mind Burton & District

Annual Report 2025-26







Here for you

Here for everyone

mind Quality Mark

Burton & District Mind is a registered charity in England & Wales #1140492, and a registered company in England #7438326

We are affiliated with Mind, the Mental Health Charity

mind Burton & District

Annual Report 2025-26

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Strategic Development and Activities

Burton & District Mind continued to deliver its 2025-2027 Strategy, expanding services across South Staffordshire and strengthening support within local communities. A key achievement was the opening of Safe Haven's permanent town centre premises in Tamworth, which has improved accessibility and increased service uptake.

The charity successfully retained key contracts, including the recommissioning of Future Focus and Safe Haven, providing greater stability for future service delivery. A fast-track, self-funded counselling service was also introduced to offer quicker access to support.

Community Impact

Through partnerships, grants, and community programmes, the charity continued to support mental health recovery, wellbeing, and social inclusion. Investment in communications has increased awareness of services, while the introduction of a Volunteer Ambassador programme has strengthened co-production and community engagement.

Despite ongoing funding and fundraising challenges, Burton & District Mind has continued to deliver high quality services and meet its contractual commitments.

Ken Builth

Burton & District Mind Chair of Trustees

Chief Officer's Report

Financial Year 1 April 2025 - 31 March 2026

This year has been one of growth, resilience and opportunity for Burton & District Mind.

Our 2025-2027 Strategy continues to guide our work as we support people across East Staffordshire and South Staffordshire to improve their mental health and wellbeing. A major milestone this year was the opening of our Safe Haven Crisis Café in its permanent town-centre home in Tamworth. Since opening, the service has gone from strength to strength, supporting increasing numbers of people and creating new opportunities to develop community-based mental health services in the area.

We have also introduced a fast-track self-funded counselling service, giving people greater choice and quicker access to support when they need it.

Securing key contracts has enabled us to maintain stability and continue investing in our services. We were delighted that both Future Focus and Safe Haven were recommissioned by Midlands Partnership Foundation Trust, providing longer-term security and allowing us to plan confidently for the future.

Through Future Focus, delivered alongside valued voluntary sector partners, we continue to provide recovery-focused support across Burton, Uttoxeter, Burntwood, Lichfield and Tamworth. Together, we are helping more people access the right support closer to home.

Like many charities, fundraising remains challenging in the current economic climate. Despite this, our grant-funded projects continue to provide vital opportunities for people to improve their wellbeing, build confidence, reduce isolation and connect with their communities.

This year also saw the launch of our Volunteer Ambassador programme. Our Ambassadors bring enthusiasm, commitment and invaluable lived experience, helping to shape services, raise awareness and ensure the voices of local people remain at the heart of everything we do.

A Final Thank You

This year has brought both challenges and achievements, but throughout it all, one thing has remained constant: our commitment to being there for people when they need us most.

Every conversation, every counselling session, every group activity and every moment of support has helped someone take a positive step forward. That impact is only possible because of the dedication, compassion and hard work of our Staff, Trustees, Associates, Volunteer Ambassadors and Partners.

Thank you for everything you do. Together, we are not only providing essential mental health support today, but helping to build stronger, healthier and more connected communities for the future.

As demand for mental health support continues to grow, so does our determination to meet that need. We look ahead with confidence, ambition and a shared belief that no one should have to face mental health challenges alone. With your continued support, Burton & District Mind will keep reaching more people, changing more lives and making a lasting difference across our communities.

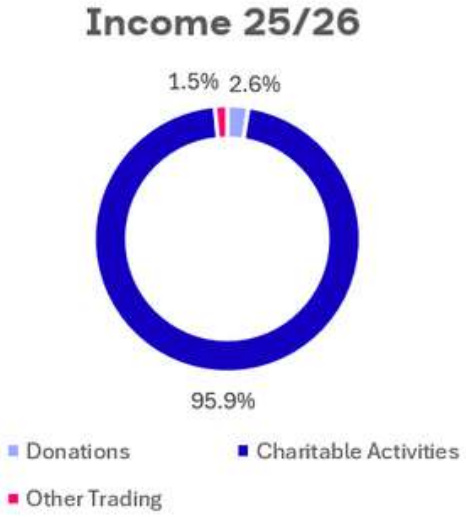
Thank you all

Lynne Barrell
Chief Officer

Financial Report

AGM Report 2025-2026

With two contracts having ended in March 2025 (Safe Hands and MPFT Anger Management Counselling), income for 25-26 reduced from £1.4m to £1.2m. There was a further noticeable drop of 40% in Donations and Legacies in the year equating to £19k, where the challenging environment continues to be seen.

