

Impact Report

 mind
in Bradford

For the year April 2022 to March 2023



Who are we?

Mind in Bradford is your local mental health charity, supporting everyone in Bradford, Airedale, Wharfedale and Craven. We help people of all ages at each step of their mental health journey from early intervention through to crisis support and recovery.

We are an independent registered charity that is affiliated with national Mind but we rely on our own resources to provide local services.

Our services are tailored to Bradford District and can be accessed over the phone, online and face-to-face. Support is free and available every day of the year to anyone who needs help with their mental health and wellbeing.

This Impact Report contains information which some individuals may find distressing.

Our Guide-Line service provides confidential, emotional support 365 days per year. If you need support, call us on 08001 884 884 or visit www.mindinbradford.org.uk/support-for-you



What we've done

This year we supported **13,939** individuals with their mental health across **35,139** interventions including:



9,353
completions
of the
wellbeing
assistant on
the Healthy
Minds website



3,679
attendances
at recovery
and wellbeing
groups



2,460
sessions of
one-to-one
support through
GP practices



4,365
crisis support
sessions
provided by
Safe Spaces



8,715
calls and
live chats to
Guide-Line



7,274
calls and visits
by volunteer
befrienders to
people feeling
isolated and
lonely



86
individual voice
hearers supported
with groups and
one-to-one
Maastricht
support

2,995
children and
young people,
aged 5 to 25,
supported by
the Youth
in Mind
partnership



1,820
volunteer
hours supporting
delivery of our
crucial services

Our clients

Olivia's Story

Olivia, 13, was referred to Mind in Bradford's Safe Spaces service by First Response. Her adoptive mother had become concerned about her wellbeing as Olivia had been showing signs of depression and didn't want to go to school. Olivia had told her parents she "didn't want to be here any more" as she had suffered sexual abuse before her adoption.

Olivia met with a Safe Spaces practitioner and disclosed that she felt the sexual abuse she endured when younger was her fault. She felt she could have done more to stop it. She was also feeling the pressure of school.

The practitioner adopted a trauma informed approach, understanding that the experience of trauma can negatively impact many areas of a person's life and helping Olivia to feel trust, have choices and be empowered.

Olivia initially avoided eye contact, was extremely anxious and struggling to process her past abuse. To help with feelings of low self-esteem, her practitioner spoke about things Olivia likes and what her strengths are.

Olivia was happy talking about how she loves bird watching and likes reading her RSPB magazines.

The practitioner asked her about her personal qualities and what she likes. Having initially struggled with this, Olivia revealed she believes she has strong leadership skills and hoped to one day be Prime Minister.

The practitioner asked Olivia what she does to cope. Olivia said that writing things down and breathing exercises didn't work as they made her think about things more. She said she preferred distractions and doing things that "spark joy".

The practitioner spoke about creating a safety box; something which Olivia could decorate and place inside all the things that make her happy.

She responded positively to this suggestion and was visibly happier and more confident by the end of the session, even laughing and smiling.

Olivia said it was nice to know there is a place where she can go to calm down and not just have to talk about what has happened to her in the past. She could begin to look forward to things which might happen in the future.

Name has been changed to protect confidentiality



The difference we make



Ruth Mulryne
Chair of Trustees

Mind in Bradford has gone from strength to strength this year despite what continues to be a challenging landscape both locally and nationally.

I am in awe of our

hardworking staff and volunteers who have supported almost **14,000** people with their mental health and wellbeing.

We have developed new and existing services in partnership with local NHS and voluntary sector providers to meet the local needs of Bradford and Craven. This saw the launch of Safe Spaces, our crisis support service in partnership with The Cellar Trust which since July last year has helped over **1,843** people in mental health distress.

We've ensured our services are more accessible to everyone in the district by:

- Delivering services out in the community from Bradford and Keighley to Settle and Bentham including Tea 'n' Talk groups to help with wellbeing and specialist groups for complex needs such as hearing voices.
- Adapting and investing in our phone and digital services this year to meet increasing demand; Guide-Line now offers telephone and live chat support from 8am to midnight, every day of the year.
- Developing Healthy Minds which continues to be a key first step for anyone looking for support in Bradford District and Craven. This year the site was visited by over **39,000** people looking for support and information on their mental health and wellbeing.

