

Impact Report

2021-22



Who are we?

Mind in Bradford are your local mental health charity in Bradford, Airedale, Wharfedale and Craven. We are affiliated with national Mind but are an independent registered charity and rely on our own resources to provide local services.

We help people of all ages at each step of their mental health journey from early intervention through to crisis support and recovery.

Our services are tailored to Bradford District and can be accessed over the phone, online and face-to-face.

Find out more about our services in this Impact Report or visit our website:

[www.mindinbradford.org.uk/
support-for-you](http://www.mindinbradford.org.uk/support-for-you)

Our clients

“When I first suffered with depression...

... I was pregnant with my first daughter, I really didn't know what it was. For me it was like being in a fog, you know something's wrong but you can't find your way out. You know that you're not yourself and your mood's low. You might not eat much or equally you might eat more. You might shut yourself away from friends and you might not answer your phone calls.

“I was crying a lot and would sometimes just sit and cry for nothing. I mentioned it to a GP and he said - it sounds like you're suffering a bit with depression. So I found myself looking at the mental health support available in the area and that's when I came across Mind in Bradford.

“It's been a fantastic sense of support, I progressed to doing a WRAP course (Wellness Recovery Action Plan) and that opened my eyes so much. The facilitator gave us so much support as well as knowledge to help ourselves with wellness tools. Mind in Bradford has just done so much for me. I've been on walking groups and sometimes volunteer and help with other things, that's been a real boost to my mental health.

“Without the Mind in Bradford team I'd be sat at home in a very dark place.”

Michelle, Client and Volunteer

What we've done

We've supported **3,007** individuals with their mental health across **21,672** interventions including;



8,299
calls and
live chats to
Guide-Line



3,402
attendances
at wellbeing
groups online
and in-person



2,002
sessions of 1:1
phone support
through GPs



908
children and
young people,
aged 8 to 17,
supported
through
1,497
1:1 and group
sessions
services



2,897
attendances
at crisis
support in
the Sanctuary



1,946
calls and visits
by volunteer
befrienders to
people feeling
isolated and
lonely

52

individual voice
hearers supported
with groups
and 1:1



80
volunteers
supporting
delivery of our
crucial services

179

people trained
to recognise
Severe Mental
Illnesses

The difference we make



Ruth Mulryne
Chair of Trustees

I'd like to take this opportunity to thank John Vincent, our previous Chair, for his hard work and commitment to the charity. My first year as Chair for Mind in Bradford has been both exciting and challenging.

This report is an opportunity to celebrate the progress we've made in making the biggest possible difference to the mental health and wellbeing of the most people possible.

The impact of the pandemic is still with us, times are ever-changing and this year has been difficult for our clients, staff and volunteers. It is clear that Mind in Bradford's services are needed now more than ever.

Our service teams have made a phenomenal effort to continue to adapt delivery where needed, whether pivoting one-to-one support to over the phone, moving group work to online or increasing opening times of our live chat service.

I am pleased to report that we have secured partnerships for several projects this year to create wider impact across the region.

The Youth in Mind partnership supports 5-19 year-olds with their mental and emotional wellbeing. This year the partnership has supported **5,000** children and young people through one-to-one and peer support.

For the first time we've also raised awareness for the biggest health inequality gap in England, the physical health of those living with Severe Mental Illness (SMI). Our work to raise awareness through training and community groups is vital and addresses a huge gap which we intend to reduce.

Throughout the last 12-months our incredible staff and wonderful volunteers have regularly shared with the Trustees the positive difference we're making to the people we support. The passion, commitment and expertise of our amazing staff and volunteers always shines through.

I am looking forward to another year as Chair of Mind in Bradford as we aim to help more people than ever before.



Helen Davey
Chief Executive Officer

Our staff, volunteers and partners have rallied together this year and delivered staggering support to so many people and I am extremely proud of everything we've achieved.

Over the last 12 months we've continued to support children and young people in central Bradford with our Know Your Mind service, providing **1,493** one-to-one sessions to help improve mental and emotional wellbeing. Over 80% of the children we supported showed improved wellbeing and reached their goals around friendships, school, family life and hobbies.

