

Annual Report

2023 - 2024



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Chair of the Board of Trustees Report

2023-24 has been a year of successfully sustaining a period of growth with our varied contracts and projects, which our chief officer has covered in her report.

I would like to highlight a couple of areas in my report.

We again successfully achieved our National Mind MQM. This quality mark is proof that we meet a high standard in our governance of Burton and District Mind. This process means a great deal of time and hard work for our staff as well as carrying out our daily activities.

Secondly, and probably the most important achievement of the year was the purchase of 67 Branston Road from our landlords Chris and John who have supported us for the last 10 years. We cannot thank them enough for their kindness and generosity in helping us to achieve our ambition to own our own premises.

I would like to thank the trustees for their support and contribution over the last 12 months. Also, a special thank you to our Vice Chair Kay, whose experience knowledge and support has been invaluable.



All of these achievements would not have been possible without the hard work and diligence of our amazing team.

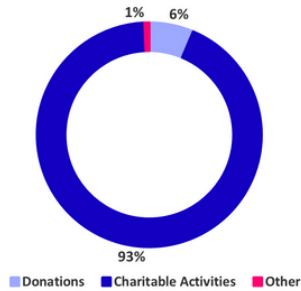
A huge thank you to everyone in the Burton and District Mind family.

**Ken Bulth,
Chairman**

Treasurer's Report

Burton and District Mind continued to successfully increase its year-on-year income to £1.4m of which 78.8% is restricted funding. Incremental income has come in the main from a number of Midlands Partnership Foundation Trust contracts including £494.5k Safe Hands & Safe Haven, £348.1k Future Focus, £323.5k Talking Therapies Counselling. In addition to this £45.5k has come from the Alzheimer's Outreach contract, £37.1k from Trent & Dove, £24.4k from National Mind Mentor Mental Health Productivity pilot & £2.6k from Staffordshire County Council Thinkwell contract.

Income 23-24



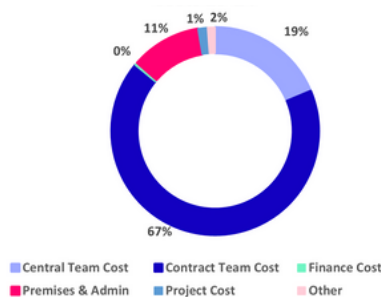
Income Year on Year

FY	£k	£k YoY
23 - 24	£1,423,378	+£413,689
22 - 23	£1,009,689	+£593,312
21 - 22	£416,376	+£91,252
20 - 21	£325,124	+£91,598
19 - 20	£233,526	

New contracts also required us to increase our headcount by 75% (Recovery Workers) representing the main increase in our cost base. We now also own our registered office "Birkett House" which is part funded by a small mortgage. We continue to ensure that all other costs are managed to ensure value for money.

We have maintained our Reserves Fund of £68k, which covers our winding up costs should they be required. This is reviewed every 6 months to ensure it reflects the current structure/risk.

Income 23-24



Income Year on Year

FY	£k	£k YoY
23 - 24	£1,129,265	(£429,143)
22 - 23	£700,122	(£260,293)
21 - 22	£439,828	(£167,774)
20 - 21	£272,054	(£56,046)
19 - 20	£216,008	

Summary

Bourne & Co, Statutory Auditors, 6 Lichfield Street, Burton-on-Trent complete our annual audit in line with the Charity Commission Audit Requirements to ensure it is completed within the CHARITIES SORP (FRS 102) accounting standards.

The Board of Trustees continue to ensure that projects are in line with our Strategic Plan.

Thank you to all the Burton & District Mind team members & Board of Trustees for all their work and dedication to the charity.

Diane Worley,
Treasurer

Chief Officer's Report

We were delighted to be the chosen charity 2023 for our Burton Mayor, Syed Hussain. We'd like to thank Syed for raising our profile within the local community and inviting us to several events he organised as fundraisers throughout the year.

We successfully completed our Mind Quality Management review through National Mind. We were required to submit a considerable number of documents for scrutiny and host a site visit for a Lead reviewer, Peer reviewer and a Service user rep last year. It was a lot of work for the team and we are very proud of the positive outcome.

Anger Management counselling was added to our NHS funded talking therapy contract this year as a further option for the wider services provided by the Staffordshire Wellbeing Talking Treatments Service. We continued to provide a bank of NHS funded services in the community through other services such as Future Focus, Safe Hands and Safe Haven and we hope to secure a permanent home in Tamworth for Safe Haven Café next year.

