



Performance Report 2025-26

KEY DATA

Headway Birmingham & Solihull has a strong reputation for delivering a wide range of services that make a real difference to people's lives. These have been specifically designed to address the specific complex needs that people with acquired brain injury may have to deal with. We work collaboratively with others, both in the public and not for profit sectors, to ensure those in our community get the best possible range of advice and support to address these individual needs.

Total number of
users of all our
services:

3,512

88% of all users
reported that they had
made an improvement in at
least one of their goal areas
through Headway's support

We received
POSITIVE Feedback
from over

109
users

117

people employed across the year

107

people volunteered across the year

1,827

people reached in the
community through talks,
displays and visits

249

families given 1 to 1 support

139

received 1 to 1 Finance
support

130

brain injured people
had a personal 1 to1
community outreach
worker in the year

1694

Facebook followers

97 changes &

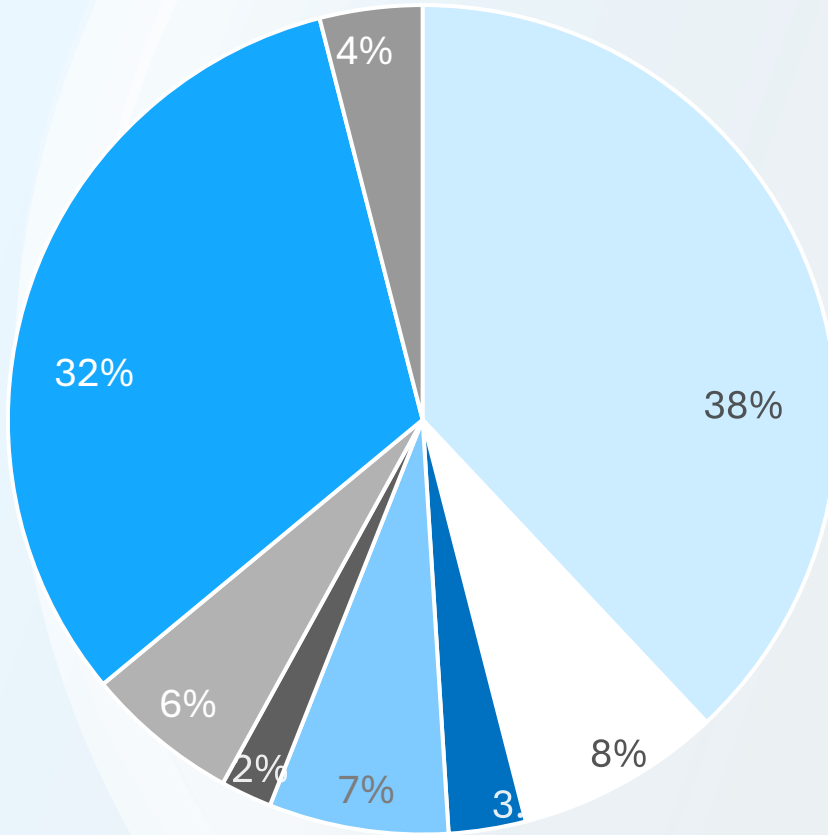
improvements made
following user
suggestions/requests

People picked up at
the hospital stage

888

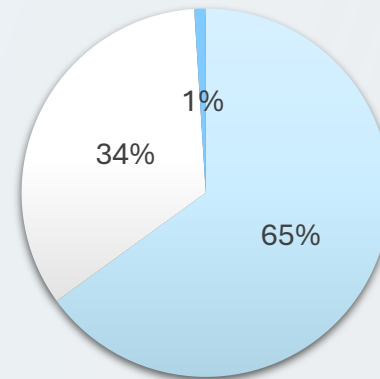
BRAIN INJURED users in the year

Cause of ABI



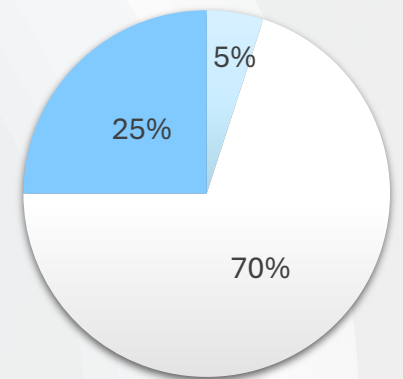
TBI Haemorrhage Aneurysm Hypoxia Surgery Tumour Stroke Other