Each year I see the positive difference that Mind in Bradford are making to people's lives and the increase in the number of people we are reaching thanks to our partnership working and continued support from the system.

I look forward to another year developing our services and making a lasting impact in the community alongside my fellow trustees and our dedicated staff, volunteers, supporters and partners.



Helen Davey
Chief Executive Officer

It has been a privilege to be part of Team Mind in Bradford as we develop and increase our services to reach more people than ever before. This has been possible through the expertise of our people, our

partnership approach and our commitment to doing the right thing for people first across Bradford and Craven.

Bradford is the youngest city in the UK and the team has worked hard to reflect this by adapting and growing our services to be more accessible to children and young people.

Our dedicated children and young people's programme Youth in Mind delivered over **14,000** interventions this year through one-to-one support and group support. This programme is a brilliant example of partnership working with over eight different providers involved in delivering joined-up support.

It's a shocking fact that people diagnosed with a Severe Mental Illness (SMI) such as schizophrenia, bipolar or organic psychosis are at risk of dying 15-20 years earlier than the general population often due to preventable physical illnesses. We have worked with partners and the public to help reduce these inequalities by raising awareness and importance of physical health checks and funding grassroot organisations to develop and deliver physical health interventions for people living with SMI.

A huge thank you to our community and corporate supporters who have rallied together to raise funds and awareness of our mental health services. Without your continued support we would not be able to reach the number of people we do.

Whilst we celebrate the achievements of the last 12 months we know there is lots more to be done. I urge our partners, supporters and community to continue to help us to ensure no one experiences a mental health problem alone.

The values we live by

We have over **100** staff working at Mind in Bradford and over **80** volunteers that help deliver our services. Everyone demonstrates our values on a daily basis and we make sure they are thread through everything we do from how we treat our clients and each other to how we develop as an impactful organisation in the wider community.



Supporting everyone



Working together



Caring always



Improving continually



Enabling all

“Working at Safe Spaces allows me to connect with people who are in deep distress with their mental health. This service gives a lifeline to those who really need it and I feel really grateful to be a part of it.”

Daisy, Team Leader

“Mind in Bradford is a vital organisation that offers and does so much for the community of Bradford. Working here allows me to support this wonderful service and bring my personal experience of own mental health to support others.”

Reshma, Service Coordinator

Our Services

Our purpose is to make the best possible difference to the mental health and wellbeing of the greatest number of people. This is how we did it over the last 12 months.



Phone and live-chat support

Guide-Line

Guide-Line is our free telephone and live-chat service providing confidential, emotional support every day of the year.

This year we provided support to 584 people through 8,134 phone calls and 581 live chats.

We extended the opening times of the service from midday to midnight, to 8am to midnight, enabling us to provide support 16 hours a day, every day of the year.

Feeling worried and anxious were the most common reasons for people getting in touch, followed by feeling lonely and experiencing low mood.

This year we enabled our Guide-Line telephone support workers to refer calls to our crisis support service Safe Spaces. This has helped alleviate pressure from the urgent mental health support line, First Response.

Call Guide-Line on 08001 884 884 or visit the website to speak to someone online:

www.mindinbradford.org.uk/chat



Supported
people:

584



“Guideline has been a great source of support and is the best helpline service I have used.”

Client



Supported
people:

1,027

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 **306** young people with **1,593** sessions of one-to-one support. **95%** of the young people we supported showed improvement after completing their 8 weeks of one-to-one support.

We delivered mental health awareness sessions to **721** children and young people and delivered training to **79** members of the CYP workforce.

This year we launched Mind Zone, a peer support group which provides 8 weeks of wrap around support to anyone waiting for their one-to-one support to begin.

Anxiety, family relationships and issues at school were some of the main reasons young people sought our support.

“When I started talking to you, things got easier. My behaviour has changed and I am now a top goal scorer at my club!”

Client

Crisis support

Safe Spaces



Safe Spaces is a calm, non-clinical space for children, young people and adults across Bradford District and Craven who need urgent, same-day mental health support.

This year, we helped **1,843** people experiencing emotional distress, with **4,365** sessions of support from our Bradford and Keighley Hubs. Anxiety was the most common reason for people getting in touch, followed by depression, low mood and family relationships.

