

Impact Report 2025/26



**A detailed evaluation of our impact
during the year 2025/26**



PEOPLE

Supporting individuals
and communities



OUTCOMES

Measuring results and
driving change



PARTNERSHIP

Working together for
stronger communities



IMPACT

Creating lasting,
positive change

Together, we make a difference

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EXECUTIVE SUMMARY

This report demonstrates that Nottinghamshire Mind is an important stakeholder for health and wellbeing in the county but also an asset to reducing health inequalities and removing the mental health barriers to full participation in society and the economy.

Key points

People

- The service supported 4,721 unique individuals in 2025/26.
- Actual engagements were towards 20,000.
- Overwhelmingly those people were of working age and reflect the diversity of Nottinghamshire's population.
- A high percentage of our clients lived with long-term physical and mental health problems.
- Only a small percentage were economically active at the point of engagement.

Outcomes

- Beneficiaries report high levels of satisfaction with the service (98%).
- They said the service helped them increase the ability to manage their mental health with:

Reduced levels of anxiety
Reduced isolation
Better understanding of their emotions
Improved wellbeing (feeling better)

Stakeholders

- 92% said we help them with their strategic goals.
- And that our referral systems are straightforward.

Our people

- We created 61 jobs for local people.
- 90 volunteers contributed to the service whilst at the same time gaining new skills for employment, gaining satisfaction from the work they carry out and being part of a team that helps their own wellbeing.

Social Value

- Nottinghamshire Mind plays a major part in improving the health and wellbeing of local people. This takes pressure off other hard-pressed services including the NHS and achieves measurable outcomes for the local population.
- The charity's total social value can be calculated at £3,383,039. That is over double the total value of grants and contracts held.



66

Quite simply, my Coach has helped raise my spirits, confidence, and outlook immeasurably. She is always incredibly professional yet respectful. I felt not only comfortable in our sessions, but safe.

99

OUR SERVICES

At Nottinghamshire Mind we believe that everyone has the right to enjoy good mental health and have access to the best possible care. To work towards this, we offer a range of services to meet the diverse needs of people in the county. These services include:

#Well Community Service puts mental health at the heart of the community and offers connectivity and increasing wellbeing skills. Our Community Team offers a range of services from support groups, community cafes, partnerships, 1-2-1 sessions in the community and supportive listening.

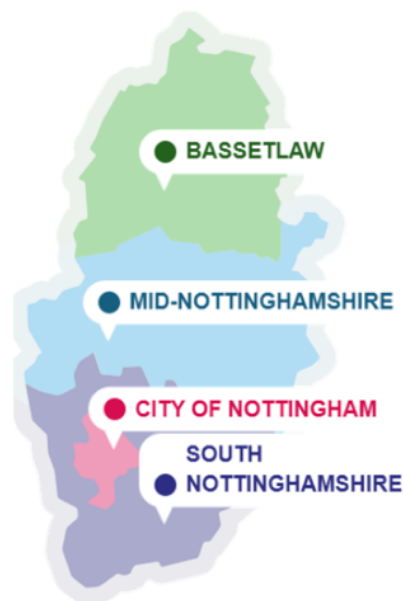
Counselling and Therapy gives people the opportunity to talk about issues affecting their lives in a safe and confidential environment.

Resilience and Stabilisation Service helping people develop the skills and coping strategies to better manage everyday life and build resilience.

Nottinghamshire Crisis Sanctuaries are focused on compassionate mental health support without the need for a referral or being on a waiting list. Providing the help people need when they need it.

All these services apply a variety of techniques from traditional talking therapy to supported self-help. We also offer online support and courses offered by National Mind.

As a registered independent local charity, we are responsible for raising our own funds through grants, contracts and charitable donations.