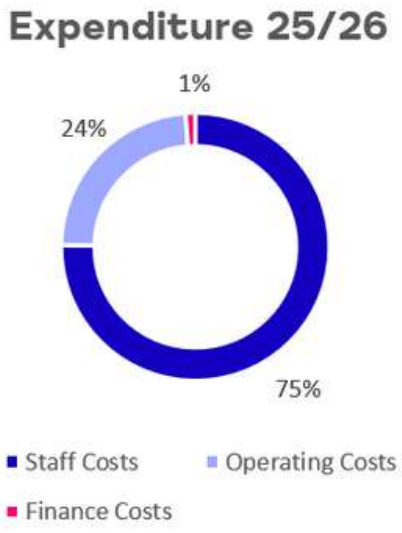


The income split for 25-26, is approximately 96% Charitable Activities, 3% Donations & Legacies & 2% Other Trading and Investment Income.

The main sources of income continue to be several long-term contracts with Midlands Partnership Foundation Trust, totalling £941k including Safe Haven, Future Focus and Talking Therapies Counselling. In addition to this there was £22.5k from Lichfield District Council and £5k from Burntwood Town Council for the second year of the Community Development Project. This project has a step-down model where funding decreases over the period of 3 years.

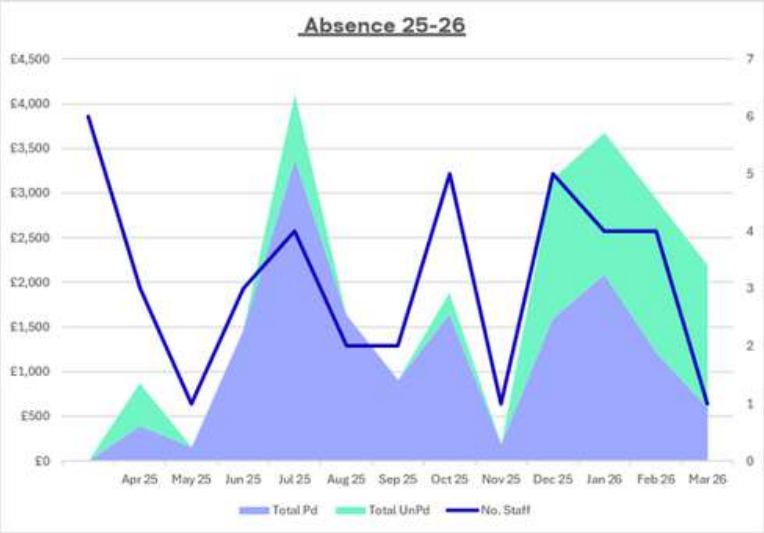
Regardless of the reduction in contract income, there was a substantial increase in Other Grants rising from £22k to £130k, enabling us to run many community projects across Burton, Tamworth, Lichfield and Burntwood. Popular projects have included Ecotherapy, Mind Makeover, Bat & Chat Cricket, Boxing and MMA. Smaller income streams included £6k in Young Persons Counselling with one local college receiving on-site counselling support. This is an area we would like to expand on into 26-27.

Expenditure for the year decreased, in line with the drop in income. The main savings having been in salaries, with a reduced headcount, mitigating the increase in employers' National Insurance from 13.8% to 15%. The total headcount averaged at 34 heads across the year, a reduction of 6 heads, with the main impact being the exit of 7 recovery workers at the end of the Safe Hands contract.



With increasing energy costs, we reviewed our utility contract at Safe Haven, making the decision to change supplier, providing more favourable rates with savings of 12p per unit of electricity & £1.24 per day on the standing charge. The projected savings of this move are expected to be circa £1k per year.

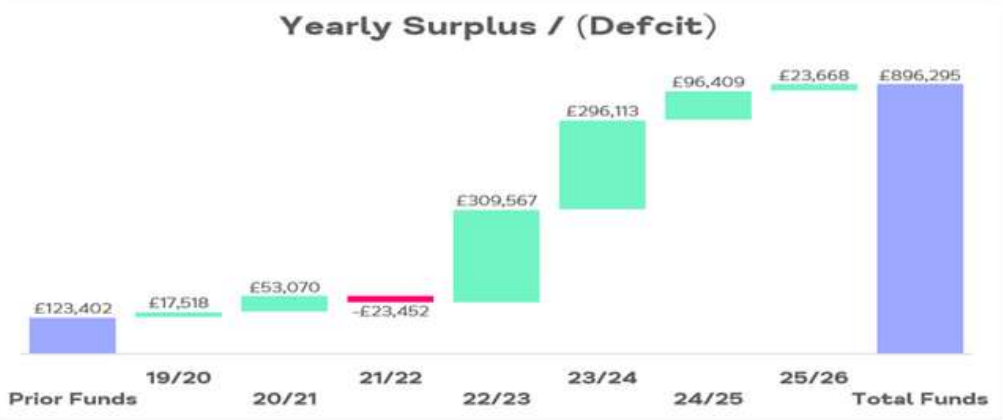
We also took the decision to renew our utility contracts at Birkett House too, fixing for a further 2 years. This extension will commence in the second half of 26-27 and should hopefully provide some stability from the volatile energy market.