After several years, our Building Better Opportunities project ended on 30th March. BBO was a fixed term project funded by the Lottery and European Union funding. BBO helped many clients to overcome barriers with CV writing, interview techniques, retraining and returning to education. It also helped some clients to return to the job market. We were fortunate to retain Amina, our amazing BBO worker as she has taken up the role as main Office Administrator.

Following the growth of our services and volunteer team we increased our levels of face to face training this year. The team have benefited from Mental Health awareness, Autism awareness, Bid writing, Active listening, Personality Disorder and Mental Health First Aid training.

We completed the legal process on our property at Branston Road in May 2023. Purchasing 67 Branston Road was a huge achievement and a long-term dream for Burton and District Mind.

Chief Officer's Report

During our history we have rented 3 properties in 32 years of operation. Each move has been a great upheaval for our team, clients and service, and finding appropriate property for our operations has been a difficult task. Furthermore, renting property was an identified risk for our service and its operations. Through securing 67 Branston Road we have gained greater stability for our charity and an asset for the future.

Since our move to 67 Branston Road in December 2013 we have been supported by our wonderful landlords Chris and John Birkett. Chris and John have been a constant source of support for our charity and with the addition of their project 'the Muddy Boots' gardening project at the rear of 67 we have shared a joint ethos for the promotion of emotional wellbeing and community support. Chris and John gave us first refusal on the property when they made the decision to sell, and we were lucky enough to secure a mortgage to purchase it.

Much to the surprise of Chris and John we renamed 67 'Birkett House' in July as part of a grand unveiling and as a way of thanking them for their incredible support and generosity over the years.

We have since completed some improvements to the building and with the removal of the old family bathroom we were able to redevelop some of the rooms to create additional and much needed office space and hot office space for our team of community Recovery workers.

It's been a full year with many on-going achievements, which would not have been possible without our dedicated team of trustees, volunteers, staff team and associates. Thank you all so very much for your time and passion for the work we achieve together.

**Lynne Barrell,
Chief Officer**



Operations Manager's Report

A year has gone by, and we are continuing our face to face counselling sessions. We have experienced an increase in clients requesting face to face sessions rather than remote sessions. Much of our NHS talking therapy sessions continue on a remote basis, as this helps clients access the service more easily if they work, have caring commitments or simply struggle to access the service.

During the year the Midlands Partnership Foundation Trust (MPFT) has rebranded and is now called Staffordshire Talking Therapies . Our service within this is now called the Counselling for Wellbeing Pathway. These changes have helped to define our service. Staffordshire Talking Therapies has also expanded beyond Cognitive Behavioural Therapy and has enhanced its work with the Counselling Pathways.

Our relationship with the Midland Partnership Foundation Trust has progressed and we are now providing an Anger Management Pathway alongside the Counselling for Wellbeing Pathway. To support this additional work, we have employed another counsellor, Edward Degg. This pathway is building upon referrals, and clients that we see remotely at present may possibly move to Face to Face. Our counsellors across the 2 pathways continue to provide Face to Face, remote and out of hours counselling across Burton and Tamworth for clients who struggle with their mental health. I would like to thank all the counsellors on these pathways for their continued hard work and for the support they provide for our clients on the MPFT contract.

Alongside our Counselling for Wellbeing, there has been an increase in referrals to our Low Cost and Private counselling. This allows clients to pay for their treatment rather than use the NHS.

Additionally, we have Rob Hallott who supports the Coaching Pathway. This new service is running alongside the Low cost and Private counselling. Clients are assessed for this pathway and then allocated to Rob who has specialist training in Coaching, as appropriate.

Operations Manager's Report

Funding has meant that we are still reviewing the Young People's counselling that Liz Matthews is currently providing 1 day a week at Deferrers School Sixth form for another year, but we have not been able to secure any additional funding for this at present. We are currently reviewing other funding streams to support this work in the future.

A big thank you to all our Therapists Associates and Salaried who have continued to provide our counselling services to NHS, counselling and coaching to Low cost, Private, Thinkwell counselling for another year and have maintained the quality of work to allow clients to continue accessing the services that Burton & District Mind have to offer.

It has been another year of success for our Therapy team, and we are hopeful that the relationships that we have built and maintained will continue to grow, a big thank you to all who have had a hand in this, we couldn't have done it without you.