Gender



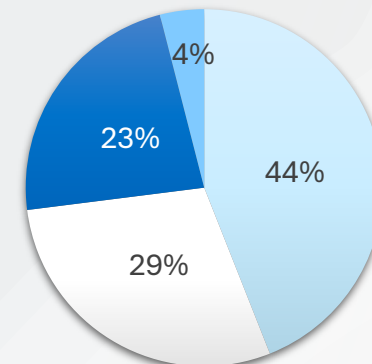
Male Female Identifies as other

Ages



Under 25 25 to 65 65 plus

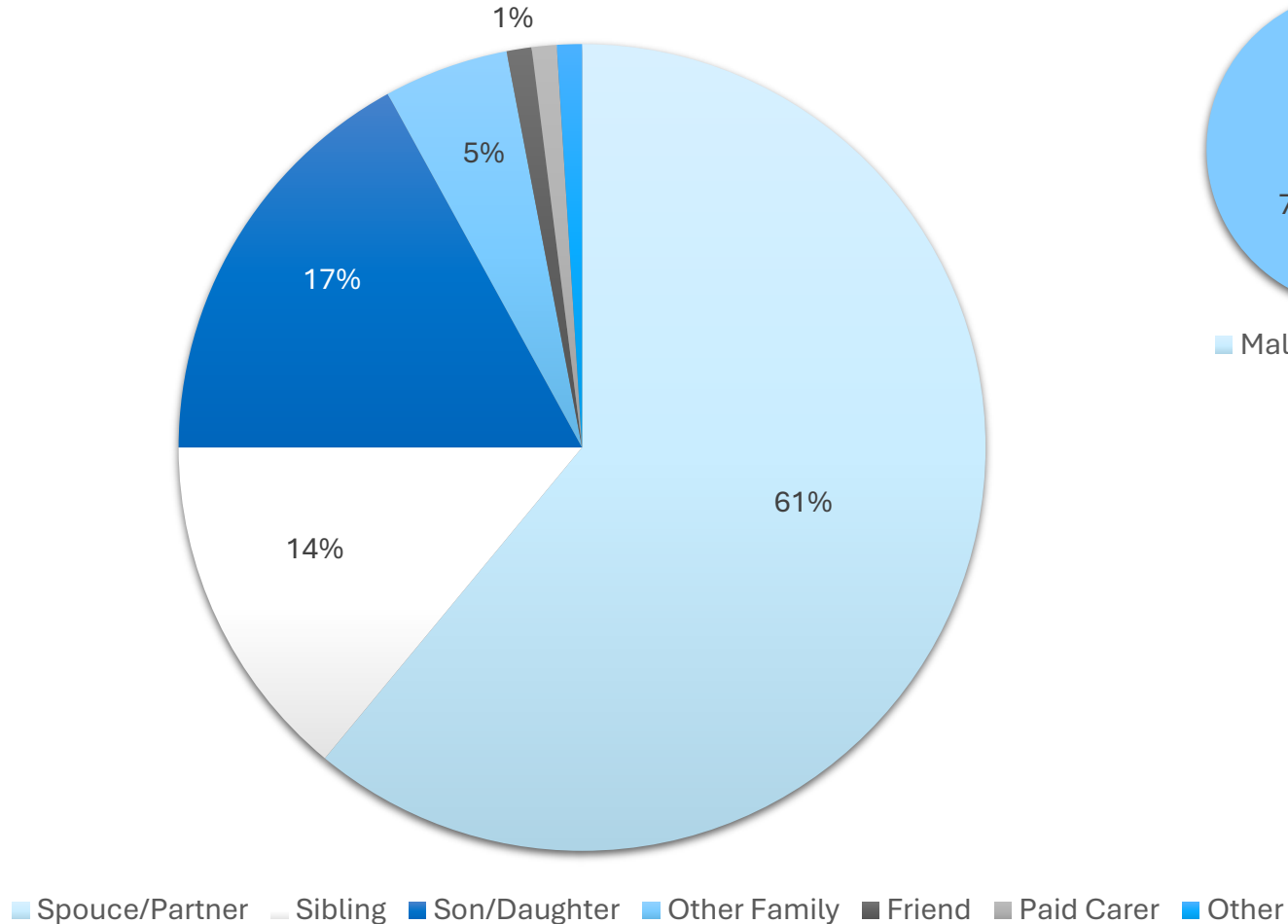
Ethnicity



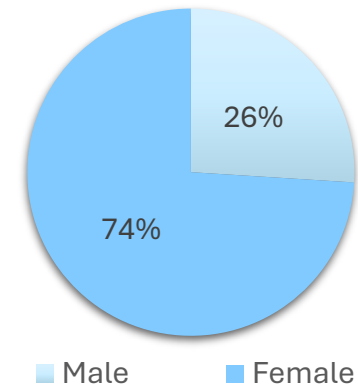
White Black Asian Other

FAMILY/CARER users in the year

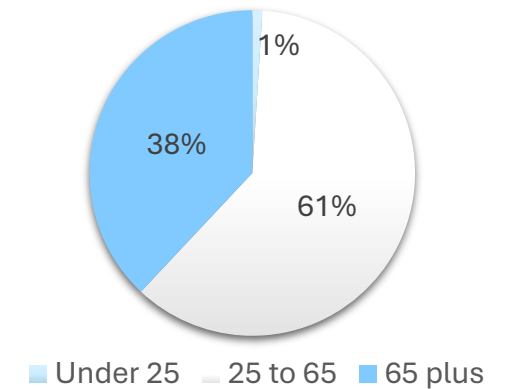
Type of Carer



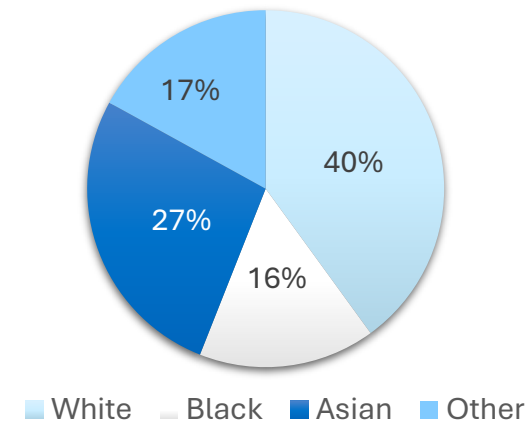
Gender



Ages



Ethnicity



1. ABOUT US

Headway Birmingham & Solihull provides support and services to people who have sustained a brain injury through trauma, stroke, illness and other causes of brain damage. We are the only organisation in our region that provides support for the whole family and for as long as they need us. Our services aim to be holistic and transitional, so that people can get all the different types of support they may need, at a time that best suits them on the brain injury journey. They can move to other services as their needs change and return at any time. Our services are developed through user co-production, and we aim to meet the gaps identified.

We are affiliated in name to Headway - the brain injury association, but operate as an independent local charity and limited company, providing services across Birmingham and Solihull.

We are passionate about supporting people with acquired brain injuries and their families, and strive to deliver excellent specialist services that meet the very complex and ever-changing needs of our community.



- **CQC rated GOOD across all areas**
- **Working Carer Committed**
- **Working in partnerships with many local organisations**
- **A 'Real Living Wage' employer**
- **Disability Confident Employer**



Registered with
**FUNDRAISING
REGULATOR**



**THE
NEUROLOGICAL
ALLIANCE**

2. GOVERNANCE & MANAGEMENT

We have a committed and diverse board of Trustees who work closely with the CEO to ensure that we have strong governance and that Trustees are fully aware and informed. We have an excellent Management structure with ongoing succession planning as part of our business continuity, to ensure that we maintain this in future years. All Trustees took part in workshops, where our new 5 Year Strategic plan was designed, as well as updating our goals and values.

Last year saw our new Chairman Richard Langton in post and together with the CEO, he has continued to drive the organisation forwards.

We took the decision to conduct a scoping project to explore the viability of us offering Headway services in Coventry and Warwick, and thanks to a small grant from the Lottery, this commenced in January 2026. It is already showing a need for a new group in that area, and so watch this space!

We felt that by the end of this year we have managed to pull the company back to where we were before COVID and the future is looking brighter in terms of no longer having a yearly deficit.

However, whilst we maintained all our placement and hourly targets, this continued to be a struggle due to lack of social work allocations, meaning that we still constantly battle to get new people started. Despite high numbers of referrals, this means we never get closer to increasing our numbers closer to our capacity figures.

We have made significant progress with Birmingham City Council in that we were successful in our tender to be on the new Day Service Framework. The specifications also referred to 'brain injured users' and there was a banding just for 'neurological'. This is a massive 'first' in terms of having brain injury recognised as a specific disability category.

EVERY 4 MINUTES

Someone in the UK is admitted to hospital with a HEAD INJURY



**DISABILITY
HISTORY MONTH**

HOW IS THE EVENT?

We want to hear your experience of this event!

Scan the QR code below to leave your feedback.



 Birmingham City Council

DISABILITY

Personnel Manager-Sarah Wood talking about Headway at the event

- **A strong board of Trustees**
- **Strong leadership and management**
- **A charity built on good ethics**
- **Working collaboratively with local organisations and partners**
- **Our Values are important to us**

3. PROMOTION & PREVENTION

Several of our Charity objectives are based around the promotion of brain injury to the wider community, as there is still a lack of awareness and where to go for help. We need to get to people as early as possible, so we aim to address several areas.

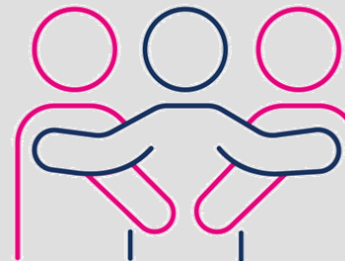
- supporting the 'prevention' of brain injuries through education in schools and communities etc;
- Increasing awareness of brain injury and a greater understanding of what the long term affects of an acquired brain injury can be;
- Raising general awareness of the support that we can offer for brain injured people and their families and the importance of early intervention.