There were **3,402** attendances at our Wellbeing and Recovery groups, where **317** people struggling with feelings of anxiety, depression and self-harm received support. We expanded our groups into new community venues to reach even more people in Bradford and continued our hybrid approach to access groups online or in-person.

We have used technology to help innovate our service offering and become accessible to more people. We introduced a translation service to Guide-Line, our telephone support service and can now offer support in more than **100** languages. We've also recruited three more bilingual staff to provide direct support in Urdu, Punjabi and Polish.

Our Healthy Minds website was visited by more than **30,000** people from Bradford and Craven helping people find support and information based on their needs and preferences. Healthy Minds continues to be a key first step for those looking for support in their local area.

We supported **915** people in crisis with **2,887** attendances at our Sanctuary service. We've also received the brilliant news that we will be joint lead provider for the Crisis Service (Safe Spaces) that launched in July 2022.

A special thank you is also in order to our community and corporate supporters without which we would have struggled to support as many people as we did in the last year.

We look forward to developing our services further to enable better mental health for all across our district.

Our Services

Our services have been evolved with and for all the people of Bradford and Craven and are underpinned by our core values.

The values we live by



Supporting everyone



Working together



Caring always



Improving continually



Enabling all

Phone and live-chat support

Guide-Line

Guide-Line is our free telephone and live-chat service offering confidential, emotional support to those in need.

This year, we answered **8,014** calls from **527** people in Bradford district and Craven and our live chat service was extended from 5 hours to 12 hours per day.

Anxiety and stress were the most common reasons for people getting in touch, followed by loneliness, isolation, depression and family relationships.

This year we added a translation service and can now offer support in more than **100** languages via a translator over the phone. We've also added three more bilingual staff who can provide direct support in Urdu, Punjabi and Polish.

Guide-Line is open to all ages between noon and midnight every day. Call 08001 884 884 or visit [the website](#) to chat online.



Supported people:

527

“You build that confidence back that I can stand up for myself.”

Client



Supported people:

908

“Six months ago, I would never have thought I could be hopeful about the future.”

Client

Support for children and young people

Know Your Mind

Know Your Mind is our dedicated children and young people's service supporting 8-25-year-olds in Central Bradford.

Over the last 12 months we have supported **274** young people with **1,493** one-to-one support sessions. A further **634** young people received mental health awareness sessions in groups.

Anxiety, stress, low mood and school issues are some of the reasons young people sought our support. Of the young people using the service 58% were female and 59% were from BAME backgrounds.

We've seen a positive impact on the young people we have supported, with over 80% achieving the goals they set with our Wellbeing practitioners. Goals ranged from building friendships and working on family relationships to achievements related to school and hobbies.

To refer a child or young person to Know Your Mind please [visit our website](#).

Crisis support

Sanctuary

The Sanctuary is a welcoming, non-clinical space for people across Bradford District and Craven who need urgent mental health support.

This year, we helped **915** people in mental health distress, with **2,897** attendances in our Sanctuary service. Around 24% of people were from a BAME background and 37% were aged between 27 and 44.

In 2022, Mind in Bradford and The Cellar Trust became joint providers for the all-age Crisis Service, Safe Spaces. The new service will include hubs for one-to-one support, a children and young people's overnight service and a range of crisis cafes and wellbeing groups facilitated by local organisations.

In times of mental health crisis, call First Response on 0800 952 1181.



Supported people:

915

“God bless you; you have given me some hope.”

Client

“You’ve helped me to talk about my feelings.”

Client



Supported people:

801

Evening one-to-one support

Extended Access

Extended Access offer one-to-one support with a Mind recovery worker to children, young people and adults living across Bradford District. These appointments are often a first step to seeking help for your own or a family member's mental health.

Anxiety and stress were the main reasons for seeking help followed by depression, family problems and relationship problems.

In total, we helped **801** people at **1,560** attendances across eight local GPs. Around 27% of clients were aged 11 to 17, 27% were from a BAME background and 28% of attendances were by men.