PEOPLE - OUTPUTS

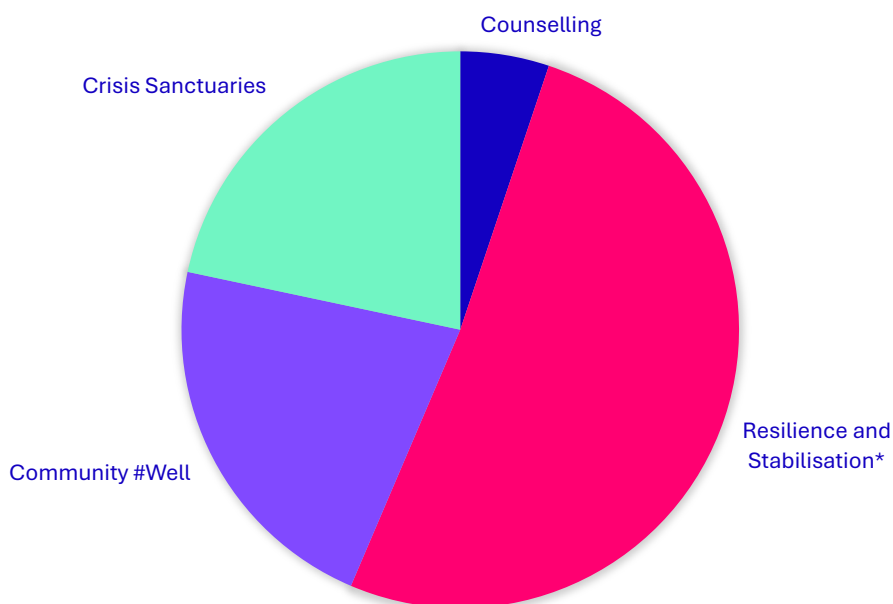
Services accessed

During the reporting year 2025/26 Nottinghamshire Mind supported 4,721 people, that is unique individuals. Many of these people were supported across our projects, sometimes moving between projects as their recovery journey progressed.

The most accessed project is our Resilience and Stabilisation Project (51%) with the combined Community (#Well) projects and Crisis Sanctuaries making up around 22% each of the service delivery. There are a small number of clients who benefit from our Counselling & Therapy services. These are paid for services. The numbers most probably reflect funding and capacity levels more than demand.



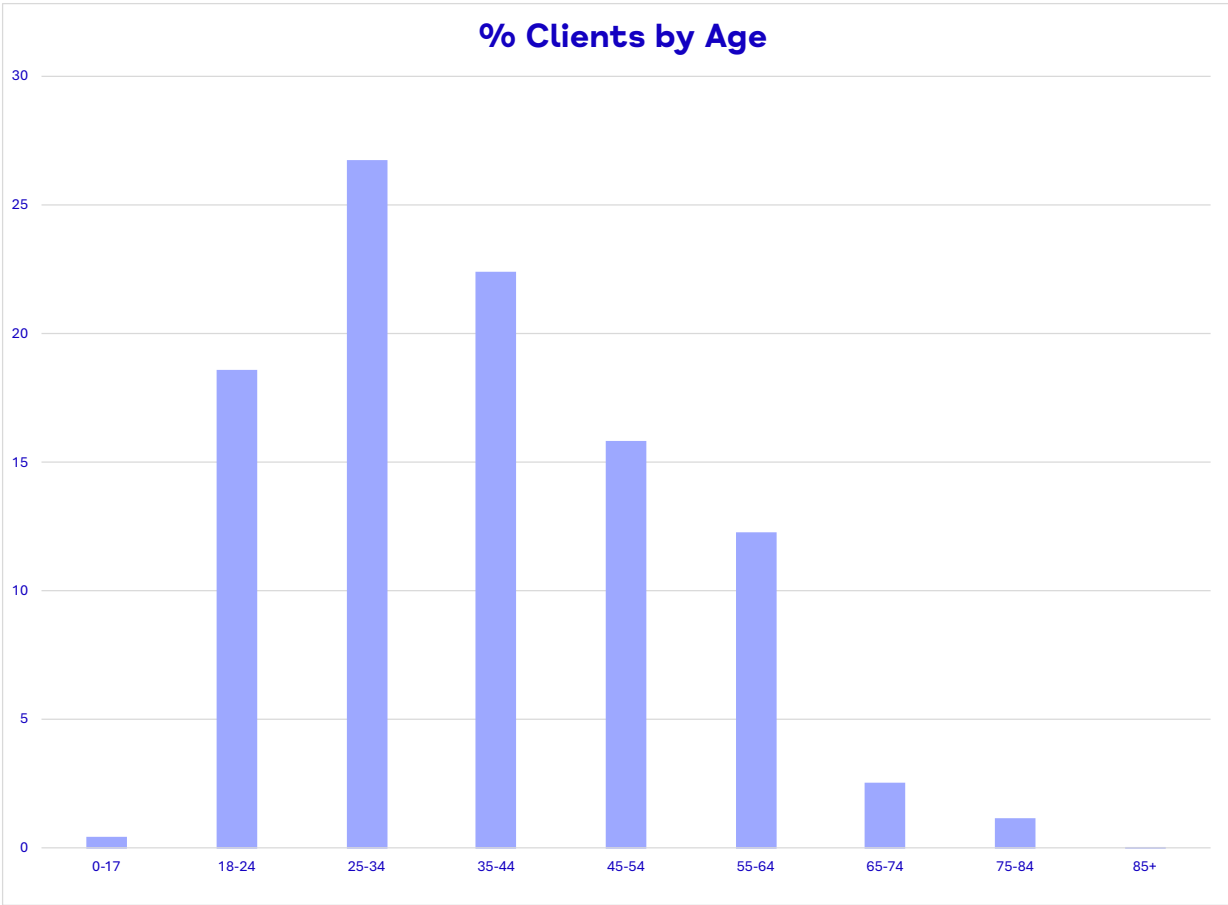
TOTAL: CLIENTS BY PROJECT USE



Age

Reviewing the age profile of our clients we can see that the peak in engagement is from the 25 to 34-year-old group. More generally it can be observed that the charity is reaching the working age population the most. Engagement falls as people age. We cannot state why this is but stigma around mental health may be a factor for older generations.