We want to ensure people are aware of where to get help right from the start of their journey.

72% of brain injury survivors
who attend a local Headway say they feel less lonely

Despite having limited staff resources, all our teams focused on this area during the course of last year and we made a big difference by being out and about. An amazing 72 events in total reach 1,827 people.

- ❖ 3 newspaper press releases
- ❖ Increased our Facebook followers by 8%
- ❖ 18 talks delivered to nearly 200 people about Headway services
- ❖ 15 displays in the community with 585 stall visits
- ❖ 6 talks around prevention to schools and colleges to over 120 people
- ❖ 5 visits to our hubs – 29 people
- ❖ 29 talks/displays on understanding brain injury delivered in the community reaching 850 people

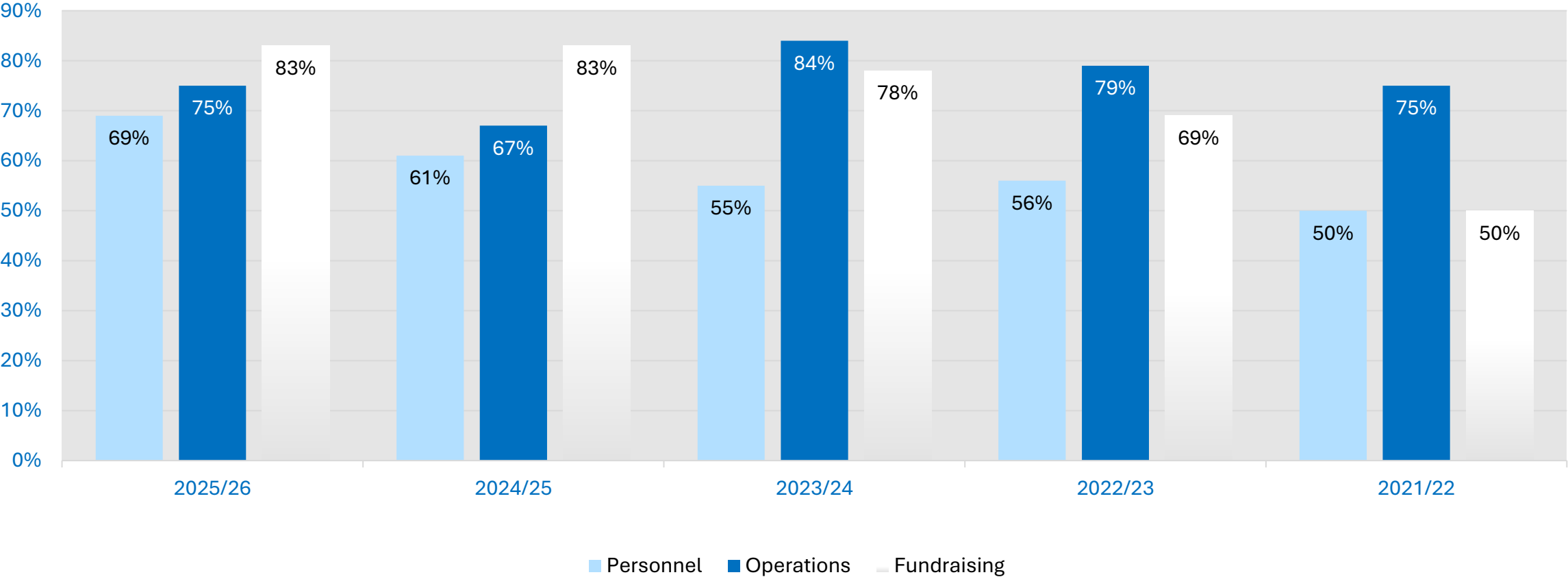


As a small local charity, getting out and about in the community plays such a big part for us, both in terms of getting the name of Headway 'out there' but also making people aware of what brain injury is and how to get help

TARGETS OVER 5 YEARS

5 Year Comparison

Note: A drop in achievement is not necessarily indicative of failure. It may reflect changes and trends, and can give us evidence of where targets may no longer be achievable for one reason or another, or review /update is required



4. OPERATIONS

We were pleased to have succeeded in lowering our debtors during the last year, and they are now all at a manageable level.

We had numerous building issues at Leighton House this year to include a problem with sewage leaking into neighbours' gardens, power outages, trees falling and the dividing wall needing repointing. All were addressed and the roof was also repaired.

Sutton House also had leaking windows, a wall replaced and a new disabled toilet installed. We still hope to raise funds to repaint and replace flooring at LH.

As part of our future Succession Planning, we have now recruited a part-time Operations Manager to assist the Head of Operations and help meet the demands of an ever-growing department.

- ❖ We managed to agree the rental costs for HH after much negotiation, but still await any new formal lease.
- ❖ New phone system installed across the hubs reducing costs by £2.5k per year and allows for calls to be forwarded to mobiles so less calls are missed.
- ❖ We completed the new disabled friendly toilet upstairs at Sutton House
- ❖ We recruited an Assistant Caretaker to cover as our Caretaker had surgery. The latter then retired (after 14 years at Headway) due to continued health issues on his return.
- ❖ Cost savings were achieved on four 4 occasions through negotiations & changing suppliers



We attracted a record number of corporate volunteer groups during the year (new & repeat) who helped with much-needed work across our hubs.

We set up task days for 10 different volunteer groups to garden, decorate and process charity shop donations, equating to 65 extra pairs of helping hands in total. These days make a big difference to us by producing tidier, safer garden spaces, freshly painted rooms as well as neatly sorted charity stock ready to sell!

Thank you all so much and hope to see everyone back in 2026.

We received 109 positive feedback comments versus 7 negative ones this year.

5. HEADWAY CHARITY SHOPS

Our charity shops have always been about Headway having a presence in the community and somewhere for our users to volunteer. So whilst it has never been our priority to make a profit, we cannot sustain a loss, which is what has been happening.

So during the year, as anticipated, we closed one shop and refurbished next door in order to try and keep one bigger shop going. Throughout the year, this limped along and by the year end was just about breaking even.

However, our shop in Rubery continued to produce a sizeable loss, and with significant rent increase looming and a general decline on the high street, we had to make the sad decision to close yet another shop. This was being wound down at the year end and will officially close in May 2026.

It is believed across the sector that sites such as 'Vinted' have had a huge impact on the decline of charity shops.

We still have a great team of staff and volunteers and 'fingers crossed' that we start to see some slight profit during 2026.

❖ The new colour-block displays at the shops were well-received with positive feedback received.

❖ Staff created many great window displays to celebrate different seasons and events.

❖ We ran a couple of 'pop up' shops during the year to clear surplus stock and these went very well.

❖ We increased Gift Aid contributions to 5.4%.

❖ We maintained the required number of volunteer shop helpers.



Hundreds of Shops Face Closure

Britain's beloved charity shops are fighting for survival due to increasing operational costs, decline in donations and online buying & selling, threatening their future on high streets.