As part of the Thrive at Work program we started tracking absence which cost the charity £15k in paid absence, equating to 1.8% of the wage bill. There was a total of 185 days of absence (paid & unpaid), where an average number of 3 members of staff were absent through illness each month across the year. The months with the highest staff absence were October and December 2025 with 5 staff absent.

These costs are expected to rise in 26-27, with the revised legislation of entitlement to statutory sick pay from day one taking effect in April 2026. We continue to support our staff through entitlement to charity sick pay in addition to statutory sick pay, as well as providing access to pastoral counselling & coaching.

Although income reduced significantly, expenditure was reduced sufficiently to report a modest surplus of £23,668, increasing total funds from £872,627 to £896,295.



Our Reserves Fund has been increased to £83k, to cover our estimated winding up costs for the period of 3 months, should they be required. This is reviewed regularly by the board to ensure it reflects the current structure/risk. We have continued to maintain the small mortgage for our registered office at Birkett House. There were no additions to the Tangible Fixed Assets during the year.

During the year we welcomed Joe Dougan to the Finance Team as Finance Assistant. Joe joined us with a degree in Accountancy and Finance and with previous knowledge of our accounting software, was able to quickly pick up the role. Towards the end of the financial year, we also welcomed Chris Pettit FCCA, who will join the trustee board as Treasurer in the coming year, bringing a wealth of financial knowledge and experience to provide support and guidance in the year ahead.

In January we successfully transferred over to a new IT support provider, IT helpdesk, a local company who have already been supporting other charities in our locality. IT Helpdesk have been helpful in reducing the finance team's involvement with day to day IT queries, onboarding new starters and monitoring and maintaining our assets. They will be instrumental in supporting with our Cyber Essentials renewal next year.

Other investments included the role out of our new online training provider, Cademi where in addition to mandatory training modules, staff have access to hundreds of additional courses to support them in their roles. Staff and volunteers earn points for the time spent training and can track their progress against colleagues on the leaderboard as well as complete questionnaires to find out their preferred learning style.

We have continued to use our CRM system which has been a great tool to track payments for counselling and coaching sessions as well as a place to extract key stats to support with funding bids and Mind quarterly returns.

Moving into 26-27 we expect to see a further drop in contract income with the end of the Talking Therapies Waitlist initiative but as a trusted provider to MPFT, we remain hopeful of securing other contracts as they arise. We will embrace the new charity SORP requirements and continue to strive to ensure that all costs are managed to provide value for money.

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

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

Anthea Howard
Head of Finance

Operations Manager's Report

AGM Report 2025-2026

We have continued to provide the Counselling sessions for those in East Staffordshire and Southeast Staffordshire with our NHS and Direct counselling services.

The Direct service Private Counselling, has been re-named Fast Track counselling; this has allowed us to show the kind of response clients would receive if they referred into the service. We have paused the Low-Cost Counselling mid-way through the year due to limited funding to continue to provide this subsidised service. We have signposted the clients that had enquired about these services to the NHS funded services. We continue to provide Coaching as Fast Track. We have seen a drop in new referrals however, existing clients have been continuing the therapy after the 6 sessions.

We have not identified a suitable funding stream for our Young Person Counselling, and this is still an area we wish to expand upon. However, we have secured direct funding to continue to provide counselling sessions to a local college who have self funded a counsellor 1 day a week during term time. This evidences the great relationship that we have with the college, and they appreciate the support we provide to their pupils. The Young person counselling has been provided by Carol Beauchamp one of our new counselling associates this year.

A big thank you to all our Therapists, Associates and Salaried who have continued to provide therapy services through the NHS as well as the Direct Counselling and Coaching services that we provide and have maintained the highest quality of support to our clients in need of mental health support.

A list of our Counsellors and Coaching Therapist are listed below:

Amy Marlow, Alison Franks, David Petch, Daniel Harris, Edward Degg, Laura Riley, Tom Grace, Yvonne Builth, Liz Matthews and Rob Hallott.

I would like to say a Thank you to all our staff at Burton & District Mind, our colleagues and volunteers for the continued hard work that they have put in over the year and the consistent delivery of the mental health support to our community.

Zainera Liaqat
Operations Manager/ Counselling for Wellbeing Lead and Counsellor

Development and Sustainability Report

AGM Report 2025-2026

Overarching Goal

Burton & 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

The Development and Sustainability Team provides a strong and valuable reach across our communities. We co-produce projects to support the needs of vulnerable people whilst working closely with emerging audiences. This year priority audiences have included people identifying as LGBTQIA+, and asylum seekers.

This year we also enabled two of our peer support groups to become independent. This demonstrates that people with mental health problems are capable of self-sufficiency.

