

Impact Report 2022/2023



Our Vision is:

66 Better Mental Health For All 99

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.

VISION &
VALUES

WELCOME
FROM OUR
CHAIR

NATASHA'S
STORY

DANIEL'S
STORY

BILL'S
STORY

BRADLEY'S
STORY

EVE'S
STORY

KAPRICE'S
STORY

REFLECTIONS
FROM CEO

THE
DIFFERENCE
WE MAKE

HOW YOU
GAVE YOUR
SUPPORT

CONNECT
WITH US



Welcome from our Chair

Reverend Canon Frank Longbottom



Each year when I'm asked to write a Forward for the Impact Report, I ask myself, "what can I possibly say to those people who might read it?" Then, somehow, it gets on to the paper and I rarely change anything from my first attempt.

I know, from listening to those that use our services, how vital our staff and services are, and how grateful they are for the effort and care our staff deliver day in, day out. We rejoice with people's successes, and stand alongside them when they are struggling. They are so often able, even in their own distress, to support each other and we are profoundly grateful to those that offer their time to sit with the trustees in making decisions about going forward as a charity.

We are also ably led by the Senior Management Team, and I try to spend time with them and the Chief Executive, Helen Wadley, to plan the Birmingham Mind journey.

Those who give us contracts, City or NHS, can be confident that we have a lot of experience as the biggest mental health charity in our area and, I believe, know what we are doing.

Our mission is always to maintain the best standards and, this year we have been awarded the **Gold Investors in People award, and the Mind Quality Mark**. We have also been **alert to changing needs**, and we are gradually moving from our basic work of residential care in special homes, to include **more supported living for people in single accommodation**. If we are offered more contracts to support those who wish to improve their mental health, **we will be ready to take up the challenge.** "Better Mental Health For All"



Natasha's Recovery Journey

“I was 18 when I had my first episode of being unwell. It was during my A levels, and I was studying Textiles, Art, GSCE Maths and Business Studies. I finished the first year but couldn't continue due to becoming unwell, but I still received A's in my AS levels for completing my first year.”



I remember I started searching for God. I would listen to the radio, watch tv, read the bible. I'm like a piece of the puzzle through God putting the pieces together.

I remember it was the day before Christmas and some of my artwork had become demonic. I couldn't sleep and felt almost like a cog that had come off the rail.

My childhood sweetheart and my parents noticed I was unwell but were very supportive. My parents contacted the GP, and I was put on medication which was all new to me.

I went to Shenley Fields where I would see the consultant, do art and my CPN would visit and take me out in the community. I felt I was fine but at the age of 32, I had my first hospital admission to Oleaster and spent the next 10 years of my life between my flat and hospital, prior to coming to Rookery Gardens.

I went home to live with my parents, we had a fight and they kicked me out so I went to Women's Aid in Birmingham, from there to Grove Avenue and onto Rookery Gardens where I have spent time on my recovery.

When I arrived here, I liked the way the houses are laid out, like a little estate. I thought to myself, "this is a new start".

I have become very independent through being here* (Rookery Gardens). I do my own shopping, cooking, I go out for the day and I've learnt to engage in recovery hubs and meet new people.

I think I've grown a lot since being here. I've learnt how to respond to people, how to give people space and time to heal. I've also learned I'm a strong person, never to settle for anything less and realised I can achieve anything.

I have also attended psychology at Rookery Gardens which has really helped me to understand a lot about myself and my illness. Rookery Gardens is a great place to help you move back into the community. The staff are lovely and my medication was explained completely to ensure I understand why I take it and how to remain well.

What I will take from Rookery Gardens is the experience of making me understand what support there is for me when I become unwell, learning to ask for help and realising I'm not alone. I'm part excited, part anxious to move on but staff have helped find accommodation, sorted my benefits and I'm moving on to somewhere new but exciting. I have made friends with other residents, some that I will take into the community and stay in contact with. I'm going to continue my knitting and crochet group weekly at Beechcroft and staff are going to visit the community hub near to my new accommodation with me, so that I remain active back in the community.

"I feel like I've been on a journey and it's been very productive in how I manage my illness around other people.

By that, I mean I now realise I don't need to explain my illness to people because it's part of who I am, it's not who I am."

Natasha was a resident, at a service run by Birmingham Mind and Birmingham & Solihull Mental Health Foundation Trust and it was the support she received at Rookery Gardens that helped her make positive changes.



Daniel's* Story



“I lost my parents over 5 years ago. I was adopted and when my parents died, my relationship with my brother and sister broke down. I had thought about killing myself a few times, it was a very dark time for me.”