For Headway Birmingham & Solihull, our shops were never about making profit, but to get the name of Headway on the high street and provide opportunities for our users to volunteer as part of their rehab.

PLEASE CONTINUE TO SUPPORT OUR REMAINING SHOP

6. FUNDRAISING & COMMUNICATIONS

Finding suitable grants to apply for gets considerably harder each year, especially as many of the criteria will not accept charities with turnover of over £1 million.

Wheel'n'Walk worked well again raising approx. £2,000 and involving 30 participants for HBS some of whom walked further than they had since their brain injury.

The Grand Raffle raised £1,750 which was down 25% from the previous year but still provided staff & volunteers alike an opportunity to support the charity's fundraising.

Targeting core funding once again generated significant income through trust funds including a £30k grant from The Eveson Trust, which will greatly helped plug major funding gaps.

- ❖ 17 successful charitable trust applications out of 69 applied
- ❖ £80K unrestricted funds raised
- ❖ Over £28k raised for restricted projects/items, through trusts
- ❖ Over £6k raised through community fundraisers
- ❖ Over £21k raised by individuals – specific congrats to Louise Fisher
- ❖ Over £5k raised where we have been selected as an organisation's Charity of the Year
- ❖ Successful in Lottery Small Grants for the Coventry & Warwick Scoping Project



- We secured two Silver Bond London Marathon places for April 2026 and April 2027 (4 in total) which provided significant fundraising potential.
- We took supplies of Headway UK Christmas cards, designed by brain injured people, and sold out.
- Secured grants from trust funds to fund the bulk of costs for vital roof repairs at Leighton House.
- Secured the funding needed to purchase new manikins, helping improve the demonstration of techniques during the first aid training we now deliver in-house.

7. WORKING FOR HEADWAY

Our Personnel department continued to grow last year and we added an admin role into the team.

The training programmes have had many updates and changes, and our induction training is even more in depth. Many new starters comment that they have never had such a full and detailed induction into any previous role.

Over 12 policy/procedures were updated to include all the new legislation that has come in this year.

The team went out and about to recruitment fairs, colleges and other relevant events to spread the word and entice students and volunteers. This paid off by doubling the numbers on that of the previous year.

- ❖ We filled 100% of vacancies on first attempt
- ❖ We recruited a diverse range of new people - 5% had a disability, 27% were from BMEGs and 14% over 50 years of age
- ❖ 28% turnover of staff in the year, this includes people moving internally - 11 people moved to a new role in the charity
- ❖ Our retention is good with nearly 60% of staff being with us for over 2 years with 35% being more than 5 years and 16% over 10 years
- ❖ Staff attendance is nearly 96%
- ❖ 571 participations in developmental training for staff
- ❖ An average of 4 applicants per role
- ❖ 50 new volunteers in the year
- ❖ 43% have been with us over 1 year
- ❖ 4 clients volunteered at our shops
- ❖ 33 student placements



- **New Staff 'Life Scheme' insurance introduced**
- **BHSF scheme enrolment went up by 20 staff**
- **We did not replace some natural losses due to having to make further cuts during the year**
- **14 staff accessed the support of our Mental Health champion**
- **12 formal/20 general questions to our HR Legal support**
- **The new Volunteer Day/AGM was well received**

MY STORY: ABI Services Manager – HELEN BOURKE

I started working for Headway in April 2004 as a Care Assistant.

My children were aged 5, 6 and 7 at the time and I fancied a change from the daily drudgery at a local supermarket, and with them all being at school, I felt this was the time to take the plunge and do something for me. Reading every book about medical knowledge, first aid etc and then finding a job that involved 'brains' was a dream come true.

Being outgoing, chatty and pragmatic I quickly found myself absorbed by the sessions that the other staff in the team delivered and I was intrigued by how they managed to capture the clients with their teaching methods and change peoples' lives with the skills they taught.

I set my goals on becoming a Skills Coach – within 6 months I was in the role, loving every minute....6 months later I was the Hub Coordinator and worked offsite in the community at several locations whilst waiting for Leighton House to be developed.

Headway quickly took its hold on me and became what is now my 22-year addiction to working in the field of brain injury. I truly love being part of the Headway family and am often asked what has kept me here so long..... for me it's the clients, watching them develop, explore and become a newer version of themselves, often overcoming the most daunting of challenges they have ever faced through a plethora of emotional highs and lows, tears, laughter and love.

I have learned so much from my mentors and peers during my time at Headway and I am honoured to now manage an amazing team of 34 staff across Birmingham.

Watching our client services develop over the years, being able to change and adapt our approach to practices that will give them the best outcome for a brighter future - **excites me.**

Waking up every morning and realising I am healthy and able to do what I want to, when I want to do it - **humbles me.**

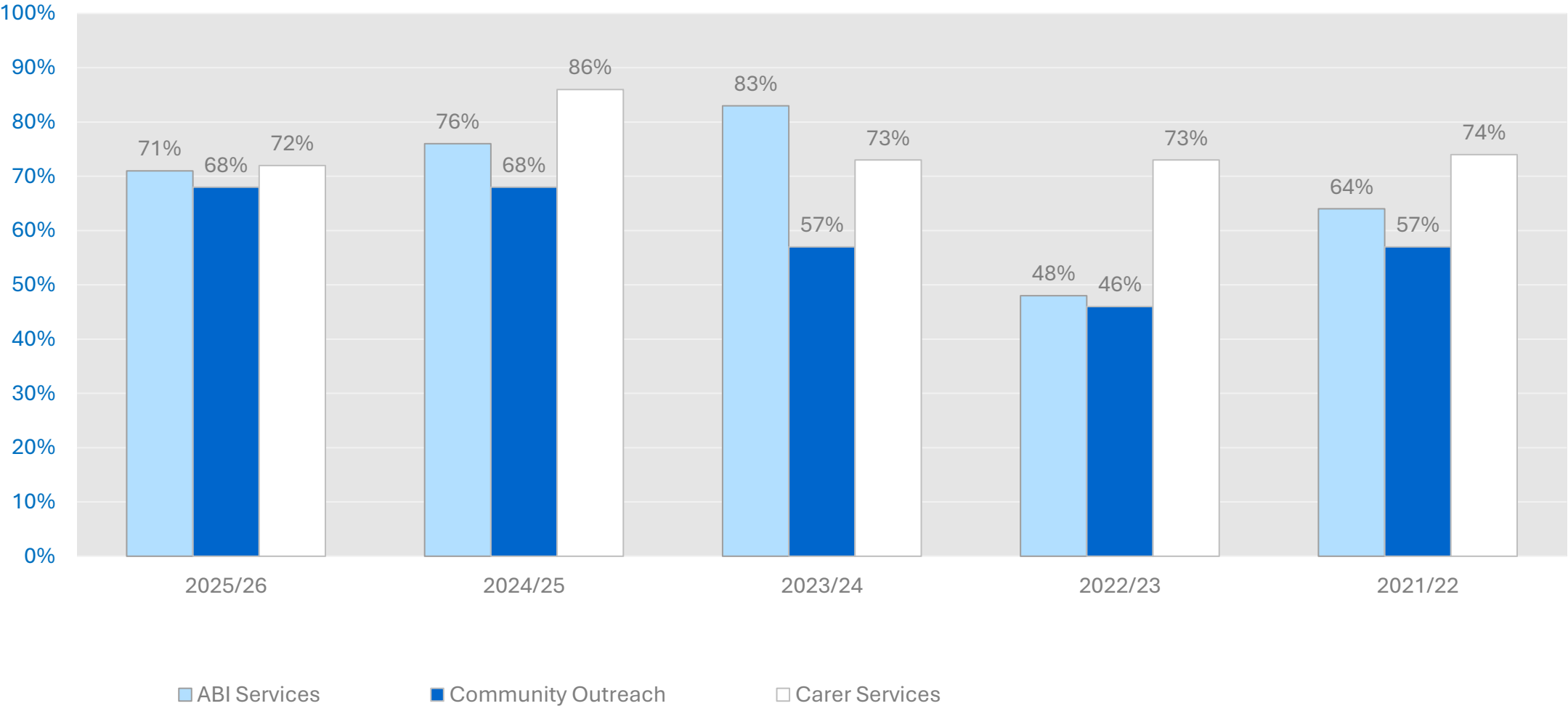
Mine and the life of my husband, children and granddaughter have been touched and positively influenced by Headway and that - **pleases me.**





