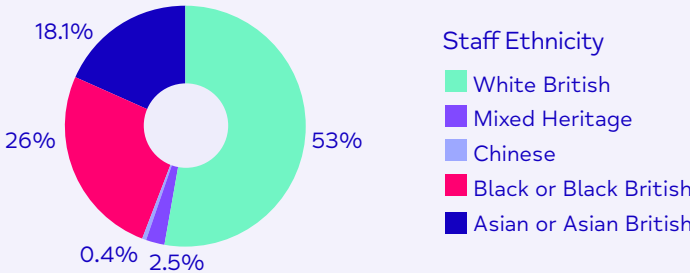
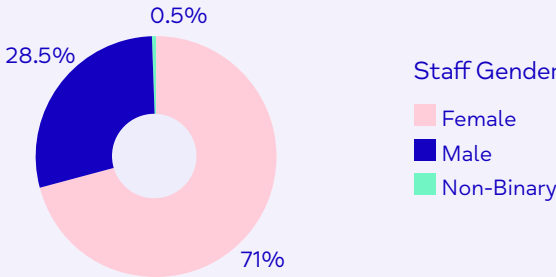
Mental Health First Aid (MHFA) courses continue to be our most requested training course and this year with funding from Birmingham City Council we took this course to hard-to-reach communities, which included Polish, Czech and Slovakian community groups. Two delegates from this course have gone on to be trained as MHFA instructors (Also part of the council funding), and we continue to talk to them about working in partnership to deliver mental health training in their communities.

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

Copies of the full financial statements, which were approved by the Charity’s Trustees on 4 August 2022, are available on our website.

	2022 (£)	2021 (£)
Total Income	9,614,405	8,555,836
Total Expenditure	9,458,205	8,129,221
Net Income	156,200	426,615
Other Recognised Gains/(Losses) (see below)	244,000	(164,000)
Net Movement in Funds	400,200	262,615

Financials, Staff & Trustee Demographics 2021/2022



Number of Directors Inc CEO

4

Number of Trustees

10

Number of Staff

227

97.4% of income received was invested in our charities services.

We love hearing your feedback!

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

Compliments

We received
28
formally recorded compliments.

80%
of these came directly from the people we support, with the others received by outside agencies and organisations.

Complaints & Comments

In the last financial year, we received **28** complaints. We investigate all complaints thoroughly and last year **53%** of all our complaints were either **Upheld** or **Partially upheld**.

Every quarter, all 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.



What you told us;
“I’m 62 years of age and I’ve never felt so looked after and supported in my whole life. Mind have changed my life and Denisha has been marvellous. Knowing I will always have this for the rest of my life, from the helpline, if needed makes this easier and I can’t thank Mind enough.”

“I had felt suicidal and felt there was nowhere to go and no one that could really help me. I met Roxi at Talking Space, she was lovely and reassuring. I felt a type of embarrassment as I work in mental health. This was quickly washed aside by Roxi’s understanding, empathy and reassurance. I’ve now had a medication review and I’m back in touch with my CMHT. Roxi made me understand that it is OK to ask for help and that help is out there.”

Communicating with the Public
In the last 12 months we have continued to grow our social media presence offering engaging content about our support work, services and fundraising events. Click the icons to follow us!

3,339
Followers on Facebook

2,700
Followers on Twitter

2,300
Followers on Instagram

You can also follow us on YouTube and LinkedIn



“We always must remember we are a vital service, not an add on, or a nice to have.”



Thank You from our CEO!

Helen Wadley, CEO
One compliment sticks in my mind this year. Short, yet so powerful “You saved my life that day”. It was from someone who rang our Helpline to tell us this a year after they had spoken with us. One phone call changed a life profoundly.

The work we do often goes unseen, the impact we have often underestimated, we know there are thousands of positive outcomes from the work we do on a yearly basis. We should never underestimate the impact we have, and we always must remember we are a vital service, not an add on, or a nice to have.

We have increased the size and type of services over the last few years. It is great that we reach more people than ever before, but we know that the need for mental health services continues to rise, outstripping the services available. This puts enormous pressure on our staff and volunteers and it is a credit to them that they continue to offer such an excellent standard of service.

As we look forward, we know there are a number of challenges; the cost of living rises really impacts not only on those that use our services, but also on our staff.

Health and Social Care work does not attract the wages that it should and until changes are made at a government level it is difficult for us to pay people what we think they deserve.

The impact Covid had on our city and on our organisation has been significant, but the learning from the last year has helped us get through the year and emerge stronger than ever. We have a renewed sense of purpose, a new Strategic Plan, some great partnerships, and some great ideas. We know there will be enormous challenges, and I don’t underestimate these, but for the sake of that caller and all the thousands of others we support, we must find a way through.





Better Mental Health For All

For more information about our work, please visit our website.



birminghammind.org



INVESTORS
IN PEOPLE | Gold



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



[@BirminghamMindOfficial](https://www.facebook.com/BirminghamMindOfficial)



[@BirminghamMind](https://www.instagram.com/BirminghamMind)



[@BirminghamMind](https://twitter.com/BirminghamMind)



[Birmingham Mind](https://www.youtube.com/BirminghamMind)



[Birmingham-Mind](https://www.linkedin.com/Birmingham-Mind)

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