As a proportion of our clients, it appears that young adults (18-24) make up a significant number of our clients being the third highest age group.



When comparing Nottinghamshire Mind’s client age profile to that of the county we can see that the organization disproportionately supports people of working age. Where the population is underrepresented is that of young people under 17 years of age and those over 65.

Ethnicity

Nottinghamshire Mind’s clients are made up of 72%* (87% Nottinghamshire) white British, meaning that the charity’s services are used by 28% of clients who

identify with another ethnic group other than white British. Our more detailed analysis of ethnicity data demonstrates that the breakdown of ethnic groups reflects the population profile.

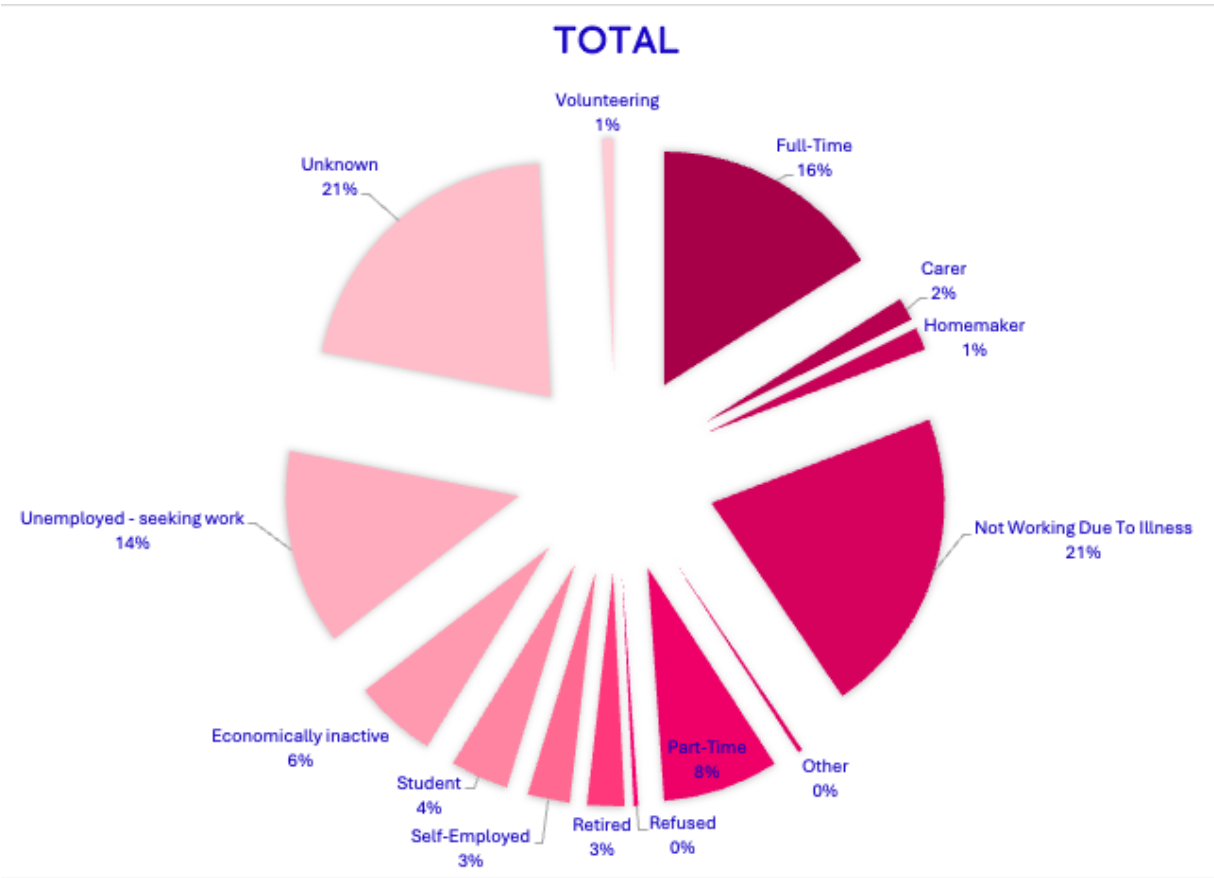
Gender

A breakdown of the gender profile for Nottinghamshire Mind’s clients reveals that more females (59%) than males (34%) access the service with 7% identifying across a diverse range of gender.