“ I would like to thank Ed for his caring empathy. I found him to be a very good listener , I would wish it to be known that I found his whole approach very professional and friendly. Thank you and best wishes to the team. AB⁹⁹

Dear Alison,
Thank you so much for all the help and support you gave me in the last few weeks.
I feel like a new person, with a much understanding of myself.
I really appreciate all your work and I am extremely grateful to you.
I wish you all the best in life, and once again Thank you for Everything

“ the counselling has been really helpful, the space to talk and be listened and I have already started putting some of the techniques into place, thank you so much, 😊⁹⁹

**Zainera Liaqat,
Operations Manager/Counselling for
Wellbeing Lead and Counsellor**

Development and Sustainability Report

Keri Lawrence, Development and Sustainability Officer

Overarching Goal

Burton and District Mind to increase sustainable capacity through geographical and community growth, income diversification and increased service user and volunteer involvement, in preparation for future Mental Health contracts.

Foreword

If 2022-2023 has been about Development, this next year needs to be about Sustainability.

The Development and Sustainability Team has continued to grow and support new audiences. We made use of new systems to monitor and measure progress towards sustainability, to ensure that the team is self-funding into the future. Two key developments this year include the development of an Older Adults Outreach service, led by Alzheimer's Society (and funded through Midlands Partnership NHS Foundation Trust), and the successful completion of our Catalyst Community Fundraising Project (funded by Mind) which has achieved its funding targets and will continue to ensure we have resources to support community fundraisers in the future.

In addition, Emma Godfrey, Project Support Coordinator, has successfully applied for project funding for the first time, increasing the number of funding skills we have in the team. This provides a new model of working to expand the team in the future.

As before, our key objectives are:








- 1. Community Help: East Staffordshire, Lichfield District and Tamworth Borough**
- 2. Volunteer Programme**
- 3. Commercial Modelling**
- 4. Increased Capacity and Infrastructure**



Community Help: East Staffordshire, Lichfield District and Tamworth Borough

Activity Projects

Over the year, Burton and District Mind provided 14 projects, and not including Older Adults Outreach, has supporting 115 people with wellbeing, self-esteem, and social connectivity

Project	Key Dates	Funder		# of Participants Supported
Spring 2023 Eco Therapy – Muddy Boots	Apr 2023 – Jul 2023	Mercers Family Foundation		12
Eco Therapy Autumn 2023	Sep 2023– Dec 2023	Local Dentist Network		14
Spring 2024 Eco Therapy	Jan 2024– Mar 2024	Mercers Family Foundation		15
Music Minds Pilot	Jan 2024 – Mar 2024	Cycling for Charities		8
Music Minds	Mar 2024– Ongoing	Toyota Community Trust		TBC
Wellbeing Techniques Older Adults	Nov 2023– Dec 2023	Strachan and Buxton		15
Employability Pilot	May 2023–	Legacy funding		5
Mind Makeover	Mar 2023 – Ongoing	SES Healthy Communities		TBC
Burton Arts Peer Support Group	Apr 2023 – Ongoing	Community Fundraising and Catalyst		12
Mind Matters Burntwood Peer Support Group	Apr 2023 – Ongoing	Waitrose Community Fund		12
Virtual Peer Support Group	Apr 2023 – Ongoing	Community Fundraising		5

Coproduction and Participation Opportunities

Inter-charity Sports Day

On the 3 September 2023, under Amina Miah's careful arrangements, we hosted our first ever Annual Retro Sports Day and what a day it turned out to be!

We saw lots of exciting activities, healthy fun competition and most importantly a lot of charity togetherness not only within our team here at Burton and District Mind but other charities from across Burton who came and took part. Throughout the day we had a total of around 130 people at the event.

Seven charities were represented, with four of the charities providing a team.



Throughout the day we had 10 events such as Cups & Saucers, an obstacle course, a 3-legged race, Tug of War and even a Basketball shootout! Each event had the chance to win a medal. In addition, seven businesses supported the event with food and other activities. Although the day was not arranged as a fundraising event, it raised over £700 in funds.

Mental Health Ambassador Forum

This participant-led online forum, over 8 sessions, continued to provide a platform for people using our services and people representing the community to discuss a number of topics relevant to mental health provision and community development:

- **Cost of Living Crisis**
- **Equality and Equity**
- **Neurodiversity**
- **Employability**
- **Refugees and Asylum Seekers**
- **Menopause**

Sideways: Neurodivergence Steering Group

Between April 2023 and to conclude in April 2024, the Development and Sustainability Team arranged 7 online sessions as a steering group to explore:

