Sharing Hope

Our impact in 2025-26

How we supported people, strengthened communities, and created change.

Contents

Welcome from the Chief Executive 2

Who we are 3

What we do 5

Inclusion and involvement 9

Our impact 11

Celebrating our people 16

Looking forward 19

Thank you! 21

welcome

This year, people across Scotland reached out to us for support, understanding and hope.
Our teams responded with compassion and commitment, ensuring people were met with care, dignity and respect.

We strengthened our trauma-skilled approach, expanded digital and community support, and continued to listen deeply to the voices of lived experience. The insight people shared shaped how we designed and improved services, and how we understood the difference our support made.

What matters most is the change people told us they experienced following our support- **feeling less alone, more confident and more connected**. Their experiences are at the heart of this report.

As we look ahead, we will continue to strengthen our community and digital support, embed our Quality Management Framework, and invest in our people, ensuring Health in Mind remains a safe, welcoming place for everyone.

Thank you to our staff, volunteers, partners, funders and supporters. And to the people who use our services: **thank you for your trust and your strength.** You are at the centre of everything we do.

Wendy Bates, Chief Executive

Who we are

Health in Mind is one of Scotland's most trusted mental health charities.

Since 1982, we have been supporting people to build hope, resilience, and understanding of mental health and wellbeing.

Our services have changed and evolved over the decades in response to need, but we remain as led by our vision and values in 2026 as we were all those years ago.

Our Vision

A future where everyone in Scotland has positive mental health and wellbeing, and can access high-quality support in the ways that work best for them.

Our Purpose

To support people to build hope, resilience, and understanding of their mental health and wellbeing.

How we work

We offer a range of trauma-skilled, rights-based, and person-centred services, offered online, by phone, or in person, that meet people where they are.

We're committed to…

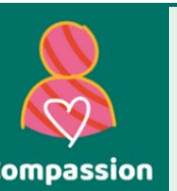
Being there when, where and how people need us

Sharing our learning and experience

Keeping people at the heart of all we do

Our Values

Our values guide every interaction and decision we make at Health in Mind, shaping the safe, compassionate spaces that people tell us they appreciate most.



We work with **compassion** to make sure people feel valued, heard, empowered and supported to live the life they want to live.

We demonstrate **integrity**, doing the right thing even when it takes courage.

We show **respect** for everyone involved in our work, treating everyone with dignity and fairness, and acknowledging that everyone is an individual.

We know the people we support, our colleagues, and our volunteers have unique strengths and capabilities, and look for ways to help them **realise their potential**.

We work to build **inclusive** services, challenging the obstacles which can prevent people from reaching out for support and accessing opportunities.

Our year in numbers

1,687

people directly supported through Health in Mind services by **88** volunteers and **69** staff

30,778

visits to Health in Mind's online self-help resources

214,617

visits to our information websites

348

individual and community supporters and

16

corporate partnerships

£3.87

social value generated **per £1 spent**

Calculated through the Social Value Engine

What we do

Our approach

Health in Mind promotes mental health and wellbeing across Scotland by providing trauma-skilled, rights-based support that is compassionate, accessible, and shaped by the people who use our services.

Across all our work, we focus on **strengthening resilience**, **reducing isolation**, and supporting people to **build relationships**, **develop coping strategies**, and **feel more connected** to their communities.

This year we continued to deliver flexible support **tailored to our communities** and to people's individual needs, taking a **person-centred** approach and treating everyone with **dignity and compassion.**

We delivered support locally across **Edinburgh, the Lothians**, and the **Scottish Borders**, alongside our **digital platforms** that help people find trusted, locally-specific wellbeing information quickly and easily.

Through national partnerships and services such as our **Historic Adoption Service**, **Scotland's Veterans Wellbeing Alliance**, **Future Pathways**, and **Redress Support Service**, we have helped people with complex experiences to access safe, specialist, person-centred support.

ithrive EDINBURGH
Midspace
Eastspace
west space
Scotland's Veterans Wellbeing Alliance
redress SUPPORT SERVICE
FUTURE PATHWAYS

What we do

Counselling

Our **counselling** (also known as psychotherapy) services offer a safe, confidential space for people to talk with trained counsellors about their feelings, thoughts, and experiences.