Anyone registered with a GP in Bradford can access Extended Access. Appointments are available for anyone aged 11+ for one hour between 6.30pm and 9.30pm. Contact your registered GP to book an appointment.

Wellbeing and recovery groups

Wellbeing service

Our Wellbeing service allows people to meet up regularly to discuss their feelings, share their experiences of mental health and make new friends in a safe and welcoming environment.

The groups consist of structured courses with a recovery focus as well as less structured wellbeing activities, offered face-to-face and online. The Wellbeing timetable can be [found on the website](#).

In 21/22 there were **3,402** attendances by **317** people to help with feelings of anxiety, depression and self-harm. This year, we added groups in new community venues including Frame 2, Together Women and Restore Recovery College in Bradford.

Our Walk and Talk group has proved particularly popular, meeting twice a week in Lister Park.

To refer to our Wellbeing service, contact us to request a registration form by calling our office on 01274 730 815 or emailing us at admin@mindinbradford.org.uk.



Supported people:

317



“Mind in Bradford has helped me to have confidence to talk about my feelings.”

Walk and Talk client

Our clients

“I could be surrounded by people...”

...who I know and love but yet, still feel lonely. I can be at work or with friends in town or at a park and when my mood is on the slide, I feel so disconnected from the people around me. It's almost like a fog that descends and this invisible brick that weighs down on top of me becomes heavier.

“My sleep patterns become disturbed, my appetite becomes challenging, my concentration becomes concerning and my energy is zapped. I can't be bothered and I've found myself going from feeling lonely to being alone.

“Thankfully, there are places to go to. It does require a great deal of strength because this is a battle, especially as you're either ringing or visiting somewhere that you've never been to before. I don't know how I managed to get myself to Mind in Bradford but I did. I'm so glad I did because there are people there who do understand it.

“With the help of their empathetic wellbeing practitioners and structured wellbeing groups I was able to pull myself out of a dark hole. After attending as a client in their wellbeing and recovery groups I began volunteering for them. I felt so grateful that I had to, I wanted to contribute and to help others in similar positions to the one I found myself in.”

Ian, Client and Volunteer

Maastricht interviewing and support groups for voice hearers

Hearing Voices

We supported **52** individual voice hearers by providing **428** interventions through our peer support groups and Maastricht interviews. Around 42% of the people who receive support are from a BAME background.

One client who has used our Maastricht service reported they can now tell the voices to either be silent or go away. They are able to challenge them, reassert their authority, and able to enjoy socialising again.

A client from our Hearing Voices peer support group reported feeling far more relaxed and said they were grateful to the group for being so supportive and allowing them to talk.

To join on of our Hearing Voices groups head to [our website](#).



Supported people:

52



“Me and my partner were a perfect match and I couldn’t have asked for a better partner.”

Client



Supported people:

145

Befriending support

Community Companions

Community Companions is a befriending support service for anyone aged 18+ feeling lonely, isolated or alone. Volunteers are matched up with clients to provide one hour of weekly support. Through lockdown this was telephone support only.

This year the service delivered **1,946** calls and visits to **145** individuals. When Covid measures began to relax volunteers were encouraged to arrange visits face-to-face.

The key reason for referring to this service is feelings of loneliness; this was the case for 89% of people. 48% of the people referring to the service are from a BAME background and the most common age group is 65-85-year-olds.

Applications to receive befriending support or become a befriending volunteer can be made through [our website](#).