As before, our key objectives have been:

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



Development and Sustainability Team

- Keri Lawrence, Development and Sustainability Officer
- Emma Godfrey, East Staffs Project Support Coordinator
- Ben Longmore, Lichfield Project Support Coordinator
- Jo Smith, Funding Support Coordinator
- Tom Lawson, Communications Coordinator

We are also supported by associates and partners including:

- Lalita Heier, Wellbeing Associate
- Lesley Kirk, Wellbeing Associate
- Lorraine Longmore, Wellbeing Associate
- Ben at Calisthenics Association GB
- Sarah at Little Trees
- Jo at Remedies Health & Wellbeing
- Ben and Hannah at MAMA
- Riess at Immortal Gym
- Hannah at Circularity.org
- Dhanda at Tutbury Cricket Club
- Josh at Three Peaks Gaming

Huge thanks to the amazing team for all the hard work and commitment.

Community Help: East Staffordshire, Lichfield District and Tamworth Borough

Activity Projects

Burton & District Mind provided 28 projects chosen by local audiences; this is twelve more than the previous year. The team have provided high quality projects for 294 people (increase of 45% on last year), increasing wellbeing, self-esteem, and social connectivity.

Project	Key Dates	Funder	# of Participants Supported
East Staffs			
Burton Arts Peer Support Group	Apr – Jul	Community Fundraising	5
Eco Therapy and Re-Leaf	Apr - Mar	Mercers Family Foundation	46
Bat and Chat Cricket	May - Jul	Toyota Manufacturing Trust	10
Sideways Gaming Burton	May – Jun	Community Fundraising	5
Trent & Dove Mind Makeover	Jan - Mar	Trent & Dove Community Fund	7
Lichfield District Projects are supported by Lichfield District Council and Burntwood Town Council			
Mind Matters Burntwood Peer Support Group	Apr - Oct	Community Fundraising	8
Eco Therapy at Burntwood	Apr – Jul	Noel Sweeney Foundation	9
Lichfield Mind Makeover over 40s	Apr - Jun	Lichfield District Council	7
Gentle Walks at Gentleshaw	Jul – Oct	Coalfield Regeneration Trust	12
Mind Makeover at Pathway Project	Sep - Dec	Finch Consultancy	8
Mindful Martial Arts Burntwood	Sep -Feb	ASICS/Mind	6
Burntwood Women's Mind Makeover	Feb – May	Burntwood Town Council	7
Sideways Burntwood and Lichfield	Feb - Dec	Community Fundraising	14
Tamworth Borough			
Mindful Walking Tamworth	Jun-Jul	Community Fundraising	16
Tamworth Refugee Mental Health	Jul - Mar	Home Office Dispersal Fund	74
Mindful Martial Arts Tamworth	Sep -Feb	ASICS/Mind	6
Face The World: Performance for ND	Jan – Apr	Tamworth Borough Council	7
Men's Mind Makeover	Jan - Mar	Shared Prosperity Fund	10
Across the Area			
Virtual Peer Support Group	Apr – Ongoing	Community Fundraising	6
Summer Events Roadshow	May – Sep	Community Fundraising	100+
Mental Health Involvement	Jul - Aug	Healthwatch Staffordshire	21
West Midlands Refugee Mental Health	Nov – Mar	Home Office West Midlands Migration Partnership	111









All projects are expertly managed and monitored, with evaluation reports provided to funders. Individual reports are available on request.

Mind Makeover

In last year's report, we celebrated our new psycho-education programme Mind Makeover. The initial concept was provided by David Salt, Peer Group Facilitator. Workshops are co-produced by people with experience of mental health problems. This year we have delivered four programmes across Burton, Tamworth, Lichfield and Burntwood, helping 31 people.

Workshops cover a range of topics including Wider Determinants of Mental Health, Assertiveness, Suicide Prevention, Neurodiversity and Wellness Plans.

"This is the best course I have ever been on! Thank you."

"I found it very rewarding and really had to think about my mental health. I feel I have made some good new connections from joining. My favourite part was the reflection and it really making me think about the things that can impact my mental health and what I can and can't control."

Psychoeducation is an intervention where mental health workers educate clients about specific mental health conditions, including diagnosis, symptoms, treatment options, and coping strategies. It aims to empower individuals by providing knowledge, reducing stigma, and promoting a proactive approach to mental health.



Project Case Studies:

TOYOTA TMUK CHARITABLE TRUST

Bat and Chat Cricket,
Funded by Toyota Manufacturing Charitable Trust



12 week course

The funds enabled an experienced qualified Cricket Coach, from Tutbury Cricket Club supported by an experienced mental health practioner, to provide a programme of light cricked based activity followed by pyschoeducation & mindfulness techniques.