Economic activity

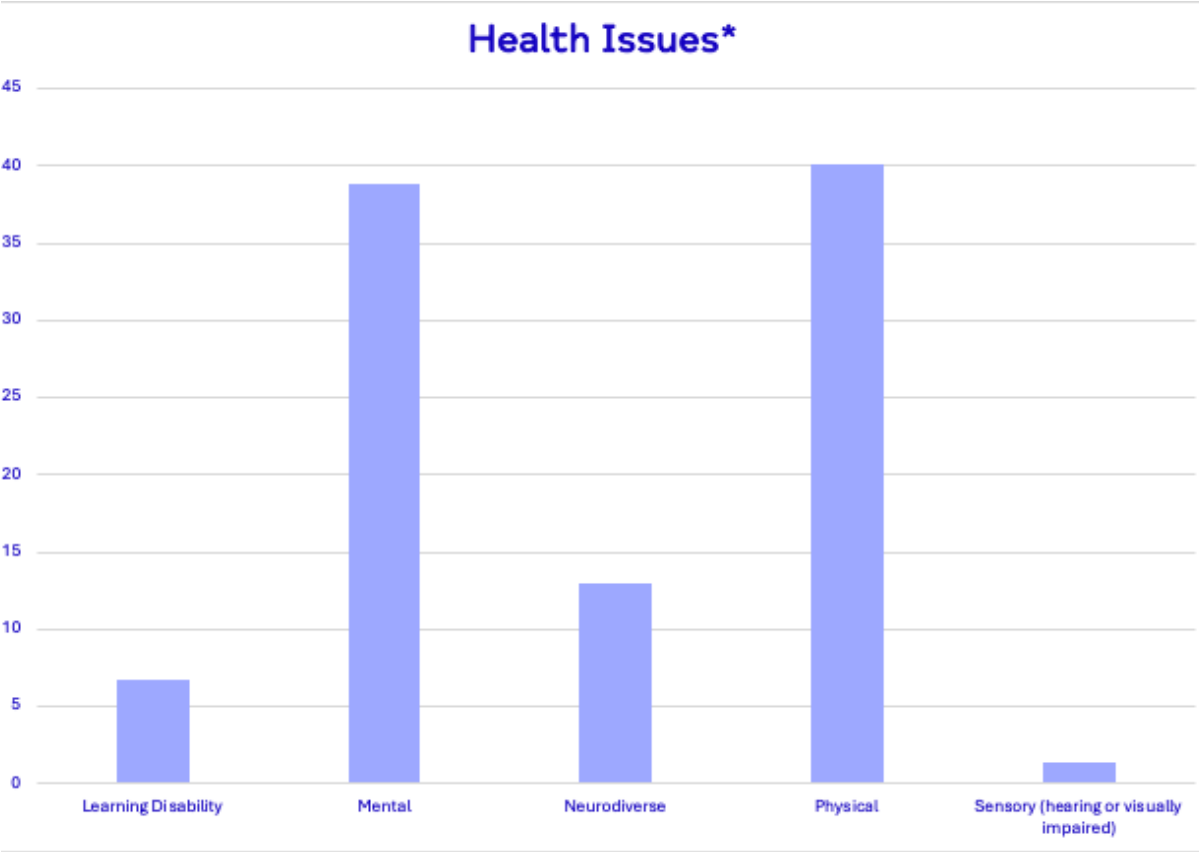
What is striking about the economic profile of our clients is that only 16% are in full-time employment with a further 8% in part-time work and 3% describing themselves as being self-employed. That means only 37% of the charity’s clients are in any type of employment. Only 3% of our clients are retired. It is widely acknowledged that there is a link between good employment and health outcomes. The good news story is that we are reaching and supporting large numbers of people who are economically inactive or unemployed.

Nottinghamshire Mind are actively working to increase partnerships that help us holistically support people who are economically inactive. This objective also aligns with the Building Blocks of Health (BBoH) and the wider determinants of health.



Health

Understandably a high percentage of our clients have a long-term mental health condition or a learning disability. What is also concerning is that 40% also live with a long-term physical health problem. Nottinghamshire Mind’s support is essential in areas with a high level of health inequalities. Once again, the holistic approach is essential, working with partners to provide support through our community work.



**Percentage of those who responded*

OUTCOMES

Accessing and using the service

Nottinghamshire Mind carried out a rolling client feedback and outcomes survey. Completion is voluntary and therefore the results reflect the views of those who have undertaken to complete the survey. During the 12-month reporting period 216 clients completed the survey. Overwhelmingly the respondents (98%) were satisfied that the service was accessible, and they were kept informed about when they would receive a first appointment. Accordingly, (96%) felt that the service they received was clearly explained. Very few of the respondents (3%) accessed the website.