SERVICES

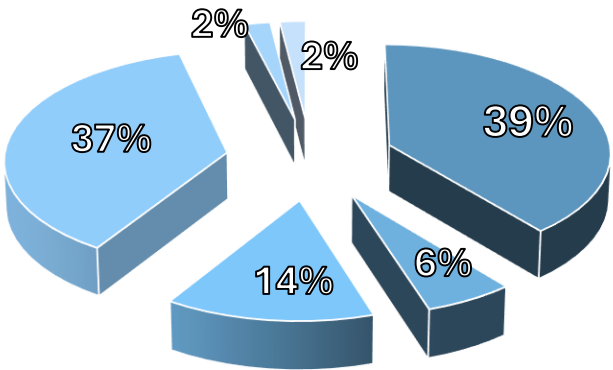
ALL SERVICES - TARGETS OVER 5 YEARS



8. DAY PROGRAMMES FOR PEOPLE WITH ABI

A third of survivors (33%) who were socially active before the injury feel they have no choice over their withdrawal from socialising since injury.

Activities
Delivered



- BI Sessions
- Education & IT
- Social & Wellbeing
- Access to Leisure
- Daily Living Skills
- Vocational

We continued to maintain our budget target placements at 282 but this was difficult as we still struggled to get new referrals allocated, with some taking over 12 months to get their assessments and funding to start. We are hopeful that with the new framework in place we may start to see some improvement with Birmingham City Council referrals in 2026.

The Wellbeing Therapy programme funded by the Lottery finished at the year end and we were pleased to have met all the required outcomes. The Physio Model has now been adapted as part of our everyday service delivery and is included for all clients. Where SALT (Speech & Language Therapy) or OT (Occupational Therapy) is required, due to their being less demand for this, we now will contract for assessments as required by individuals.

We introduced the new Headway Outcome Star – adapting our own version around this and updating our Assessment Tools. All the required staff have been trained and it is now part of our everyday monitoring systems.

Refurbishments at LH of DLS rooms downstairs and with the wheelchair friendly spaces, allowed more clients to actively take part in sessions.

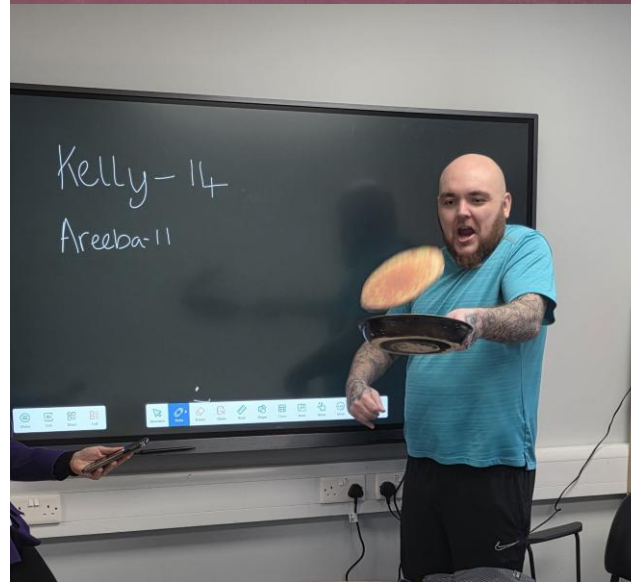
The new disabled toilet upstairs at Sutton House has made a huge difference to those who access physiotherapy and other upstairs spaces.



- 346 total places used in year – current 284
- 101 new referrals – 35% became active
- 53% of referrals came directly through our internal enquiries
- 18% of placements finished
- 48% of new starters continued after 3 months
- 83% had 1 to 1 key-working sessions – over 151 sessions
- 22% of users referred to other services for other specific support
- 36 user Forums held - 87 suggestions from user
- Users were involved in volunteering, research and setting up their own fundraising for items
- 6 new community venues used by each hub
- 30 physio referrals in the year-18 having full sessions
- Communication sessions developed with SALT
- 99 trips and outings

THE DIFFERENCE WE MAKE

- **31% of users moved up a development level score**
- **18% of placements moved on**
- **78% fully achieved at least one of their individual goals**
- **81% gained a skill/showed improvement**
- **10 users accessed a new outside interest through HBS support**
- **1 returned to work and 3 users supported to volunteer**
- **5 completed travel training course**
- **3 clients completed vocational**
- **11 gained an external certificate**



- CLIENT 1 showed good self-reflection skills in his training sessions. He has put the knowledge into practice and is learning to take time for himself for the first time.
- CLIENT 2 has made a big achievement this year. He wanted to plan a movie day for clients, this involved surveying all the clients, asking them their opinions, buying snacks within a set budget and overseeing the running of the day. It was a huge success.
- CLIENT 3 engaged (which was rare) in self-esteem session that encouraged writing a poem. She put in a lot of thought and showed good reflective skills in her poem about feelings/emotions - which she generally finds hard to manage.
- CLIENT 4 has a severe visual impairment. He has been with us for nearly 4 months and has gone from refusing to enter the building, due to severe anxiety, to now going offsite to the gym, attending a meal in the community and being a part of the walking group weekly. He even recalls his 1 to 1 worker's name which is a vast improvement to his short-term memory recall, and his family are delighted.
- CLIENT 5 apologised to a staff member after an issue the week before. When this happened he was adamant he hadn't been rude to the staff member, but he went away, thought about it and apologised when he next attended the hub. Huge improvement in his insight.
- CLIENT 6 has started getting the bus by herself to and from Headway after completing the travel training programme. This has been a massive achievement for her, particularly as she is elderly and has mobility issues.

MY STORY – PARVEEN AKHTAR by husband Sultan

Parveen was a fit and extremely active wife, mother and a recent grandmother leading up to her life changing stroke in December 2020. It was the height of the first wave of the Covid 19 pandemic and unfortunately Parveen was very ill a few weeks before her stroke with the Covid-19 infection. It was later concluded by her Stroke Consultant that the stroke was due to the Covid infection she sustained.