Pyschoeducation & Mindfulness

Each session consisted of two halves, 45-50 minutes of cricket-based activity leading to games of 'Quick Cricket'. Followed by refreshments and then 45-50 minutes of a pyschoeducation led session, including the demonstration of mindfulness techniques & other skills & tools that participants could learn to use and take with them for us in everyday life

Bat & Chat in the Spotlight

mind Burton and District

Not only did this course see the group take part in the incredible Toyota Uk Charitable Foundation promotional video, which brought tears to our eyes!

The project was catapulted into the national spotlight after National Mind were approached to come up with an initiative to fundraise & raise awareness in memory of the late Graham Thorpe. BBC Breakfast were invited along to help to promote what will now be called 'Thorpey's Bat & Chat. The team & participants were interviewed and the project was showcased alongside a very moving news story about Graham by his wife Amanda and daughter's Emma & Kitty.



A Day for Thorpey took place on 1st August 2025, on the second day of the test match cricket England V India. Mind raised an incredible £150k+ to be able to roll out Thorpey's Bat & Chat Nationally through other local Minds and in partnership with other local cricket clubs to help so many more people to experience better mental health.

We have received an incredible amount of national interest in this project, and off the back of the success of this Toyota funded a Bat & Chat Cricket Programme

Hayley Jarvis, Head of Physical Activity at National Mind, approached us here at Burton & District Mind with a proposed idea to roll out the Bat & Chat Cricket project nationally and link this with the fundraising they planned to do along commemorating the late Graham Thorpe.

This was off the back of the success of the Toyota funded project proving so successful in encouraging men and those within the Asian community and minority groups to come forward, play some sport and open up about their mental health struggles.

The success of this programme coupled with the national exposure has meant we have now been able to source several alternative ways to continue to fund this project and make it very sustainable moving forwards. Thank you to Toyota Manufacturing UK Charitable Trust for helping to make this happen! It is going to continue on and help so many more people.





CF, Participant Apr-Jul 2025

"I was feeling lonely at times but was always much better when i was mixing with others. I found out about this project through Jo the fundraiser for Burton Mind, she advised that it might be good for me, so I came along & I never looked back!"

Case Study 1

I really enjoyed participating with others really helps me and having a chat afterwards is really good. As a result of joining this project I have started looking after myself and including mindfulness in my life, as well as help with eating/diet.

Case Study 2

I have Parkinson's and because of this I can't work. It can get lonely and I start to struggle. I found out about Bat & Chat through keeping in touch with Burton Mind having been on previous projects they ran. As a cricket fan I had to come along to this and give it a go!

I have made lots of friends since joining and i love the team work that comes from joining in. The friendly competition keeps it fun. I am usually the first one that arrives and the last one out because I love it so much.



Project Evaluation

Goal	Result
12 individuals benefitting from the sessions	11
75% of respondents to report an increase in their mental wellbeing	100%
75% of respondents to report a positive impact on their self-esteem	100%
75% of respondents to report a reduction in loneliness and isolation	100%
50% of respondents to come from Black or Asian minority groups	36.4%
75% of respondents to be male	100%
50% to demonstrate willing to continue to take part in activities within sport after the programme concludes.	50%
A Net Promotor Score of at least 50 (scale from -100 to 100)	100



Sideways Gaming

Following the completion of Sideways Equity Group, Burton & District Mind's neurodivergent steering group for better mental health, a key outcome was to create an activity that would appeal to a neurodivergent audience. The group suggested a tabletop gaming activity.

The project consisted of rotating sessions of Dungeons & Dragons and Tabletop Role Playing Game and miniature painting sessions.

We provided 3 projects across
Burton on Trent, Lichfield and Burntwood.

Evaluation

Number of individuals benefiting from the sessions.	19
Evaluation respondents to report an increase in their mental wellbeing	100%
Evaluation respondents reporting an increase in self-esteem.	92%
Evaluation respondents to report a positive impact on their social connection.	100%
50% of participants to move towards volunteering	83%
Average Net Promotor Score	90

Researchers at University College Cork found that playing Dungeons & Dragons benefits mental health by providing escapism, self-exploration, and social support.

- ...collaborative and creative nature fosters a sense of control and emotional connection, helping players deal with real-life feelings of powerlessness.
- ... therapeutic potential for emotional and social development.
- ...aid in skills development, problem-solving, and meaningful social connections.

Denis Storey, 2024, www.psychiatrist.com/news/study-finds-dungeons-dragons-boosts-mental-health

Feedback!

"Before joining Sideways, I was spending most of my time alone, usually playing video games just to pass the time and avoid dealing with how low I felt. I wasn't expecting something like a Dungeons & Dragons group to help but honestly. It's given me structure and actual face-to-face connection with people who get it."

"The sessions worked well for me because they had a good balance of activities. Painting the miniatures helped me feel calm and focused. It gave me something to do with my hands, which helped quiet my thoughts. Playing D&D helped me use my imagination and express myself in a way that felt safe. Using a character made it easier to talk about feelings and choices without pressure."