Further support is being delivered by the Safe Spaces partnership from crisis cafes in 17 different locations, including schools, cafes and community centres.

In times of emotional distress including severe anxiety, panic attacks, suicidal thoughts or intense depression, call First Response on **0800 952 1181** or Guide-Line on **08001 884 884** for a same-day appointment with Safe Spaces.

Visit our website for information on Safe Spaces:

www.mindinbradford.org.uk/support-for-you/safe-spaces



Supported
people:

1,843

“Kind, gentle,
understanding.
It was like
he’d wrapped
me in a blanket
of kindness.”

Client

“My shoulders
feel lighter
already.”

Client



Supported
people:

944

Evening one-to-one support

Enhanced Access

Enhanced Access offer up to three sessions of one-to-one support with a Mind Recovery Worker to anyone registered with a GP in Bradford, Keighley and Skipton. These appointments are often a first step to seeking help for your own or a family member’s mental health.

This year, we supported **944** people with **1,830** sessions over the phone through **48** GP practices.

Anxiety and stress were the main reasons for seeking help followed by depression and family relationships. 64% of people using this service identify as female and we have seen an increase in the number of men using the service. We continue to support more children and young people each year with **26%** of individuals using the service aged between 11 and 17.

Appointments are available for anyone aged 11+ for one hour between 6.30pm and 9.30pm. Contact your registered GP to book an appointment with Enhanced Access.

Wellbeing and recovery groups

Wellbeing service

Our Wellbeing service allows people to meet up regularly to discuss their feelings, share their experiences and take part in activities in a welcoming environment.

The groups consist of structured courses with a recovery focus like Six Weeks of Wellness and wellbeing activities like tribal drumming and Zumba.

This year there were **3,679** attendances by **354** people at our recovery and wellbeing groups. Some of the reasons people sought support were for anxiety, depression, bereavement and physical health.

The wellbeing timetable expanded this year to include new activities like horse riding, self-defence and cooking groups. New recovery-focused groups also started including our Urdu-speaking peer support and a group for people caring for neuro-diverse children and young people.

Anyone aged 18 and over living in Bradford District and Craven can refer to our Wellbeing service. Visit our website to find the timetable and to register as a client or contact us on 01274 730 815:

www.mindinbradford.org.uk/support-for-you/wellbeing



Supported
people:

354

“Joining in small groups is improving my social wellbeing.”

Client

Our clients

Aditi's Story

“I wasn't going to school much”

I'm 14 and I'm in Year 10 now. I think I've always been struggling with my mental health but during the start of Year 9 it plummeted even more.

In primary school, people would often make comments about my skin colour and how dark my complexion was. They even made a hate book against me where they detailed a plan about how they wanted to assault me.

During Year 9 I realised I needed support with my mental health, I was referred to Mind in Bradford by my school.

Over the past few months I've been having one-to-one support with a Community Wellbeing Worker at Know Your Mind. We talk about my past and I get advice on how to move on from it in a positive way.

“Now I don't really look back and focus on the negatives, instead I just focus on how it helps me grow more as a person.”

Name has been changed to protect confidentiality

Peer support and Maastricht one-to-one support for voice hearers

Hearing Voices

We supported **86** individual voice hearers by providing **561** interventions through our peer support groups and one-to-one Maastricht interviews.

Clients often hear voices because they have experienced trauma. This service helps develop understanding of their voices and provides them with tools to help. We have a range of people accessing the service aged from 18 to 65+ with the option to access groups and one-to-one support.

This year we launched a new peer support group in Skipton and trained further staff in Maastricht so that we can reach more people who hear voices.

Visit the website for more information on Hearing Voices:

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

“I feel stronger in myself in dealing with the voices now.”

Client



Supported people:

86



“This experience has helped me believe in myself.”

Client



Supported people:

283



Befriending support

Community Companions

Community Companions is a befriending service for anyone in Bradford and Craven aged 18+ who is feeling lonely, isolated or struggling with their mental health. Volunteers are matched with clients to provide one hour of weekly support in-person for up to 3 months.

This year the service delivered **7,274** calls and visits to **65** individuals including outdoor walks and visits to local community groups and cafés.

We launched **7** Tea ‘n’ Talk groups that run weekly in venues throughout Bradford and Craven. We saw an increase in attendees from ethnically diverse backgrounds thanks to volunteers facilitating sessions in Urdu and Punjabi.