My name is Sultan and I am Parveen's husband. On the morning of Parveen's stroke we had breakfast together and at 7am I left home to go to work. I arrived at work at 7.30am and was just about to open my office door when I received a telephone call from my son telling me that he had found Parveen on the floor downstairs and she was not responsive. I told him to call the paramedics and made my way back home, it was an incredibly difficult drive home. When I arrived home the paramedics were already there and helping Parveen. Very quickly it was apparent to me being a health care professional that Parveen was having a stroke.

On arrival to the Hospital, the Emergency Department arranges an urgent scan and the findings confirmed that Parveen's was having a major stroke. She was transferred by blue light ambulance to the QE Hospital for a mechanical thrombectomy procedure to remove the clot in her brain. I was unable to go beyond this point and had to say goodbye even though Parveen was not responsive. I didn't see her again for 3 months as no visiting was allowed due to the pandemic restrictions. This was a very stressful time on me and the family. The mechanical thrombectomy procedure was not successful, and the brain damage sustained as a result of the stroke could not be reversed.

During the 3-month hospital stay Parveen was transferred to Moseley Hall Hospital for the final month for further rehabilitation. Following her discharge in March 2021, she completed the Moor Green clinic program at Moseley Hall, where the program lead advised that we should consider Headway. When this was discussed with Parveen she was very reluctant as it would take her out of her comfort zone.

Once Parveen eventually started at Headway in 2022, within a few days we could see that her negativity had totally gone and she was excited at the prospect of attending Headway House.

Parveen has been attending Headway now for 4 years, and she always looks forward to the sessions. She has developed a very close bond with the staff and also the other clients. We have noticed a tremendous improvement in her cognition, communication (Parveen has severe expressive aphasia and struggles with even simple verbal communication) and physical abilities during the time at Headway, but also, more importantly, she much happier and less prone to depressive cycles.

Without Headway I have no doubt that progress would have been much slower and Parveen would have been more sedentary spending excessive time sitting in her armchair watching TV. Parveen works hard at developing her communication skills and is determined to be able to read and write again. She has developed so much in her confidence and staff report back to me on the occasions where Parveen has laughed, sang and engaged well with others.

We are extremely grateful for all that the Headway family do for Parveen.



SOME FEEDBACK FROM OUR USERS



“Following physiotherapy sessions, I feel so invigorated and motivated to do more.”

“ABI provide an excellent service – all round excellent dedicated staff!”

“ABI staff listen when you have a problem. I feel very safe and cared for at Headway. It is truly a special and unique place. Staff should be very proud of themselves, as they continue to make a huge difference to my life.”

“My husband is so happy to be at Headway – the staff do a fantastic job, they are always welcoming and encouraging which can be difficult at times due to his complete vision loss.”

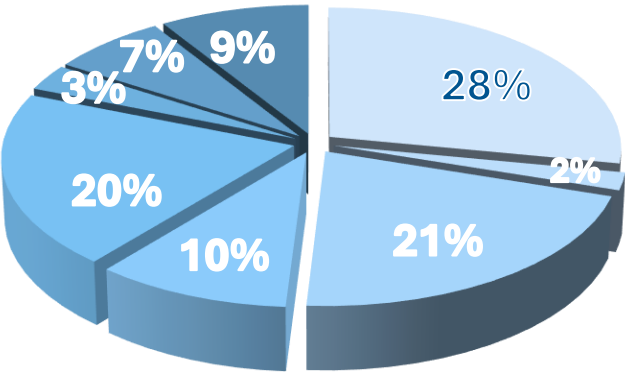
“Headway are like a family to me. I love everything they do and how much they have helped me through a dark time in my life. They are everything to me...my family.”

“Headway gives me so much comfort. I would like to express my appreciation of the staff’s efforts.”

9. FAMILY & CARER SERVICES

85% of carers reported feeling lonely after brain injury despite never having felt lonely before the injury

Types of Support Given



- Finance/benefits
- Addictions/health/MH
- Understanding BI
- Emotional Support
- Accessing other services
- Housing issues
- Cultural/Language
- Wellbeing

Birmingham Disability Resource Centre (BDRC) partnership work has been extended, but there has been no uplift, and so it has been hard to meet all the extra monitoring and meetings within the grant amount. This will all be reviewed in the next year.

We had to slightly reduce the QE Hospital hours as increased costs meant we couldn't maintain the extra hours we had added, but we still met all targets. Again, this needs reviewing in 2026.

We continued to build our links with all the hospitals, to include the new Midland Metro and Stroke Association. We also regularly provide clinics at The Circle and Hunters Moore.

Despite some long-term sickness issues and some staff changes throughout the year, the team managed to maintain services and meet targets. We feel we now have a full team going into 2026.



- **1,968 Enquiry Line users with 240 call backs and 121 referred to HBS services**
- **169 signposted to other organisations**
- **89 on Carer Register this year**
- **42 had counselling in the year**
- **293 QE and 595 from other hospitals**
- **19 cases put forward for HUK Emergency Fund**
- **249 had 1 to 1 support sessions**
- **12 support groups across the year**

THE DIFFERENCE WE MAKE

- **19 Carer events and support groups**
- **47 Carers had Carer Assessments**
- **90% had Wellbeing Assessment – fund**
- **100% of Carer Assessments were completed within 28 days**
- **139 cases of financial support – 1 to 1**
- **28 benefit appeals attended with 38% won**
- **Over £700k extra income successfully claimed for users through Fast Track**
- **60% success at 10 tribunals where we appealed benefits awarded**
- **53% of claims made by Fast Track resulted in a higher benefit awarded**
- **291 families given outreach support at the hospital stage**
- **25 families given solicitor information**
- **33 referrals to Hub Partners**