Once the service commenced clients felt listened to (98%) and supported (97%). There were similarly high ratings demonstrating that the Recovery Coach understood the beneficiary's concerns (97%) and helped to make choices (99%). Generally, feedback for the Recovery Coaches was that they were professional and allowed the beneficiary the time they required.

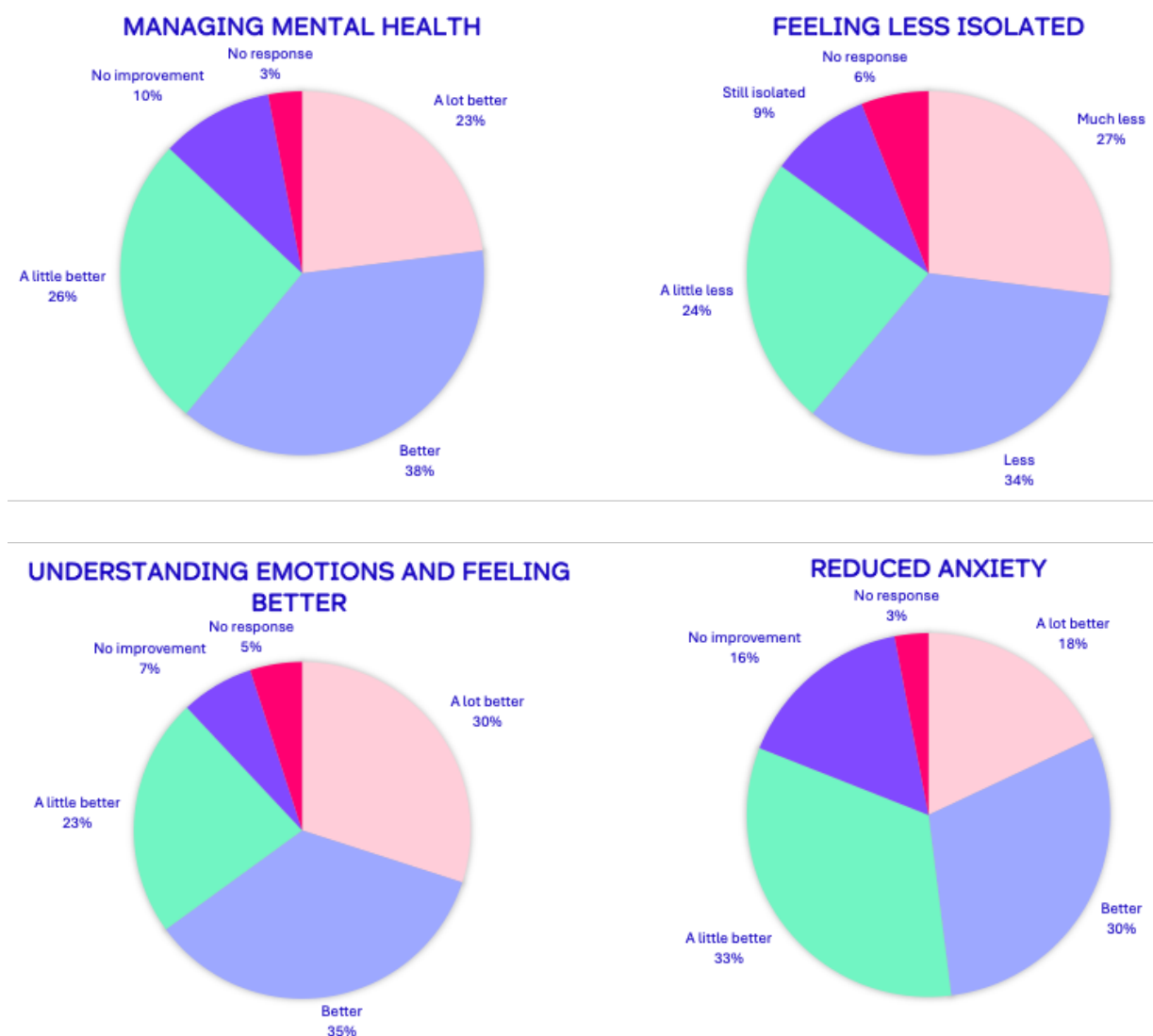


In summary respondents were positive about their experience accessing the service and the support they received. We do however need to work to improve our online presence. Future reports will include both website and social media analytics to inform improvements.

Outcomes for beneficiaries

Our client survey enquires what positive benefits (or not) Nottinghamshire Mind has made on their mental health. The vast majority felt that Mind services had a positive impact on their lives reducing isolation, helping people better manage their mental health, reducing anxiety and helping people to better understand their emotions and feel better.