"By the end of the programme, I felt more confident and connected to others in the group. I was proud of finishing my character sheet and seeing how far I had come. I now feel more comfortable in group settings and plan to keep using creative activities to support my mental health."

Annual Volunteer Report

A huge thanks to all our wonderful volunteers who have supported us so much over 2025-2026. We've had another great year for volunteering with lots of skills and experiences being shared to make our work as powerful as it can be.



Over 2025-26, we have had 25 volunteers donate a total of 1,102 hours over 362 occasions, enabling us to reach an additional 1,645 people. The value of the donation is £13,455.42.

Our volunteers have rated the usefulness of volunteering for us as 4.68 out of 5 on average!

Volunteers have supported projects such as:

- Burton Library Listening Space
- Peer Support Groups in Lichfield and in Burton
- Virtual Peer Support Group
- Safe Have Crisis Café
- Facilitating Peer Support Groups and Listening Spaces
- Mercers Eco Therapy and Re-Leaf
- ASICS Mindful Martial Arts
- Mind Makeover
- Bat and Chat Cricket
- Ambassador duties including attending events and supporting Thrive at Work
- Helping with databasing and comms
- Supporting Fundraising Activities and our Showcase Day in August 2025.

Volunteer Coordinators
None of this would be possible if it wasn't for our Volunteer Coordinators too, so huge thanks to them also:

- Amina Miah
- Oli Blakeman
- Emma Godfrey
- Ben Longmore
- Tom Lawson
- Keri Lawrence



Zoe at Listening Space



Rob and John at Mind Makeover



Stevie at Charity Ambassador Event

Community Fundraising

It is fair to say that the sector has been challenged by the cost of living crisis and businesses have been affected by rising costs which has impacted on our community fundraising this year.

This means it is even more important that we give huge thanks to all of our supporters and donors. Funds are being used to help our volunteer programme, and to match-fund projects where funders have not been able to provide the budgets we need to ensure quality.

- **Elaine Prichard and Labour of Love book sales**
- **Bamb – music at St Johns**
- **Bowling Green, Ashby**
- **Braewell Boxes**
- **Brothers in Need**
- **Burton Pride Drag Bingo**
- **Burton Rotary Club**
- **Catchems Inn**
- **Charlie's 100 Mile Run**
- **CTCIC Jumper day**
- **David Young**
- **Debbie Moss**
- **DHL**
- **Gaynor Jenks & Burton Golf Club**
- **GXO Tamworth**
- **HelpIng Hands**
- **Hozah Parking Ankerside Tamworth**
- **Junction Inn**
- **Kaleidoscope Choir**
- **Leigh Dory Mellis**
- **Lichfield Rotary Club**
- **Little Strawberries**
- **Marstons Social Club**
- **Matt Small**
- **Mr & Mrs Goode**
- **Mrs Carolyn Mellor**
- **Much Loved**
- **New Inn, Tutbury**
- **Newborough Church Harvest Festival**
- **Oak and Ivy, Burton**
- **Punch Tavens**
- **Riviera Travel**
- **Ron Dougan**
- **Spot On**
- **The Devonshire Arms**
- **Uttoxeter Mayor**



















Showcase Day August 2025



The Burton & District Mind Showcase event was a fantastic opportunity for our team to network and explore ways to collaborate with local charities, organisations, and businesses.

It was a sunny and dry day, which made the atmosphere even more enjoyable, and we've received great feedback from those who joined us. The day gave us a real chance to share our services and hear more about how we can all support our community together.

The Showcase is more than just raising awareness of the great work we do it's about bringing people together in one space so we can connect, network, and explore real opportunities. Whether it's charities signposting services between us, looking at joint funding bids, Workplace Health training for Charities, organisations, and businesses, or businesses supporting through fundraising or volunteering, or the local community wanting to get involved or use our services these events are a chance to build relationships and strengthen our future work. We offer so much so this is a great opportunity to tell everyone what we do well.



Jo and Emma with the Mayor and Consort

"Great range of stall holders. Wonderful venue. Friendly, supportive atmosphere. Good support by stall holders for each other. Good facilities. Powerful atmosphere of community and unity in support of Mind. Great value for visitors as entry was free"

"I made some really great connections within the local community, and it was great to talk to people from Burton & District Mind to find out more about the organisation and what they do to support others struggling with their mental health. I loved the focus on workplace wellbeing, and I feel that this flowed through everyone that we spoke with on the day which is so important to me"

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
- Mental Health First Aid
- Queerify LGBTQIA+ Awareness
- Hatecrime Awareness

We have been at the forefront of our Thrive at Work Accreditation to consider the health & wellbeing of our staff as a key priority.