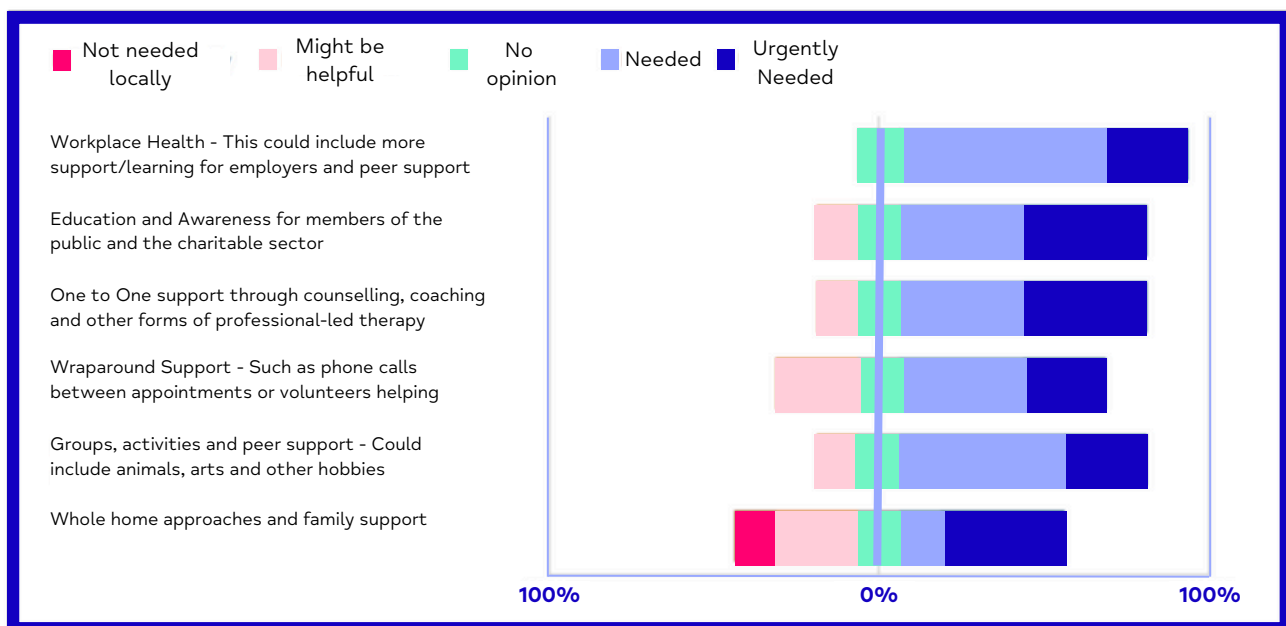
- **Connections between neurodivergence and mental health problems.**
- **Burton and District Mind's approach to the matter.**
- **Evidence of need regarding new services and developments.**

“Involve lived experience to create the project as much as possible. Ask them what they would like and not assume what they need.

Individualised care, covering the social aspect as well as emotional support while adjusting to a new/late diagnosis.”

- Sideways participant

The meeting group was well attended with 22 individuals representing themselves, their communities and/or their organisations throughout the period. A survey was conducted towards the end of the project with the following results:



As outcomes of this project, the Development and Sustainability Team commit to:

1. **Developing a new neurodiversity workshop with a view to delivering this to workplace health and the community.**
2. **Exploring the role of the Clinical Team through counselling and/or coaching with ND-informed or specialised support.**
3. **Fundraising and developing a project to support people affected by both ND and mental health problems.**

Commercial Modelling

Fundraising and Corporate Social Responsibility

Burton and District Mind were chosen of charity of the year by the following organisations:

- **JB Kind**
- **Finch Consulting**
- **First Fence**
- **DHL**
- **Russell Roof Tiles**
- **Staffordshire Local Dental Network**
- **John Lewis Partnership/Waitrose**

We are grateful for their commitment and support through fundraising and donations in kind.



In addition, we had substantial community fundraising through a range of partners including:

- **Elaine Pritchard**
- **David Child Events**
- **PCSO Sarah Leadley**
- **Burton MBA**
- **Burton Soroptimists**
- **Burton Flower Club**
- **ASDA supporting bag packing**
- **The Plough**
- **Devonshire Arms**
- **Oak and Ivy**
- **Three Peaks Academy**
- **And many more...**





Catalyst Community Fundraising Project

Burton and District Mind were funded by Mind to redevelop their community fundraising offer – this included the funding to employ a Funding Project Coordinator for the first time. This project achieved the following outcomes:

- 1.Stronger collaboration across the charity with regards the impact and importance of fundraising, through training and a wider presence.**
- 2.Strengthened and improved our offer to community fundraisers (including private individuals, community groups and corporate organisations) who approach us.**
- 3.Provided a range of proactive and engaging fundraising activities arranged by Burton and District Mind.**

“Burton and District Mind are your local mental health charity. We will demonstrate genuine appreciation of your generosity and your commitment. Together, as part of the Fundraising Family, your fundraising will power our expert approach to helping people with mental health problems to recover.”