Given the challenging and multiple problems our clients face, the results are significantly positive with 87% reporting increased ability to manage their mental health, 85% reporting a reduction in their feelings of isolation, 88% better able to understand their emotions and feeling better, and 81% reporting reduced anxiety.



Further questioning provides evidence of why the services we provide work so well. Over 87% of respondents told us that the support provided new and better coping strategies and 92% said they now know where to go to ask for support. When asked for an overall assessment of the service they received from Nottinghamshire Mind 87% said the support had made a positive impact on their lives. They also told us that they would recommend the charity to their friends.

CASE STUDIES

Veronica

Veronica* rang the service during a panic attack. She has been struggling to cope due to numerous pressures and events in her life. Her daughter was taken into care due to self-harm. Veronica had recently returned to work after taking time off, she was in the process of a divorce and her older daughter, who lives with her, was due to move out. Veronica relied on her daughter for emotional support.



*Stock image

The first thing we did was try to break the panic attack with clear instructions to help Veronica breathe along with their Recovery Coach. This helped, combined with other techniques such as making a noise as they exhaled and various mindfulness practices.

Once the panic attack was under control, the Recovery Coach was able to discuss medication and approach Veronica's GP for more help. Over repeated contacts the Recovery Coach was able to discuss planning a way forward to include counselling, learning how to be comfortable in her own company and exploring if maybe she can focus on the present and the future including CBT. In the past, similar levels of support have helped but usually the outcomes have not been sustained. Knowing this it was important for Veronica to continue to work on herself even when she is feeling good to try to prevent getting back to low times.

Because Veronica was presenting with a lot of self-doubt, struggling to find motivation or do things for herself, the Recovery Coach emailed her a link to the Self Love Rainbow website with a copy of the self-love bingo attached. This was to guide her towards more self-care and self-love, the bingo having simple tasks such as "talked to a friend", "put my needs first", "ate a healthy meal" which are purposefully vague and easy to choose what she can do within her own capabilities.

There were some positive outcomes for Veronica. She was much better able to manage her mental health and recognise the onset of a panic attack, taking positive actions to reduce its impact upon her. Veronica was able to resume her working life, which was important, not only for economic reasons but the connectivity it provides. Finally, she understood that despite her older daughter no longer living with her, she was still close by for support when required. Veronica

now knows where to access help with her mental health in the future. In the future she does not need to wait until a crisis to discuss how she is feeling and is able to practice the techniques she has learnt on an ongoing basis. Maintaining an equilibrium of wellbeing.

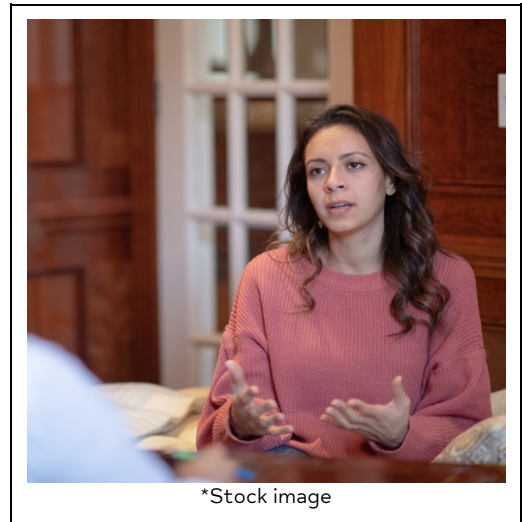
**Name changed for confidentiality*

Marjorie

Marjorie* was referred to Nottinghamshire Mind following experiences of sexual

violence. She presented with symptoms of depression and anxiety, heightened in social situations including employment related situations.

The client reported experiencing dissociation, intrusive thoughts, and trauma-related flashbacks with panic attacks. These symptoms significantly impacted her confidence, and ability to engage socially, contributing to feelings of isolation and low mood.



*Stock image

At the time of referral, the client expressed a desire to better understand the impact of trauma on her mental health, develop coping strategies to manage anxiety and dissociation, and feel more able to engage in everyday activities and social situations.

The client engaged in one-to-one sessions as part of the Resilience & Stabilisation programme.

Interventions focused on:

- Trauma responses, including anxiety, dissociation, and flashbacks.
- Grounding techniques to manage dissociation and intrusive thoughts.
- Breathing exercises and mindfulness techniques to support anxiety and panic symptoms.
- Emotional regulation strategies to reduce feelings of being overwhelmed.
- Gradual confidence-building and exploration of safe social engagement.
- Encouraging self-compassion and reducing self-critical thinking.

Majorie was actively engaged in sessions and demonstrated increasing insight into her emotional responses and triggers.

The client also struggled with advocating for herself, particularly in practical areas of her life. Housing was a significant source of anxiety. The client reported not feeling security of tenure in her current living situation.