I live on my own and I don't have any family or friends close by, I was very lonely. I did try to manage by myself for a while. I have a bipolar diagnosis and I suffer with anxiety and depression, but I knew I needed help.

I tried a few places, but no-one seemed interested, or no-one got to back me, but eventually I called Birmingham Mind.

I was allocated my first Support Worker Zoe in 2018. I was so severely depressed at that time, that I was unable to open my post, attend my medical appointments or even pick up a pen to write my name. Zoe helped me to organise my bills and get the help I needed to pay my gas bill and get my gas reconnected.

In 2019 I was allocated a new Support Worker, Nicola. **Nicola is very supportive and understanding.** My bipolar can cause me to become easily frustrated, especially when I'm on the phone. Nicola has been a huge support to me and most recently she has helped me to sort out my council tax payments.

Before I met Nicola, I would always carry a knife with me, as I was so scared to travel by myself, but with Nicola's support I don't do this anymore. **Nicola has been amazing, she needs a medal, she is so kind and so professional at her job I would be lost without her.**

Since receiving support from Birmingham Mind, I have noticed that my confidence is coming back. I still lack confidence, but this is something I'm working on. I've also been able to pick up a pen again and write. It's been a long time since I've been able to do that.

I am for the most part housebound, but for the first time in a long time, I have bought myself a chair and I now spend some time sitting outside my front door.

(*not his real name)

Daniel receives support from our Vulnerable Adults Service, funded by Birmingham City Council.



“I’m in the process of trying to get a new bungalow for me and my dog, as I really struggle with stairs. Nicola is helping me to do this, and I know she will support me when that time comes. I don’t know what I would do without Nicola and Birmingham Mind.”

Bill's Story

Birmingham Pride 2023



“Birmingham Pride is a fantastic event and a huge opportunity for Birmingham Mind to reach a large audience.”



“This year we walked the parade with a strong force of 30 plus people, a significant improvement from previous years. On top of this we hosted a stall on the Sunday in the Community Area.”

Our stall hosted a wealth of mental health & wellbeing information and support, but additionally this year we commissioned a special art project. A local queer artist created a line drawing, where Pride attendees were able to colour in the blank spaces.

This was a collective art project, it garnered a lot of attention. We had over 150 people engage with us and the majority was thanks to the art project. It was finished and tidied up at a local wellbeing group The final piece is now proudly on display in our central Birmingham Wellbeing Hub.”

“In the build up to pride we attended a smaller local pride. Fitcap, a sport social group that meets in Chelsmley Wood, North Solihull, noticed that a lot of their attendees were part of the LGBTQIA+ community. They were majority under 18 and they did not have safe

spaces to meet. Fitcap decided to create a safe space for them at a family friendly event. I was invited to early planning meetings but ended up holding a stall at the first ever Chelsmley Pride Party with my colleagues Zahida, who leads on the Family strand. On my stall I had a collection of information, all aimed at families, and I had an activity around LGBTQIA+ icons. I had pictures of Alan Turing, Kenneth Williams, Frieda Kahlo, Justin Fashanu among some others.

These are faces that are very recognisable and it would show the LGBTQIA+ teenagers that their parents know about LGBTQIA+ history. It created conversations and engagement. Even if no one knew the people or knew they were part of the queer community, it showed the stall visitors that LGBTQIA+ people can be successful and change the world. It was a lovely small local pride event and I do hope they invite us back.”



Bradley's Story

Making Employee Wellbeing A Priority



“In 2017 Bradley sought professional help for his mental health. It wasn't until 2021 that Bradley made his employer HTM aware of his mental health struggles at which point HTM were able to adjust Bradley's responsibilities.”

Bradley was taken off the road and worked within the depot instead helping minimise the stress experiencing at the time and enabled him to remain in work.

“I truly believe that at that moment in time when I was in my darkest time, if the HTM depot and stores were not there, I don't think I'd be here. To be able to walk in each morning and give me the opportunity and foundation to help get through what I needed to get through, gave me a chance to work hard and rebuild my character and mental strength, which was taken away over a period of time from the illness.

In April 2022 Bradley chose to share his story, to show how he was supported by the business and to encourage others to speak up if they are struggling as well as seeking medical advice. Bradley shared the things he did to support his mental health on a daily basis e.g., getting up before work to go for a walk, listening to motivational podcasts and videos as soon as he gets up, cooking healthy meals and eating well, watching relaxation and

meditation videos to help him sleep and reduce his overthinking.