To apply for befriending support or become a volunteer you can visit our website:

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

GP one-to-one support

WISHH

WISHH provides one-to-one support to patients registered at Windhill, Idle or Saltaire Medical Practices who want to talk about their mental health. These appointments offer a space to explore thoughts and feelings, talk things through and find out about local support services that can help them. Appointments are available over the phone or in-person.

This year our Wellbeing Practitioners provided **630** sessions of support to **409** people. Anxiety and stress were the most common reasons for attendance followed by depression, low mood and bereavement.

56% of the clients accessing support were women and we saw an increase in the number of men accessing support. A diverse range of ages accessed the service this year with **64%** aged 27-64, **14%** under 18 and **12%** were over 65.

To access the WISHH service, registered patients at Windhill, Idle or Saltaire Medical Centre can call their GP reception to book an appointment with a Mind Recovery Worker.



Supported
people:

409

“You were so helpful and supportive. There really is light at the end of the tunnel.”

Client

One-to-one support

SMI-LE

SMI-LE provides additional practical wellbeing support for up to six weeks to help people registered with a Care Coordinator achieve their individual goals and aspirations. This might be locating more appropriate housing, help with employment, welfare and benefits or supporting people with their mental health and wellbeing.

This year **893** sessions of support were delivered to **206** people.

To access the SMI-LE service clients can ask their Care Coordinator to make a referral.



Supported
people:

206

Wider impact

We believe no one should experience a mental health problem alone. This is the impact we had while leading on other programmes and services in the last 12 months.



Finding support online

Healthy Minds



Healthy
Minds

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

Last year, more than 39,000 people visited the Healthy Minds website, completing the Wellbeing Assistant 9,353 times to find physical and virtual mental health and wellbeing services, resources and information.

In 2023 the Healthy Minds brand and website will be redeveloped to improve the experience for everyone using the website. The launch date is set to be October in time for World Mental Health Day.

To find support for your mental health and wellbeing visit the Healthy Minds website:

www.healthyminds.services



Supported
people:

9,353

“Your continuous encouragement has made the wait so much easier.”

Client



Supported
people:

35



One-to-one and peer support groups

Wellness Collaborative

The waiting time for psychological therapy to start in Bradford can be lengthy. The Wellness Collaborative supports people on the waiting list by providing ongoing support and wellbeing interventions.

The project, led by Mind in Bradford, brings together local voluntary organisations to offer a range of one-to-one support and group support. Patients waiting for therapy can learn about the impact of trauma, wellness planning and learn about other services that can help while they wait for therapy.

This year **35** people on the waiting list accessed our peer support groups and one-to-one phone support.

To access the Wellness Collaborative service clients can ask their Care Coordinator to make a referral.

Partnership programme for children and young people

Youth in Mind



Youth in Mind is a partnership of organisations that provide emotional and wellbeing support to children and young people aged 5 to 19 and up to 25 with additional needs.

This year the partnership supported **2,995** children and young people with **14,115** support sessions, including one-to-one and group support.

This year we developed an online referral form to allow anyone to refer themselves or someone else for support. GPs can also refer through our new GP Assist Pathway which was developed to help reduce referrals to specialist CAMHS (Children and Adolescent Mental Health Services).

Anyone living in Bradford District and Craven can refer themselves or someone else for support.

Visit our website to explore the different providers:

www.mindinbradford.org.uk/youthinmind



Supported people:

2,995

“Thought-provoking session with lots of information relating to SMI in an easy to understand way.”

Training client



Supported people:

283

SMI training, engagement and physical health interventions

Severe Mental Illness and Physical Health Checks

Severe Mental Illness (SMI) commonly refers to diagnoses of schizophrenia, bipolar and psychosis. 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.

Since the project launched, we have delivered training on SMI and Physical Health Checks to **283** people. The people trained work in lots of roles across Bradford District and Craven including GP practices and voluntary organisations. We have also developed a range of online and offline communications to inform and educate people.

Visit our website to access resources and information on our SMI training:

www.mindinbradford.org.uk/support-for-you/severe-mental-illness-smi-and-physical-health-checks

How your support helps

Despite the ongoing challenge of the cost-of-living crisis, we have been in awe of the efforts from our supporters who have raised and donated **£109,846** towards our mental health services this year.