Through the sessions, space was provided to explore these concerns and support the client in identifying areas where she could regain a sense of control. With encouragement and support, the client was able to explore her options and took a proactive step by applying for the Right to Buy scheme. This was a significant milestone for the client and represented increased confidence, self-advocacy, and empowerment. It was also true that, without sufficient mental wellbeing to maintain employment, Right to Buy would not have been an option for Marjorie. Throughout the programme, Marjorie's employer remained flexible and responsive to the client's emotional needs.

At the end of the programme Majorie described feeling more hopeful and better equipped to manage challenges, with increased confidence in navigating both the emotional and practical aspects of her life.

** Name changed for confidentiality*

Client quotes

Service was excellent. No pressure just a solid and reassuring helping hand. I'm going to miss having the sessions but feel in a better place for having had them.

Thank you so much for listening to me and helping me in one of my dark times. I am forever grateful.

My Coach (name given) was amazing. I find it very difficult to talk to people, but she made it a lot easier to do so. She tried to be understanding of everything we discussed and gave me excellent advice.

My Coach (name given) was lovely, thank you for your support and for listening at a difficult time in my life. My coach was flexible, listened to my needs and adapted the service to suit.

Quite simply, my Coach (name given) has helped raise my spirits, confidence, and outlook immeasurably. She is always incredibly professional yet respectful. I felt not only comfortable in our sessions but safe.

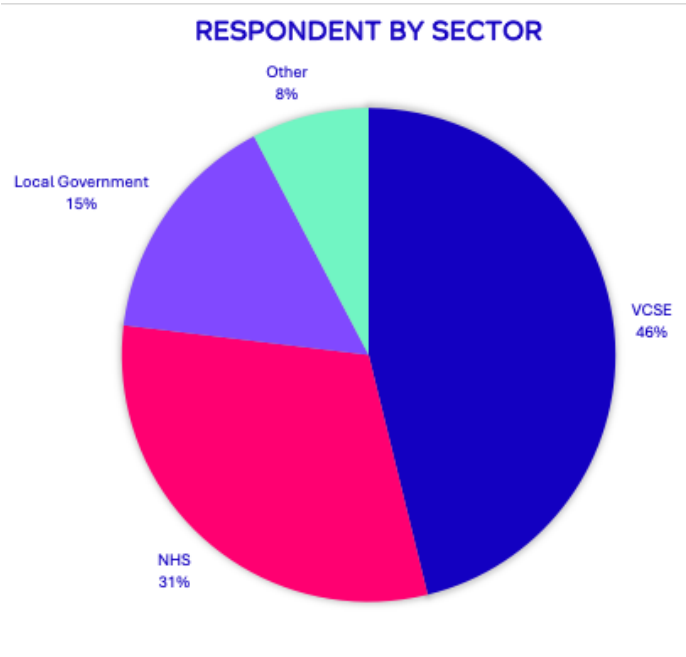
STAKEHOLDERS

Stakeholders are of great importance to Nottinghamshire Mind. We recognize that working in partnership can achieve greater outcomes for our clients and increase the overall sustainability of the voluntary sector. By working in collaboration, we recognise the mutual strategic priorities of our partners in the voluntary and statutory sector, and we know that corporate partners can help us to raise awareness and resources.

That is why we have commenced an annual stakeholder survey to ensure that we are responsive to the changing and challenging environment within which we exist. This year we received 13 responses from a full range of sector partners.

Generally, there is a good level of awareness of the services Nottinghamshire Mind provides with 67% of respondents stating that they have a very good awareness. However, we wish to increase both stakeholder and public knowledge of what we do and therefore we are developing a more comprehensive marketing campaign during 2026.

69% of respondents said our referral systems were straightforward with only 8% saying they didn't work well. The referral question was not applicable for the remainder of respondents. This relates to partners who work with us at a strategic rather than operational level. Even though we do not always have full control over how clients



access the service, due to contractual requirements, rather than a referral process that is open to all, we do wish to resolve this issue. The answer lies with the expansion of our community services. Something that is within our Strategic Plan.



The responses we are most proud of are those relating to our strategic significance. We know from our work and listening to the daily news how important good mental health is for the wellbeing of people and the UK’s economy. We also know first-hand how poor mental wellbeing can shatter lives. That is why our work is central to many local and national policies. 92% of our respondents said that our work was extremely or somewhat important to their organisations.

Moving forward we know that our Community Work is essential to build partnerships. It gives us the capacity to carry out partnership working. Unfortunately, continuity of funding is challenging in this respect and that is one reason why we have made it a strategic objective to secure funding for our community work that aligns with stakeholder priorities. Putting partnerships at the heart of our Funding Strategy.

STAFF AND VOLUNTEERS

Our organisation thrives thanks to the dedication and expertise of our staff and volunteers. We offer training and support that empowers individuals to grow within our organization. In many cases, our volunteers often transition into paid roles within the organisation or external employers. The skills we provide are transferable to many sectors.