The project overachieved on its target of £15,750 by bringing in £16,238. This was achieved by supporting over 250 people to raise funds above and beyond that which would have been achieved without the additional resource. The additional funding was allocated to the Eco Therapy project, Burton Arts Peer Support Group and to a pilot of Music Minds.

This project came second place the Fundraising Category in Support Staffordshire Awards 2024.

Training and Workplace Health

The Development and Sustainability Team also provided a workplace health offer.

- **Mentor 2.0 Grant for 10-month project, funded by Midland Engine and Mind, benefitted 27 participants, across 3 employers.**
- **Away Day for Football Coach Association.**
- **Training delivered to DHL, Finch Engineering, JB Kind and Ceva Logistics,**
- **Provided a stand at Central Coop – Men’s Voices Event in November 2023.**

Increased Capacity and Infrastructure

Staff and volunteer Training

As well as the Induction and NHS eLearning required by all team members, the Development and Sustainability Team facilitated arrangements of the following training for staff and volunteers:

- **Mental Health Awareness**
- **Neurodiversity – provided by Shropshire Autism Hub, Midlands Partnership NHS Foundation Trust**
- **Bid Writing**
- **Active Listening**
- **Mental Health First Aid**

Community Representation

The Development and Sustainability Team represented Burton and District Mind at the Mind Federation Conference and led a session called “Engaging Minds in communities”. We also had presence at the following Mind Communities of Practice:

- **Federation First**
- **Physical Activity**
- **Communications**
- **Lived Experience**
- **Fundraising**

We also represented Burton and District Mind at the following events and activities:

- **Support Staffordshire VCSE Forums: East Staffs, Lichfield and Tamworth**
- **South East Staffs Healthy Communities Forum**
- **Staffordshire Mental Health Forum**
- **Future Focus Development Forum**
- **Representation to East Staffs Health and Wellbeing Scrutiny Committee**
- **Staffordshire County Council Public Health: Community Champions**
- **Staffordshire County Council Public Health: Suicide Prevention**
- **Meeting of the Minds – coproduced marketplace event**
- **BBC West Midlands Today news**
- **Stoke and Staffordshire Radio**

Internal Development

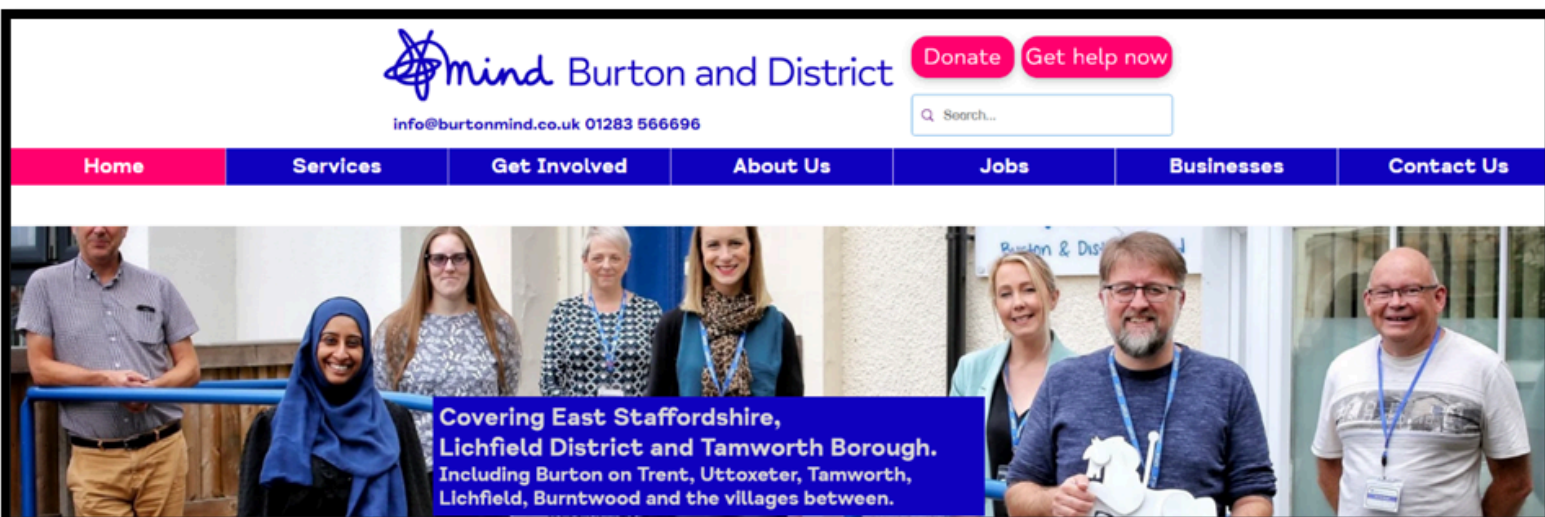
The Development and Sustainability Team provided substantial support and mobilisation on the following internal projects:

- **Mind Quality Mark**
- **Roll out of Microsoft 365**
- **Cyber Essentials Accreditation**
- **Redevelopment of Human Resource Procedures**
- **Employment Value Proposition**

Newsletter, Social Media and Website

Tom Lawson, Development Associate, has successfully published 12 editions of the internal newsletter received by trustees, staff, volunteers and associates. This has showcased successes, highlighted campaigns (such as Longest Night and Time to Talk Day), and ensured the whole team has up to date information on developments, training opportunities, new team members, and projects & services that they can signpost and refer to.

The Burton and District Mind website underwent significant review and rebranding in line with the new Mind brand and to highlight fundraising and workplace health opportunities as well as to reduce the number of 'clicks' for people to register for support or donate to the charity.

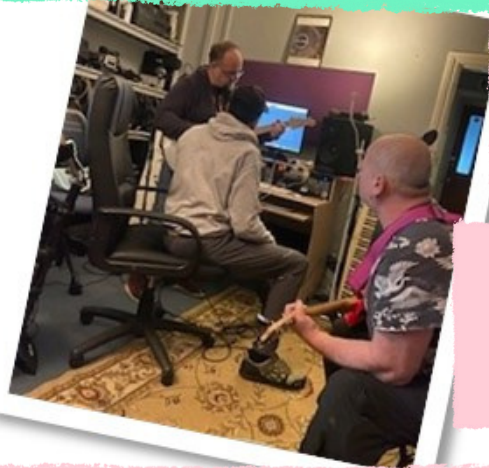


Feedback on Activities

“Forest bathing was brilliant, I just loved losing myself from the real world for a while and being by the water.”

“It felt so nice to be around friendly people every week who treat me with respect.”

- Eco Therapy



“Even the bus journeys to and from the sessions were beneficial, we had a sing-along then too!”

- Music Minds

“I loved the meditation we did, I continued at home with this, put some calming music on and sat on the end of my bed and it helped clear my mind.”

- Music Minds



“I really got a lot out of today’s session. Felt good. Channelling controlled aggression focused all anger into the bat and sent that flying down the range. Excellent therapy.”

- Bat n Chat Cricket



“The course highlight for me was about making the time to sit down and do some self-care. The visualisations were great too.”

- Wellbeing Techniques for Over 60s



“It was great for having reasons for getting out of the home environment which was very stressful at the time of starting the course. It was like a haven to de-stress/Relax and unwind. The course has supported me with my self-confidence and self-esteem as well as my communication skills and relaxation. It has helped me to be punctual and on time for groups and be more organised. I loved Forest bathing and meeting new people. I would say to other people thinking of coming along, feel the fear and do it anyway, you might be pleasantly surprised. People are always made to feel welcome.”

-Eco Therapy

Volunteer Programme



The Development and Sustainability Team extensively redeveloped the Volunteer Programme at the start of the year, including a revision of the roles provided, new training for Volunteer Coordinating staff and a new online form to capture the outstanding successes our volunteers have with the community and within the charity.

Over the year we had 25 team members using the online Volunteer Activity Log to record their donation of time and skills to Burton and District Mind.

**Our
volunteers
rate the value
of their
involvement
as 4.5 out of
5**

We have logged a total of 168 instances of volunteering, 550 hours donated and contacts with 677 people for their mental health and related topics! The generous donation of time has been worth £5,731 to our community. This has been reported through the Newsletter thanking the volunteers with a summary of the feedback and activity.

**Emma Godfrey,
Project Support Coordinator**

Trent and Dove

Floating Mental Health Support Report

John, our Floating Mental Health support service has continued to work from the Burton and District Mind office as, although the Trent and Dove office has reopened since covid, Trent and Dove have made changes to the office and reception area which affect access to the building. John has benefited from being based at 67 and has been able to gain support from our team of community Recovery Workers and other peers within our team.

This year John has accessed the Trent and Dove Volunteers Team to help support and maintain some clients' gardens. Also to provide support with decorating where clients were unable to take care of this themselves. The volunteer team have also removed unwanted items that can adversely affect property condition, to support clients with their tenancy agreements.