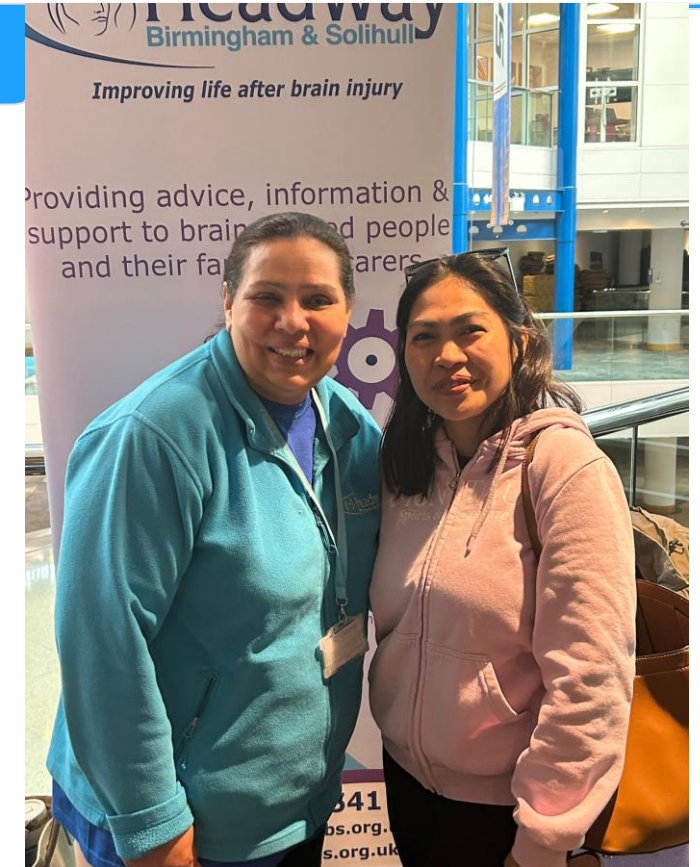
- ❖ **CLIENT 1** Through our Fast Track – tribunal work, was awarded more than £13,000. They were refused originally for allegedly not meeting the criteria and the Fast Track worker applied for mandatory reconsideration and then tribunal. Without this support they would have been without their entitlement for benefits.
- ❖ **CLIENT 2** Had intervention support at the QE following an OT discharge assessment. The Headway Link worker saw there was no package of care and raised her concern with the consultant, due to the risks involved. He agreed, and requested the assessment be redone, which then identified that a package of care was needed for the patient to return home safely.
- ❖ **CLIENT 3** was given support as part of crisis intervention at Moseley Hall Hospital for a mum and daughter who had come over from Dubai on short notice because her partner had a bleed on the brain. He was a British national and circumstances required that he be transported to the UK despite starting medical care in Dubai. Headway supported them with multi agencies including getting temporary accommodation, issuing food vouchers, emotional support, housing support long term and liaising with staff on wards to help support the daughter. Support also given by referring to Adult Social Services, immigration, visa support & benefit information. The family would not have managed without Headway.
- ❖ **CLIENT 4** A Client received support from Family Support Worker following discharge from the Circle and was awarded PIP enhanced rate for daily living and mobility.
- ❖ **CLIENT 5** had support of our Hospital Link worker, and we were able to support them to get Continued Health Care funding so that they could receive rehab, which was initially refused. Hospital Link Worker gave emotional and practical support to the family, whilst raising awareness of the ongoing needs for the patient, as the worker had an indepth understanding of the patient's feelings thoughts and needs.

My Story - Lyka – carer, wife and mother

Headway Birmingham & Solihull have supported me from the beginning when Martin, my husband, suffered a stroke. We have a daughter together called Izzy, aged 9. Martin is a UK citizen and he was working in Dubai where he suffered his stroke. He was being provided medical care under this company for around 6 months, this then came to an end and after this time he was transferred to Birmingham hospitals from Dubai via his company for medical support and further recovery. I met with one of the Headway hospital link workers at Moseley Hall Hospital after I came over after a few months from Dubai. Initially I was paying for and staying in air bnbs, travel lodges however this money was used up quickly. We moved in for a short period of time with Martin's parents but they were unable to accommodate us for a longer period of time due to financial restraints and benefit issues. I had no support and no options from anyone as I was here on my own. I had used essentially all my financial resources already so had little to no money and was in a financial crisis as well as facing many other challenges including coming to terms with what was happening with Martin.

The support that I have received is immeasurable. I wouldn't have been able to get through any of this had it not been due to the support at Headway Birmingham & Solihull. I had access to support in the hospital facilitated by the Hospital Link Worker, including food vouchers, housing accommodation being put in place as the HLW was working with the hospital social worker and other staff members to help support me and my daughter whilst Martin was in hospital. I had the most valuable support emotionally and with much more of everything as my daughter was also with me and we had literally nothing. I had support getting a bus pass as I wasn't entitled to benefits so they were working with DWP to try and get me support financially. I was faced with so many hurdles due to not being a UK citizen but the HLW was so supportive and didn't give up. I was put in touch with the Refugee and Migrant Centre who were very helpful and supportive in so many ways including my leave to remain. I was liaising with solicitors through the centre to help support with this. I have subsequently received counselling via Headway Birmingham and Solihull which has been hugely helpful and am looking to attend the carers support group

"I cannot thank Headway enough for the support they have given me through this challenging journey and supporting me and Martin along with our daughter. It has been so difficult at times and so many hurdles however with the support I have received I am in a different place and am so grateful. I cannot think or imagine where I would be now without Headway Birmingham & Solihull."



SOME FEEDBACK FROM OUR USERS



“Thank you so much for the fabulous and informative presentation, it was really useful and I will be able to refer my clients into Headway.”

” Thank you so much for the call back and follow up email. For the first time in six months I feel slightly less alone due to your kindness and knowledge. I am so very grateful.”

“I just wanted to let you know that we have been informed that X has been awarded the enhanced payment for both daily living and mobility for PIP. I could never have done this by myself and we are so very grateful for your time and experience that helped achieve this. This will have a great impact on his life and mine!”

Consultant Dr Naj Rashid, Moseley Hall. “The Headway Link Worker is absolutely amazing. She speaks with staff members, patients and their family members. She and Headway Birmingham & Solihull are an extremely invaluable service. We are very grateful for all of your support on the wards with your knowledge and expertise.”

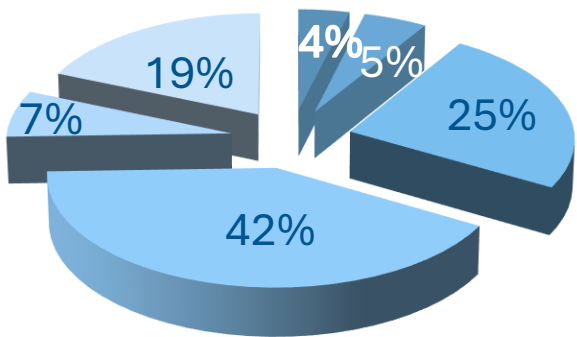
” You have made me feel so much better by listening and talking to me, explaining to me, so I don’t feel so alone. I was feeling desperate and now I don’t. Thank you so much.”

“No one has ever taken the time to explain to us about brain injury or the impacts it can have. We were really nervous about contacting you as we have had very bad experiences from hospital and with Adult Social services, it’s like no one cared enough. Thank you for taking the time and patience to listen and explain things. The relief of signposting to the other organisations is so helpful. It is lovely to know there is support here for if and when we need it in the future. Thank you”

10. COMMUNITY OUTREACH SERVICES

58% of brain injury survivors feel shy and introverted in social settings since the injury - despite regarding themselves as outgoing and confident before the injury

Support given



- Tasks in independent living/ home
- College/ volunteering/work
- Wellbeing/ physical activity
- Community & social activities
- Support to access appointments
- Finance support

Similar to the ABI Services, we continued to struggle with getting new starters, but did manage to maintain the hours close to target.

We continued to attract new Case Managers and private funders, which is positive and may even have a full weekly support package imminent. We are hoping that now the new Day Service Framework is set up, we can fund some through that system in the future and are trying to stop Direct Payments.

We still had staff ‘come and go’ throughout the year, but we do seem to have improved our retention in this service now and have many on full time hours, and 75% have been with us for longer than a year.