Wider impact

Projects and services led by Mind in Bradford



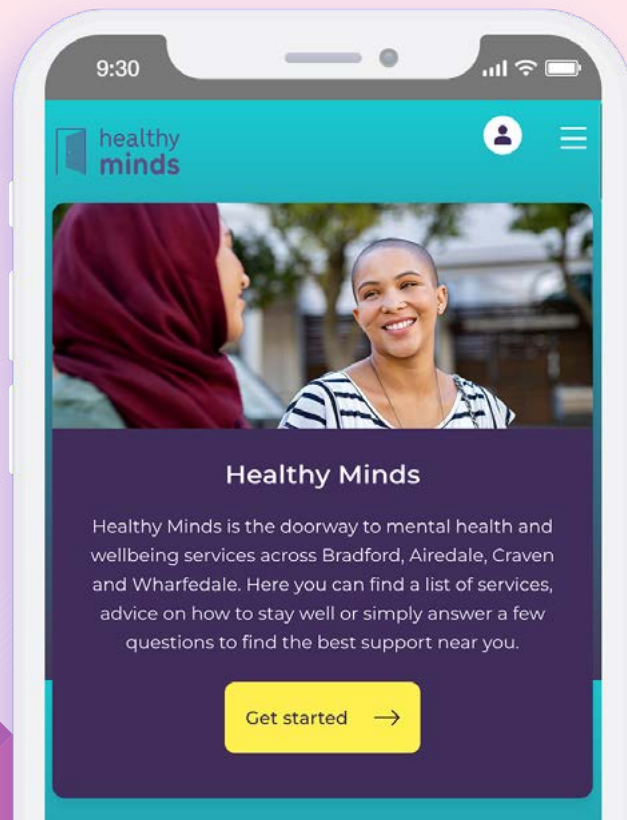
Digital doorway to support

Healthy Minds

Healthy Minds is the doorway to mental health and wellbeing services across Bradford, Airedale, Craven and Wharfedale.

Last year, more than **30,000** people visited the Healthy Minds website. Completing the Mind in Bradford-run Wellbeing Assistant **7,696** times to find out which local mental health and wellbeing services, resources and information would be best for them.

Healthy Minds Wellbeing Assistant



“Helpful to be able to speak with you in Punjabi.”

Client



Supported people:

80

One-to-one and peer support groups

Wellness Collaborative

The waiting list to receive psychological therapy in Bradford can be lengthy. The Wellness Collaborative was created to ensure that the people waiting are receiving ongoing support and have access to wellbeing interventions while they wait for therapy from Bradford District Care Trust BDCT.

The project, led by Mind in Bradford, brings together seven organisations to offer a mixture of monthly one-to-one phone support and group work which includes a trauma focused and wellness planning group and signposting while they wait for therapy to start.

This year **80** people on the waiting list attended our peer support groups and/or received one-to-one support over the phone.

Clients are encouraged to contact their care coordinators who can refer them to this service.

Partnership programme for children and young people

Youth in Mind

In April 2021 Mind in Bradford became the lead provider for Youth in Mind (YIM), a partnership of mental and emotional wellbeing organisations providing support to 5-25-year-olds in Bradford District and Craven.

The YIM providers supported over **5,000** children and young people during the last 12-months delivering **11,518** face-to-face support sessions to those struggling with their mental health.

As lead provider, we conducted an Insight Review that informed the 22/23 offer, ensuring the programme is adapted to meet the changing needs of local children and young people.

Please see the YIM Impact report for more information about the integration and transformation of these services.

To refer a child or young person to one of the Youth in Mind services please [visit our website](#).



Supported people:

5,000

“Really enjoyed the course - feel I have a much better understanding of SMI and the importance of physical health checks.”

Training client



Supported people:

179

SMI training, engagement and physical health interventions

SMI and Physical Health Checks

SMI (Severe Mental Illness) commonly refers to diagnoses of schizophrenia, bipolar and psychosis. Supporting the physical health of people living with SMI is really important as they currently face the biggest health inequality gap in England. People living with SMI are at risk of dying 15 to 20 years earlier than the general population mostly due to preventable physical diseases. This disparity in health outcomes is partly due to physical health needs being overlooked, both in terms of identification and treatment.

Since the project launched, we have delivered training to **179** people and created an engagement campaign now embedded within SystemOne (Clinical Computing System) and shared widely by voluntary organisations.



How your support helps

Despite the challenge of the pandemic and the ongoing cost of living crisis, we have been amazed by the efforts of our supporters who have raised and donated **£94,124.74** towards our mental health services this year.

Digital campaigns like Sponsor a Bauble and the Spring Wellbeing Prize Draw have helped us to fundraise while we were unable to do events. Generous local businesses like Multibrands International and Regal Foods also stepped in to help by donating to our Winter Appeal.