Enabling clients to look after their properties and helping them to improve their home environment reduces social isolation and increases their ability to better support their day-to-day needs.

John has helped improve clients' mental wellbeing to help prevent loss of income. He has supported health related issues that can prevent clients from caring for their homes. He has supported over 150 Trent and Dove clients in the last 12 months.

Within his role John has helped tenants to claim backdated housing benefit, Discretionary Housing Payments and charity grants. This has enabled them to buy essential furniture items for their homes such as flooring and white goods, helping to improve their home environments and quality of life.

John has supported clients with benefit claims and during tribunals, where they have been challenging DWP decisions.

Without this support clients might otherwise have struggled to attend these meetings alone. Throughout the year John has also supported clients to 'link-in' to other appropriate local agencies such as Health and Social care, Burton Albion Community Trust, Places of Welcome and Ecotherapy to name a few.

John has continued to be a vital source of support to Trent and Dove tenants providing his clients with the useful information and assistance they need to improve their home environments and personal budgets, making improvements to their health and overall wellbeing.

Future Focus Report

1 April 2023 – 31 March 2024

In its second year of operation, Future Focus has experienced significant growth. The team has expanded, including the addition of a language specialist Recovery Worker, Shakila Shaheen, who will assist the South Asian ladies referred by the Community Mental Health Team.

Additionally, Sarge Cockayne has joined as a Recovery Worker to support individuals whose mental health presents additional challenges. Prior to becoming a paid employee with the Burton and District Mind team, Sarge volunteered with us, highlighting the development of our volunteers.

The team continues to implement creative strategies to help participants achieve their goals and enhance their quality of life, with personalised care at the core of our approach. We have celebrated numerous successes, including participants leaving their homes for the first time in seven years and starting new jobs.

Collaborating with the Future Focus partners has provided us with the opportunity to create new offerings tailored to our participants.

The Recovery Workers are continuously identifying local needs, and the partner organisations have begun developing activities to address these unmet needs, such as cooking groups for individuals and craft groups.

We frequently receive positive feedback from our participants as well as other healthcare professional, as highlighted below:

“Thank you for all the support for this gentleman, your compassionate and caring approach is much appreciated”

“I just wanted to thank you for the amazing work that you have been doing with some of my clients. I don't get to spend the time or see them as often as I would like but I know they are in safe hands!”

“You did a heck of a lot more than most others that have tried. I really appreciate your time and effort”

“I couldn't have gotten to this point in my life without the support from Future Focus, the talks have helped me massively, I can begin to see life differently, and the chats have given me a different perspective on life. That I am not a bad person that I can't change the past that I can move on and build a good foundation and future for myself.”

“I have often had thoughts about things but I did not had anyone I trusted to talk too, no-one who would really listen to me, not really listen, no-one to talk to especially at times when I have been completely overwhelmed. I have found myself saying very often I'd never thought of it like that and yes I can see why that would have happen or why others would react to me that way, that my history isn't who I am anymore, that's has helped so much, so thank you”

“I don't think I would still be here if it wasn't for my Recovery Worker. I have had really good support and feel I can go it alone more now from being a broken person”.

“I’m just glad you are all nice people to be honest with you. It’s been a while since I came across some genuine people and it’s changing the way I feel more and more as time goes on, I feel like a brand new person. I’m just so happy atm, my mind feels great and my body is following behind”

“I just wanted to also say it was noted how much future focus and you personally do and what an invaluable resource the team is, well done and thank you for all of the support and effort that you put into each person, it is greatly appreciated and does not go unnoticed, particularly by our service users, but also by the wider teams”.

“Just to let you know that you were discussed in the East Social care pathway Team meeting on Friday. It seems you are somewhat of a hero to a number of professionals in our team, including me. I cannot say how grateful we are for your ongoing tenacity and patience with a certain person. You go above and beyond and it shows. In doing what you do, you are preventing social isolation and heavy handed actions for individuals that would not be in their best interests. Thank you”

“It’s been my absolute pleasure working with yourself and your team, you and your team do a truly brilliant job and I feel we are all equally important in the recovery of our service users. This partnership working is essential to recovery and you and your team are amazing”

Number of referrals for Burntwood, Lichfield and Tamworth areas:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Referral Received	7	9	13	8	12	9	15	5	6	16	12	6	118
Patient Referred	6	9	13	8	12	9	15	5	6	16	12	6	113
Active Referrals ERP	54	59	67	72	82	86	96	98	100	109	110	113	113
Rejected Referrals													
Referrals Closed	4	4	3	4	3	5	4	3	5	7	11	3	56
Discharged Patients	4	4	3	4	3	5	4	3	5	7	11	3	54