Nottinghamshire Mind employs 61 local people and are grateful to the 90 volunteers from a broad spectrum of age and backgrounds. They give their time for free to help people. This report is as much a tribute to the life changing work carried out by our staff and volunteers.

To commemorate Volunteers Week, we collected the thoughts of our volunteers to understand and celebrate their motivations. One of those statements read:



Before volunteering, I worried about how I would balance it alongside other commitments, and whether it would feel like another thing to juggle. I couldn't have been more wrong. Even in a short space of time, I've honestly loved every minute of helping with the crisis sanctuary. The team has been incredibly welcoming and made me feel part of something meaningful. It isn't something I have to juggle it's something I genuinely look forward to.



Volunteer case study

Cathy

In December 2024 Cathy* started volunteering with Nottinghamshire Mind as a Crisis Sanctuary Peer Support Volunteer, at our Mansfield office. Cathy loved the work and found it rewarding to see the positive change in the people she supported. Alongside the recovery focused work Cathy learned about the therapeutic models and the techniques used but also put them into practice.

Demonstrating she had a real aptitude for the work, Cathy decided to apply for a vacancy within the Crisis Sanctuary Team and on 12th February 2025 Cathy started working as a paid staff member.

Cathy told us:



I found volunteering an excellent path of starting to acclimatise to the workforce. Aswell as this, it was a great opportunity to get my foot in the door as a volunteer for a service I felt I could be passionate about - and feel good, about doing good!



** Name changed for confidentiality*

Becoming a volunteer is not just about employment and skills. It also contributes to the connectivity of people, the friendships they develop and a sense of pride for the important work they do, changing people's lives for the better. This all adds to improved wellbeing for the volunteers themselves. In 2023 NCVO reported on a national survey of volunteering. The report, "Time Well Spent" discovered that 89% of volunteers say they enjoy it and 75% saying it has improved their mental health and wellbeing.

The evidence from our evaluation shows that Nottinghamshire Mind continues to create good employment for local people and provides meaningful volunteer opportunities that deliver improved employment prospects and contribute towards the wellbeing of participants.

SOCIAL VALUE

Social Return on Investment

	Number	Value
Volunteers economic value	90	£472,727.00
New economic investment in last 12 months	10	£362,010.00
Government revenue from Jobs created	61	£242,084.00
Reduction in emergency care visits (Crisis Sanctuaries)	1123	£523,318.00
Value of all interventions from R&S (NHS saving)	17829	£1,782,900.00
Total value		£3,383,039.00

Total inward investment	£1,574,190.00
SROI – per pound of inward investment	£2.15

Social Return on Investment is a measurement for accounting for the broader economic, social, and environmental activities of an organisation. It translates these into a monetary value. We have created a framework to measure things like savings to the NHS, the creation of employment and new investments into the Nottinghamshire economy but also the value of our volunteers.

An example is the low escalation rates from our services that reduce pressure on the NHS both at A&E attendance level and calls to the 111 service or GP attendance.

The SROI Framework

Volunteers – we use an established ONS calculator based on total volunteering hours undertaken during the reporting period.

New Economic Investment – this is the total of new grants and contracts secured during the reporting period.

Government revenue – this is the total tax/NI revenue generated by the jobs we create.

Emergency Care Visits - the provision of our sanctuary service provides an alternative to A&E use. We base the total value on the average cost of an A&E visit according to figures provided by the King's Fund.

NHS Savings from the Resilience and Stabilisation Service – this figure is arrived at by totaling the number of interventions by the cost of the NHS providing alternative interventions such as CBT.

Beyond the calculation



It's not always easy to quantify the impact of our work, especially the outcomes detailed in this report that can be subtle and qualitative. From supporting client wellbeing to reducing stress and anxiety, our efforts help prevent crises and lessen reliance on publicly funded services like the NHS, leading to meaningful savings and a stronger support system overall.

We are proud of the outcomes we achieve that are measured. Things like helping people better manage their mental health, improved ability to cope with everyday challenges, reducing feelings of isolation, anxiety and improved general wellbeing.

All these outcomes help people to move on, to achieve more in their lives and improve wider social and economic determinants of health. The Building Blocks of Health (BBoH). To widen BBoH outcomes we engage with a range of partners in both the statutory and voluntary sectors. In 2026/27 we will be working harder to expand these partnerships to set our clients on a pathway of better health, employment, widen their social connections, increase their skills and educational achievements and to reduce health inequalities.

This report is a benchmark report that Nottinghamshire Mind are proud of but one which sets the benchmark for future development.

Neil Clurow
Grants and Impact Manager
Nottinghamshire Mind
2nd June 2026