“I'm grateful for the people I've met over the period of time being at HTM, very grateful. Yes, I have days where it gets the better of me. I can have really bad days, everybody does in some way, but the main thing is from the support from HTM, counselling and the mental conditioning I've practiced, by reading, learning, talking, audiobooks, studying the illness, it all makes it easier to control as I understand how to help control things better for myself and hopefully others, if they ever need support.”

Bradley has now returned to his operational role out on the road, progressing to become a 12D LTMO and is continuing to work towards his 12B LTMO.

Bradley attended a Mental Health First Aid course delivered by Birmingham Mind and has gone on to become a qualified mental health first aider.





The Outcome

HTM have dedicated time and resources to ensure that their employees mental health and wellbeing remains a priority. Mental Health First Aiders are better equipped to spot the signs of anxiety, depression or stress on-site. Their Wellbeing Team

ensures that everyone is asked if they are ok and although this can sometimes be a difficult conversation in the highways industry, their ongoing commitment to effective workplace wellbeing, continues to tackle the stigma that often surrounds this predominantly male environment.

If you are considering expanding or developing your mental health programme and workplace wellbeing offer in your organisation, please contact Mike Jeffries, Training Manager at training@birminghammind.org for more information about our training courses.



Eve's Story



“I have been working as a Senior Mental Health Connector since the service began in August 2022.

We have always known that there was a real bottle neck of people with mental health issues under community mental health teams, which didn't have the capacity to deliver what people wanted and expected. A new model was called for! 🦋

I was personally attracted to the role because could really see that gap between primary (GP support) and secondary mental health services (community mental health teams). Through the Community Transformation Programme there was a commitment across the system and I wanted to be part of it. It is exciting that we have a formal partnership with Living Well Consortium and Better Pathways as well as with NHS colleagues.

I believe in giving people the tools to empower them to take control of their health and well-being and that is at the core of this service. The Mental Health Connector Service is innovative, fresh, and exciting.

I saw a real opportunity to support our community at the start of their mental health journey compared to treating people once they reached crisis. This project focuses on looking at the person holistically, as a whole person.

As Mental Health Connectors, we can take the time to look at coproduce person-centered, goal-orientated interventions. During the last year, we have received positive real-time feedback demonstrating the amazing work that has been done within this service. By working within the Neighbourhood Mental Health Teams, we can give tailored support promptly and really link people into their community.

My favourite part of the mental health connector role is seeing the difference this project is making to real people within our communities. Supporting people to make small changes in their lives, has a drastic change to individuals' well-being and mental health. I am also passionate about ensuring community resources are equally available and shared amongst those who require them. Birmingham has too many areas of inequity this service can help change this.



Working together with our NHS colleagues, our local authority colleagues and the amazing vibrant community organisations we can really make positive change.

Our Associate Group Tackles Post Natal Depression

Kaprice's Story



“I am a champion for the Birmingham Mind Associate Group and I wanted to facilitate an event that helps women’s mental health.”

Post-natal depression is a common problem, affecting more than 1 in every 10 women within a year of giving birth. The BAME community of women, face larger difficulties in accessing health and encounter additional barriers due to language problems or a cultural explanation of mental illness that does not encourage women to seek help. The stereotype endorsement my own mother felt limited her capabilities of accessing the support she needed.

The project summary was needed in order to bid for the funding for the event; the initial bid was by working with Birmingham Women’s Hospital, LGTBQ mummies, and the south asian community. We wanted to deliver a session to healthcare professionals that centred on anti-stigma, discrimination and cultural background with me, taking the lead. This included having the community development workers (CDW) to provide on-going support throughout the event where needed.

The approval was a big achievement. We had invited Laura-Rose Thorogood, Founder of LGBT Mummies & Proud Foundations (www.LgbtMummies.com), however, last minute changes commenced when Laura Rose,

unfortunately was unable to attend in person but was still willing to provide a pre-recorded video of her own lived experiences within the LGBTQ Community.

The event was a success with at least 20 healthcare professionals or more either in person or via zoom joined in. My sister, Chanelle, was able to speak about her lived experiences as a young single black. There was moving stories and discussions with examples of; being seen as a ‘bad mother,’ if rest was needed, to be deemed ‘weak,’ fear of children being taken into care and restricted time with nurses and doctors who have only have 10-20 minutes with their patients, were a few highlights that were spoken about. Laura-Rose’s video was insightful to understand her lived experiences as a non-birthing parent and allowed more room to have further discussions around the different communities of women who have experience with post-natal depression.