Community Representation

The Development and Sustainability team had representation at the following Mind Communities of Practice:

- Physical Activity
- Communications
- Lived Experience
- Fundraising
- Workplace Training
- Finance
- Child and Adolescence

We also represented Burton & 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
- Staffordshire County Council Public Health: Five Ways to Wellbeing and Community Champions
- Meeting of the Minds event
- Tamworth Borough Council Community Cohesion Strategy
- Support Staffordshire Mental Health 2035 involvement
- Burton Pride
- Lichfield Pride
- Burntwood Wakes

Newsletter, Social Media and Website

Tom Lawson, Communications Coordinator, led our Communications refresh which included:

- New website - launched in November 2025
- Participants Magazine (led by Matt Penn, Future Focus)
- New promotional materials
- Improved social media content, which has led to more followers on Facebook, Instagram and BlueSky:



Future Focus

AGM Report 2025-2026

About the Project

Future Focus is a step-down mental health recovery service delivered by Burton & District Mind in partnership with Midlands Partnership University NHS Foundation Trust (MPFT).

The project supports individuals transitioning from more intensive mental health services into community-based recovery. Through one-to-one support, group activities and community opportunities, participants are encouraged to identify personal goals, develop practical skills and work towards greater independence.

Our approach is person-centred, recognising that everyone has different needs, aspirations and experiences. Recovery Workers provide practical and where appropriate, emotional support, helping participants overcome barriers and take meaningful steps towards their goals.

Challenges During the Year

One of the main challenges has been balancing demand for the service with the capacity to provide timely, individualised support. Waiting times for allocation to a Recovery Worker can be difficult for participants who are ready to begin their recovery journey.

To help address this, participants have been able to access weekly group activities in Tamworth, utilising the Safe Haven Crisis Cafe, Burton and Lichfield, while awaiting allocation, allowing them to engage with the service and benefit from social interaction and structured activities at an earlier stage.

The varied needs of participants also present challenges. Changes in mental health, personal circumstances and motivation can affect engagement and progress, requiring the team to remain flexible and responsive.

Achievements and Positive Outcomes

Throughout the year, Future Focus has seen participants make significant progress, with achievements reflecting the different aspirations and goals of those accessing the service.

Several participants have progressed into volunteering roles, including opportunities within Burton & District Mind, the RSPCA and the British Heart Foundation. Others have taken the initiative to establish and facilitate their own craft groups and peer-support activities, using their experiences and skills to support others.

Creative achievements have also been a highlight, with participants organising art exhibitions and sharing their work with the wider community.

For others, progress has meant returning to education, enrolling at college or successfully moving back into employment.

These outcomes demonstrate the diverse ways in which recovery can develop, from rebuilding confidence and social connections to taking on new responsibilities and pursuing personal ambitions.

Another positive development has been the participant-led magazine, providing opportunities for individuals to contribute articles, photography, artwork and personal interests. The magazine encourages creativity, teamwork and skill development while giving participants a platform to share their voices and experiences.





(Adam Stancer Art Exhibition Poster)



Imran Khan Photography

How Future Focus Is Evolving

A significant development during 2025/26 has been the creation of the Independence Pathway, designed to provide greater structure and direction throughout a participant's time with Future Focus

The pathway encourages collaborative goal setting, achievable targets and regular reviews of progress, while maintaining the flexibility needed to accommodate individual circumstances. It provides a clear framework for both participants and Recovery Workers without adopting a rigid, one-size-fits-all approach.

The service has also developed opportunities for participants to access groups while awaiting allocation to a Recovery Worker, helping individuals begin engaging with Future Focus at an earlier stage.

Looking ahead, our focus will be on continuing to embed the Independence Pathway, developing meaningful group opportunities and encouraging greater participant involvement in shaping the service.

As a step-down service, Future Focus aims to help individuals build the skills, confidence and community connections needed to sustain their recovery beyond their time with the project.

The achievements of the past year highlight what can happen when people are given the opportunity, encouragement and support to take their next steps.

Future Focus Team

Safe Haven

AGM Report 2025-2026



Burton & District Mind Safe Haven is an out-of-hours Mental Health Crisis Cafe offering a safe, relaxed place for people who may be struggling with their mental health.

Support includes one-to-one conversations, emotional support, practical advice, signposting to other services, and help around things such as anxiety, low mood, relationships, housing, work and day-to-day pressures.

People can also attend simply for company, refreshments, activities, groups and a chance to be around others in a welcoming and non-judgemental environment.

It's been a busy year at Safe Haven, with lots happening alongside our usual out-of-hours mental health support.

Safe Haven has recorded approx. 4,800 service contacts across the last 12 months; our highest year yet, with our focus being to continue to provide a safe and welcoming place for people who need support, relieving the pressures and stresses placed on primary cares service like A&E and the Crisis Team.



Alongside this continued support, over the past year we've taken on a few challenges that have helped raise local awareness of Mental Health Services.