We are still running at a loss for this service, as we are unable to charge local authorities at full cost recovery. We could reduce this if we could increase the hours, but as with all referrals, this is hard due to getting Social Workers allocated.

We have tried to reduce paperwork time by introducing all the feedback forms onto TAG, enabling the workers to do this on their phones.



- 130 active users in the year
- 3 students joined the team this year and covered across the service
- New ‘on call’ system introduced which is working well and staff are happier with new system
- No agency staff were need this year
- 84% of staff ‘spot checks’ completed
- 75% attended staff meetings
- Staff attending coaching sessions has increased
- 38 suggestions from users followed up
- 1 informal complaints vs 18 positive feedback
- 9 safeguarding issues raised by workers

THE DIFFERENCE WE MAKE

- 5 clients supported in volunteering
- 1 client supported with work
- 5 clients joined our SFA groups
- 67% started a new activity in the community with their PA
- 79% had achieved a personal goal
- 130 different types of activities supported across the year
- 100% of clients given a fixed worker
- 0 clients did not start due to waiting for our worker – all were due to funding
- 75% of clients had risk updates
- 51 user feedback/comments
- 6 supported to have a holiday
- 17 accessed new outdoor activity
- 37% of clients were supported to improve their financial situation/tasks
- 3 people became members of our SFA
- 168 different activities across the year



- **CLIENT 1** – client returned to work 4 days a week with support from his outreach worker
- **CLIENT 2** – Achieved a 3rd place in a regional sailing competition. We supported him to sail during sessions in the summer.
- **CLIENT 3** – Was supported to go swimming with his SW for the first time following a stroke.
- **CLIENT 4** – Wanted to complete a lot of outstanding work in his home, owned by Bournville Trust. He achieved this with Headway's help.
- **CLIENT 5** – A young client is making much progress in mobility and speech helping his confidence immensely through his community access.
- **CLIENT 6** – Has increased his sessions to include and weekly early evening cinema visit.

My Story – David Parker

Client David Parker had a very busy life working for Jaguar and Landover. He was extremely active before his brain injury. He ran marathon's, raised money for charity and was really sociable. David was late 20s when as a pedestrian in a car, he was involved in a road traffic accident in November 2022. He was in an induced coma after being found at the roadside face down. He had a Glasgow coma scale of 3, and so very poor response. They incubated him and kept him sedated for 3 -4 weeks on ICU at the Queen Elizabeth Hospital.

Finally, after a bolt was fitted into his skull to relieve the pressure on his brain, they seemed happy to reduce the medication and slowly bring him round. He took a while to respond and needed extra drugs to stimulate his brain. Once he was out of the QE hospital he went to Moor Green Rehabilitation.

On January 24 2023, he was moved to Moseley Hall hospital TBI unit for rehabilitation and recovery. He spent 12 months there, and he was one of the longest patients they had ever had.

For several months, while at Moseley Hall, they feared he had locked in syndrome as he took longer than usual to recover and respond to rehab activities. Finally, after 6/9 months he began to learn to eat, drink and use his right hand. Speech was slow and he had a squeaky voice but once his peg feed came out he started to go in the right direction and improve.

Headway Birmingham & Solihull began working with him shortly after this. At first, the support worker was able to take him to local activities such as attended pubs for lunches and visiting the local park, so that David could get 'out and about' again. He was then awarded a mobility van, which helped immensely. His Headway support worker can now take him in the van to visit the cinema, restaurants, bowling and other activities. He really enjoys being able to get out of the Care Home and his family are very appreciative of the sessions HBS work with him.



SOME FEEDBACK FROM OUR USERS



"I am very happy with the service and it really helps me to live my life again."

"All the staff are really good, caring and supportive. They always go the 'extra mile to help me.'"

"I love going to the shops and treating myself, as well as choosing my own clothes. I could not do this without my support worker."

"Being able to access new things and interests is very hard after my brain injury, but I am now able to do this, thanks to Headway."

"The Community Outreach service has been a lifeline for both my husband and I."

"My worker is always on time and helps me to get out and about. We have a lot of fun and it is the only thing I have to look forward to each week."

11. SERVICES FOR ALL (SFA)

Only around a third of brain injury survivors (31%) and carers (38%) maintain the same social circles as they did pre-injury.



SFA provides the opportunity for all our community to come together at different times of the day and weekends. It helps people to form friendships and look after their mental and physical health, through peer support and activities.

Services For All is aimed at every person who is impacted by the brain injury. Whilst it is facilitated by a Headway staff member, we do not take responsibility for the people who attend. Therefore, brain injured people need to attend with family or their PAs if they need support. People with mild to severe brain injuries are able to attend, as well as family and friends.

We provide a full programme to include sports, outdoor activities, events, lunch clubs, hobbies and much more, all at the request of the users. We offered a monthly timetable of events throughout the year and our membership has now increased to 93 at the year end.



Membership is FREE and we offered a monthly timetable of activities that includes up to 8 activities each month and some great 'one off' events.

- Over 446 participations across last year
- 14 wellbeing focused sessions
- 60 social and activity groups
- 11 online sessions
- 4 talks/workshops
- 5 trips and outings

12. THE DIFFERENCE WE MAKE TO SOCIETY

There are many ways in which we help the local authorities and communities through our work. These include:-

- ❖ Reducing bed blocking – by helping people to get back home from hospital.
- ❖ Reducing visits to GPs and hospital re-admissions – through support of continued recovery.
- ❖ Avoiding family/carer health problems – by providing families with support on how to cope and look after themselves and have Headway respite breaks.
- ❖ Reducing numbers of people in residential homes/care and other housing needs – by helping continued recovery and keeping families together.
- ❖ Limiting arrests and prison admissions – through supporting brain injured people who are vulnerable, so they do not get in with the ‘wrong crowd’, do drugs etc.
- ❖ Avoiding serious ‘safeguarding incidents’ by being there to spot any potential issues and report early to safeguarding teams.
- ❖ Avoiding family breakdown/divorces – *‘the divorce rate for couples after brain injury is higher than the divorce rate for the general population’.*
- ❖ Community benefits – brain injured people helping in local community, brain injury education opportunities and volunteering/student learning.
- ❖ Giving skills to our users that can be of benefit to the local community.
- ❖ Educating professionals and our local community on brain injury.
- ❖ Huge costs saved overall for all of this above that we do.



13. THANK YOU TO OUR COMMISSIONERS & FUNDERS

Birmingham City Council, Solihull Metropolitan Borough Council
Worcestershire City Council

Birmingham Forward Carers, Birmingham Disability Resource Centre
BVSC, Ageing Better

Higgs PLC Solicitors, CFG Law, Slater & Gordon, Express Solicitors, Thompsons Solicitors, Irwin Mitchell

The National Lottery Community Fund – Reaching Communities
The National Lottery Community Fund – Building Better Connections Fund

The Henry Smith Charity
The Eveson Trust
Sport England, National Grid, Provincial Grand Lodge of Warwickshire



There are too many individuals, corporate sponsors and charitable trusts who support our work to list individually here, but a huge 'thank you' to everyone who fundraised/donated to us during the year. Every penny we received goes towards the delivery of services to our brain injury community.

To everyone who supported us during the year



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