This year saw the repeat of Carry the Burden and 600 Mile September as well as some new fundraising challenges, including Move for Mind and the Snowhole Challenge.

By raising money, our supporters not only funded services but also raised awareness of mental health and the support available throughout Bradford district and Craven.

Colin Grist brought together his Clubbercise community to Move For Mind, raising more than **£2,000** while sharing the benefits of music and dance for our mental health.

Our corporate partners Ebor Financial Services Ltd brought business leaders from across the community together for a fantastic day of golf, raising over **£2,000** whilst promoting our services to anyone that needs them.



How your support helps

A massive thank you to our amazing volunteers and fundraisers this year who have gone the extra mile - whether collecting donations at Ilkley Food Festival or Bradford City FC's stadium to digging and sleeping in a snowhole in the Cairngorms – your efforts have been nothing short of incredible.



“I’m drumming for fifteen hours over 30 days for Mind in Bradford because my sister suffered from depression. Unfortunately, she lost her battle with the mental illness in 2020. ”

Noah, Move for Mind

“We wanted to raise funds for the vital work that Mind in Bradford does with helping people with their mental health challenges and I just really believe in what the charity does and we were just up for a bit of a challenge really. ”

Adam, Snow Hole Challenge

“I’m really proud of the whole group for undertaking a difficult challenge and for raising so much for this amazing charity in just two weeks – they all did so, so well. I try to support and champion mental wellbeing in my day job, and also through my fitness classes and this felt like a great way to give back to a great cause. ”

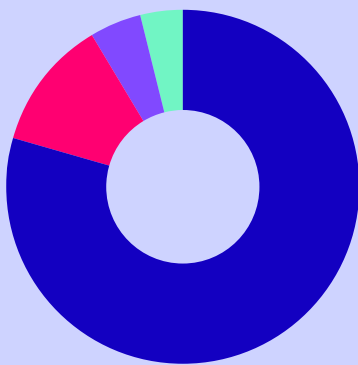
Colin Grist, Clubbercise

How your support helps

Mind in Bradford is an independent registered charity and relies on its own resources to provide local services. We wouldn't be able to do what we do without the support of our wonderful community and corporate partners.

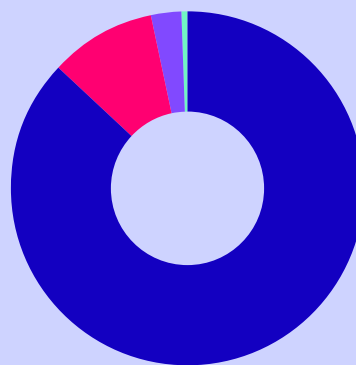
How we sourced and used funds in 21/22

Income £2,034,607



- Clinical Commissioning Groups **£1,621,975**
- Grants & generated income **£239,248**
- Fundraising **£94,284**
- Bradford Metropolitan District Council **£79,100**

Expenditure £1,894,501



- Direct charitable activities **£1,647,846**
- Administration **£186,447**
- Fundraising **£52,172**
- Governance **£8,036**

Ways to support

If you're interested in volunteering your time then check out our volunteer opportunities. We have lots of roles online and in-person, from providing support to raising awareness.

Would you like to fundraise for Mind? We have challenges and events running throughout the year.

If you're a local business, support us by making Mind in Bradford your Charity Partner. In return for the financial support, we'll help you and your business with workplace wellbeing training to empower your workforce to look after one another.

Find out how you can support us on [our website](#).

“At Barton Legal, we will not only be supporting Mind in Bradford through fundraising activities and awareness, but we will be working with the charity to ensure our team and connections have the opportunity for training and guidance on mental health issues.”

Bill Barton, Barton Legal

General enquiries

01274 730 815

admin@mindinbradford.org.uk

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28 Manor Row
Bradford
BD1 4QU

Get Social

Follow us @mindinbradford on:



Need to talk?

Guide-Line is our phone and live chat service providing confidential emotional support from 12pm - 12am every day.

To speak to us call **08001 884 884**

To chat visit

www.mindinbradford.org.uk/chat

 **mind**
in Bradford