One of our biggest highlights was Mind Over Miles, a 60+ mile walk with Brothers in Need, starting and finishing at Safe Haven, travelling from Tamworth to Burton, Uttoxeter, Burntwood and Lichfield.





Throughout the year we've also offered a wide range of activities including yoga, Wellbeing Wednesday, walking groups, talent shows, creative workshops, cooking sessions, games and digital inclusion support.

We work closely with organisations including Brothers in Need, Everyone Health, Support Staffordshire and New Urban Era, to build confidence, make connections and access more opportunities in the community helping to reduce isolation.











"I always feel better after I've been here. Sometimes I just need somewhere to go and people to talk to."
Sue H.

"It helps me get out the house."
Hannah J.

"I came in feeling really worked up and by the time I left I felt a lot calmer. It helps having people who will actually sit and listen without judging you."
Rob M.

"The staff have helped me with things I wouldn't have known how to sort out on my own."
Jason T.

"Sometimes I don't even need a one-to-one. Just coming in, having a drink, playing a game and talking to people can change my whole evening."
Gemma S.

"It's nice knowing there is somewhere I can come when things are getting too much."
Stephen B.

"I like coming here because I can just be myself."
Tyler R.

"The activities are good because it gives me something to look forward to and gets me around other people instead of sitting at home on my own."
Dawn P.

"I felt like somebody actually listened to me today. I needed that."
Stella K.

"I enjoy coming here and seeing everyone."
Max L.

"I've started doing more things and meeting more people since coming to Safe Haven. I still have bad days, but I'm not sitting at home with everything going round in my head as much."
Craig W.

"You don't feel rushed here. You can talk when you're ready."
Kim F.

A big thank you to everyone who continues to support Safe Haven, and especially to the team for all the work they put in.

We're really proud of what we've achieved and hope we can keep building on it, offering the same support and helping even more people along the way.



CRM Report

AGM Report 2025-2026

System Expansion

Since the last report the CRM system has expanded to include activity and peer support groups, along with the various types of counselling offered at Burton & District Mind. This helps by streamlining data storage, and later extraction in the form of reports. This is especially helpful with attendance and payment data that would otherwise need to be manually cross checked on an individual basis.

Counselling In Numbers

For the period Apr 2025 – Mar 2026 the CRM captured the below counselling statistics:

- 79 Fast Track Counselling sessions serving 15 clients
- 87 Low Cost Counselling sessions serving 19 clients
- 31 Pastoral Counselling / Coaching sessions serving 7 clients
- 104 Young Persons Counselling sessions serving 22 clients

Total 301 sessions serving 63 clients

Moving into 2026 – 2027 we hope to expand our Fast Track & Young Persons provisions, in addition to sourcing new funding to reopen the Low Cost Counselling pathway.

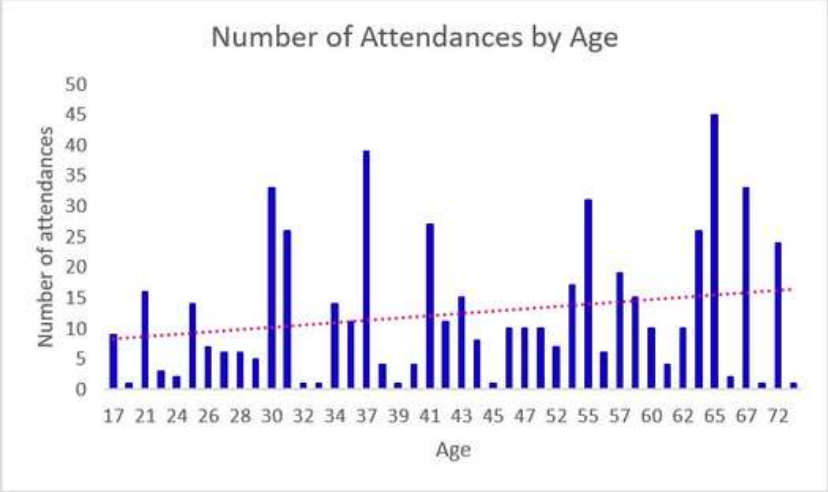
Project Figures

The system has captured 640 attendances to various activity projects and peer support groups over the year, accessed by 102 service users, participating in activities like gardening, sports, theatre, arts, gaming & mental health education.

As well as monitoring attendance, the system enables us to gather useful demographic information of the clients who use our services, helping us to improve our provision for future projects.

The figures for 2025-26 showed that there were a wide span of age groups accessing our services. These ranged from 17 to 77 years of age. The largest age group was 65 years of age, closely followed in order by 37, 30 and 67 years of age.

There was also a fairly close split of 54% males and 46% females. It's important to remember that although the system gives a good insight, not all projects are on the system yet as we continue to build it and thus these figures should not be taken as a total across all of Burton & District Mind's services.



mind Burton & District