Our supporters tackled new fundraising challenges including a daring Fire Walk in Leeds City Centre and a Step-up Challenge at the iconic home stadium of Bradford City AFC.



29 teams took on the inaugural **600 Mile** September challenge with Moortown Group sweeping the top spot for miles and funds raised. A huge thanks to the weary feet of our runners who took on 10km runs, half-marathons and full marathons throughout the year.



Barton Legal organised a glorious **50-mile** cycle ride around the Yorkshire Dales whilst Bill Squires took on the LEL Bike Challenge from London to Edinburgh and back!



Ebor Financial Services brought businesses from across the community together for a fantastic day of golf. Whilst Regal Foods took the team out for a coastal walk from Whitby to Robin Hoods Bay via The Cleveland Way.



We were humbled to be chosen as Charity Partner for the Van Gogh Alive immersive art exhibition which was hosted at the Regency Hall from October to January raising over **£4,200**.



Thank you to our growing business supporters who got behind our winter appeal this year and sponsored a bauble on our virtual tree to raise over **£10,000** towards our services.

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.

How your support helps

We are so grateful to our amazing volunteers and fundraisers this year who have gone the extra mile - from collecting donations at Ilkley Food Festival to selling homemade samosas in exchange for a donation- your efforts have been nothing short of incredible!

We are also thankful to those organisations who trust us to deliver mental health training and whose commitment to workplace wellbeing is a shining example to others of how a happy and healthy workforce is vital to the success of our region's businesses.



“I like to do my bit to raise money for Mind in Bradford to help more people stay well and have healthy minds. ”

Charlotte Corner,
Yorkshire Marathon Runner

“If I can stop one person going through what I have, I will climb Mount Everest. ”

Dan Martin,
Hiked the National Three Peaks

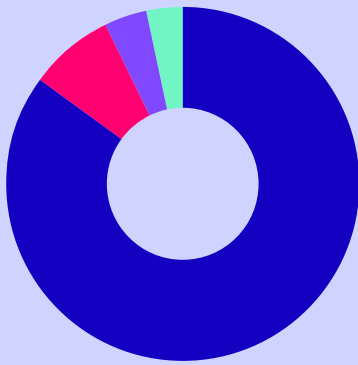
“We are delighted to be partnering with Mind in Bradford to highlight and raise money to support their incredible work. ”

John Carrigan, Van Gogh Alive

How your support helps

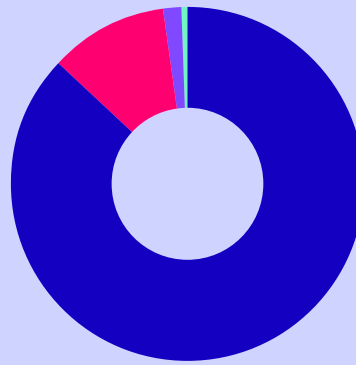
87p from every £1 we receive we spend on charitable work

Income £2,711,783



- Clinical Commissioning Groups **£2,308,573**
- Grants & generated income **£210,324**
- Fundraising **£109,846**
- Bradford Metropolitan District Council **£83,040**

Expenditure £2,621,116



- Direct charitable activities **£2,282,582**
- Administration **£286,646**
- Fundraising **£39,243**
- Governance **£12,645**

How you can support us

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.

Get involved

- If you're interested in volunteering then check out our [volunteer opportunities](#). We have lots of roles available which are flexible around you, from supporting our wellbeing groups to attending fundraising events.
- Would you like to fundraise for Mind in Bradford? We have [challenges and events](#) running all year round.
- If you're a local business, support us by making Mind in Bradford your [Charity Partner](#). In return we'll help you and your business with workplace wellbeing training to empower your workforce to support one another.

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

“We are proud to work alongside and support the fantastic work carried out by Mind in Bradford.”

Phil Lohan, Brontel



Thank you to our principal funders



General enquiries

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Get Social

Follow us @mindinbradford on:



Need to talk?

Guide-Line is our phone and live chat service providing confidential emotional support from 8am - 12am every day. If you need urgent help Guide-Line can refer you to same-day support from Safe Spaces.

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

To chat visit

www.mindinbradford.org.uk/chat

Awards and accreditations



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