This was my first event so I was very nervous as I was unsure what to expect, whether anyone would engage or even turn up! However, I was fortunate to have the support of Andrew Nicholls, from the Birmingham Mind Associate Group who gave me this opportunity and

reassured me throughout. The whole experience and event itself was moving and rewarding and I was happy to receive positive feedback. I was able to promote the Birmingham Mind Helpline as we provide further emotional support, signposting to relevant services and language line interpreters for anyone who has language barriers.

I give thanks to Laura-Rose for her video, the CDW team who came to support the event, and to my sister who encouraged me to do this. I felt emotional sharing my mother's story and was privileged enough to do so on her behalf.

It was powerful to see how a few hours, can help promote women to speak about mental health.

The event has given me motivation and confidence to stamp out stigma and discrimination that women have faced with post-natal depression but to also help stamp out other issues people have faced with mental health difficulties.



The Birmingham Mind Associates group is a members group who use their experience of mental health problems to change the way people think and act about mental health and fight stigma.

To find out more about their work visit -
<https://birminghammind.org/what-we-do/associate-group/>

Reflections from CEO!

Helen Wadley



“As Frank spoke about in the Chair’s Opening Report, we are going through a period of change.”

We have increased the range of services we offer and through the Helpline and our services where we are working alongside our clinical NHS colleagues, we are both offering more at the preventative end of the mental health continuum as well as developing new ways of supporting people previously only offered specialist services out of area.

We have also been reviewing some of our longer term services – particular our care homes, and coming to the painful, but right decision, that some of our buildings are no longer the right place to deliver what we feel people deserve. As a result, Pershore Road and Sycamore Lodge have both closed within 12months of each other.

We have been especially proud of our new Peer Mentor scheme, using a legacy from an ex-trustee we have been able to expand and support the number of paid Peer Mentors in our staff teams, these Peer Mentors bring a unique and intensely special offer to those using our services. Alongside this we have a brilliant number of people with lived experience helping to guide, support and inform our future on a voluntary basis.

We still, and are, offering longer term support, but we need to do it in different ways and in different settings. It is all part of the Birmingham Mind journey, adapting and changing to the needs of people using our services.

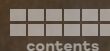
We are grateful for the support of an experienced Board and Chair, talented staff and volunteer base and supporters, fundraisers, donors and commissioners.



The Difference We Make

“We’ve heard from our six amazing story tellers, the difference Birmingham Mind has made to their lives through, support, recovery and training, but what about the rest?”

Here’s the difference we made across Birmingham and Solihull last year.”



Here's the difference we made across Birmingham and Solihull last year.

34,718

people accessed a service delivered by Birmingham Mind

We received

24,332

calls and web chats

1305

people attended a Birmingham Mind Training course

474

peoples accessed our out of hours Crisis Intervention service – Talking Space

We recruited

36

new staff members last year,

with a total of

210

people working for Birmingham Mind.

Our Trustees donated

540

hours of their time

Our Helpline welcomed

19

new volunteers into their service

and

290

hours were given by our Peer Leads.

But ultimately, we do all of this to provide the care and support to the adults who need our services, giving them the opportunity to have the best possible chance of fulfilling their lives, being in control of their mental health, managing their recovery journey and prioritising their wellbeing.

98%

of our service users rated our level of respect as good or excellent.

The quality of communication received by almost

98%

of respondents was rated as good or excellent.

8 out of **10**

people said that Birmingham Mind contributed to their individual recovery journey

97%

of service users said that would most likely or definitely recommend Birmingham Mind to their friends and family.



How You Gave Your Support?

£198,957.37 raised through our corporate partnerships, individuals giving cash or regular donations and local fundraising initiatives.



How did you spend my donation?

Your donations help fill gaps and test out new services.

This year, most of the donations received went to directly to support our Mental Health Helpline, which operates 365 days of the year or towards our Peer Mentor service, which enables us to employ people with lived experience of mental health difficulties and support them to use their own experiences to inspire and support others.



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

Copies of the full financial statements, which were approved by the Charity's Trustees on 10 August 2023, are available on our website.

	2023 (£)	2022 (£)
Total Income	10,075,108	9,614,405
Total Expenditure	10,371,846	9,458,205
Net Income	(296,738)	156,200
Recognised Gains/(Losses)	(172,000)	244,000
Net Movement in Funds	(468,738)	400,200



Mind
Birmingham

Better Mental Health For All

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



birminghammind.org



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



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