Number of referrals for East Staffordshire (Including Burton on Trent and Uttoxeter):

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Referral Received	14	11	14	7	6	14	5	11	8	10	6	10	116
Patient Referred	14	11	14	7	6	14	5	11	8	10	6	10	109
Active Referrals ERP	104	96	103	95	99	99	101	108	115	116	114	115	115
Rejected Referrals													
Referrals Closed	1	19	5	17		16	3	3	2	9	7	10	92
Discharged Patients	1	18	5	17		16	3	3	2	9	7	10	82

Safe Hands Report

Safe Hands has gone from strength to strength with the addition of a Deputy Team Leader to better support the out of hours service and team. Two additional part-time workers have provided additional hours to cover holidays and emergency cover and provide extra support the Safe Haven café team.

The team have developed strong working alliances with the Crisis team in the East and West localities. Training and development opportunities have been shared as a whole team which has allowed our team to build their knowledge and practice. Our team contribute to care planning and have been trained this year to complete basic observations on their visits.

A Safe Hands booklet has been developed for participants who are allocated to the Safe Hands service. The booklet continues simple techniques to support our participants recovery and useful pages of support contacts, organisations to build their own wellness plans for the future. This booklet will continue to be added to as the service grows, informed by our team's knowledge and the needs of the participants the team support within the service.

We are looking forward to new opportunities for the team and future developments with the addition of the new Mental Health Crisis Assessment Centre opening on the St Georges site in Stafford in Oct 2024. We are exploring new ways to further develop and deploy the Hands team through new opportunities within local mental health services.

Safe Hands are making a difference to the Crisis team and the patients using the service by providing a listening ear and giving time to talk, allowing the Crisis team extra resources to support more patients in the initial stages of crisis. Our team are sometimes called upon to accompany a Crisis team worker on care planning visits, allowing the Crisis team to cover more calls. We have received good feedback from patients who have received the Safe Hands service and experienced positive outcomes from the service.

Feedback from the Crisis team

“K was particularly grateful to B from Safe Hands, and said he found them to be empathetic and very supportive regarding supporting him and giving information for Andys Man Club. They were singled out for praise from both K and his sister”

“On today's visit she praised Safe Hands for their ongoing support given to her. In particular named T, as so caring and compassionate and how their presence alone, was relaxing and enabled her to ground herself and begin to rationalise her own thoughts”

Just thought you should know of their amazing work with patients.

Safe Haven Report

As we come to the end of the year, I wanted to take a moment to reflect on what we've achieved together at Safe Haven. It's been a busy year, and we've got plenty to be proud of.

A Year in Numbers

Individuals Supported:

Over the past 12 months, we've had approximately 1,680 individual service contacts. Each person we've supported has brought their own story and challenges, and we're grateful to have been there to offer support.

Highlights and Successes

More Than One-to-One Support:

We recognised that people were looking for more than just individual support. In response, we started weekly workshops, weekly yoga sessions and regular drop-in sessions. These have become valuable spaces where participants can learn new skills and connect with others.



Wellbeing Wednesday:

We launched Wellbeing Wednesday, a 12-week healthy eating course. Participants learned how to prepare nutritious meals on a budget. Many have told us that they're now cooking more at home and feeling better for it.

Arts and Crafts Workshops:

We held several arts and crafts sessions, including resin workshops where participants made keychains, coasters, and stress-relief items. These sessions provided a relaxed environment for people to express themselves creatively. We also welcomed the team over at New Era, who joined our participants in creating a mural for a local bus stop. The bus stop was adorned by key quotes from our participants that serves as a message of hope to the local community.



Community Engagement and Support

Support from Sam Broderick:

Sam organised a family fun day that raised £440 and a grand ball that brought in an impressive £5,000. Her efforts have directly supported our programmes, including funding for workshops like mindfulness yoga.

Donation from Crafty Sew’N’Sews:

Linda and her team donated £18.50 from the sale of their handmade crafts. This contribution helped us provide extra resources and craft supplies for existing participants.

Collaborations:

Working with groups like Tamworth Auxiliary and Every MindMatters, we raised over £221 through cake sales and handcrafted items.



Looking Ahead

As we head into the new year, we’re grateful to everyone who has been part of Safe Haven. We’re actively looking forward to securing a new permanent base in Tamworth. We’re hoping that next year, this will allow us to expand our services and continue helping the local community!

- The Safe Haven Team

Claire Griffiths,
Safe Haven Team Leader



**Safe
Haven**

A place for hope when there's distress