In 2025-26, we delivered **four free counselling services** across Edinburgh and the Lothians, including our **Deaf Counselling Service**, offering an accessible route to therapeutic help.

Group support and workshops

Our **groups and workshops** aim to support people to learn more about their wellbeing, offer opportunities for self-reflection and peer support, and provide space to consider new possibilities for the future.

Our selection of courses and groups have been developed through consultation with local communities in response to need.

Individual support

We offer a wide range of **individual support services**, tailored to meet the needs of a variety of groups and preferences.

In 2025-26, this included **guided self-help**, support for **carers**, wellbeing support for **artists on the Edinburgh Fringe**, **recovery peer support**, and more – all person-centred and delivered with compassion.

Trauma support

We have **specialist trauma support** available for adult survivors of **childhood sexual abuse**, as well as for men who have experienced **rape, sexual abuse or domestic violence** as adults.

These support services are designed to offer a safe, non-judgemental space for survivors to work through their experiences.

Find out more about our full range of services here

In 2025-26, we supported 1,687 people on an individual and group basis, offering spaces to be heard, understood, and empowered to move forward in the ways that matter to them.

Innovation and learning

We continued to learn, adapt and innovate so that people could access support in ways that felt the most safe, flexible and effective.

How we adapted

New digital wellbeing content,
including self-help resources, and new platforms to serve specific audiences.

Expanded reflective practice
providing space for staff and volunteers to learn from and support each other.

Improved online referral pathways

New and updated service models,
including redesigning our Historic Adoption service to include counselling.

What changed

Increased engagement
with our digital resources

Reduced wait times
in several service areas

Stronger partnerships

What people told us

Flexibility and choice matter

Digital and in-person support **work best together**

Co-production leads to more relevant services

Involving people

People with lived experience shaped our decisions, guided improvements and helped us understand what matters most. The work of all our involvement groups is highly valued at Health in Mind.

Their insight ensures our work remains grounded, relevant and shaped by the people who use our services.

How lived experience helped shape our services

Our Lived Experience Steering Group ensures that everything we do is shaped by the voices of people with lived experience of mental health issues.

We also collect feedback through other channels, such as satisfaction surveys and support reviews.

The insight offered through lived experience challenges us, guides us, and keeps us accountable to the communities we serve, making our work more compassionate, more relevant, and more human.

How we adapted services

- ✓ **Increased flexibility** through blended delivery
- ✓ Strengthened **local presence** and **referral pathways**
- ✓ Improved access **to trusted digital wellbeing information**
- ✓ **Further embedded** trauma-skilled and rights-based practice
- ✓ **Increased availability of support outside 'office hours'**

Inclusion

We are committed to creating support that is safe, fair and accessible for everyone.

Improving access to support for people experiencing exclusion

We strengthened access through flexible pathways, accessible communication formats, BSL-inclusive practice and digital options that reduced barriers.

Culturally safe support

People told us they felt seen and able to bring their whole selves to support.

We adapted communication, and strengthened our trauma-skilled practice to reflect identity and culture.

Using data and feedback to identify gaps

We used demographic data, service feedback and lived experience insight to understand who is, and who isn't, accessing support.

Co-production with people with lived experience

People with lived experience helped shape service redesigns, digital content, accessibility improvements, and our new Quality Management Framework.

What people told us about our support

This year, people told us that our support helped them feel:

- more confident
- better able to cope
- more connected
- less alone
- listened to and understood

85%

of people told us **their mental health and wellbeing had improved.**

98%

of people told us **they had been supported with compassion and care.**

98%

of people told us **support focused on what mattered most to them.**

99%

of people told us their **support was consistent and offered with honesty.**

99%

of people told us they **were treated with respect, and their views were heard.**

97%

of people told us they were **able to access support in a way that fitted into their life.**

Our impact in communities

Our support helped people build connection, strengthen wellbeing and find hope.

The following themes came through from feedback from people using our services.

Reducing Isolation

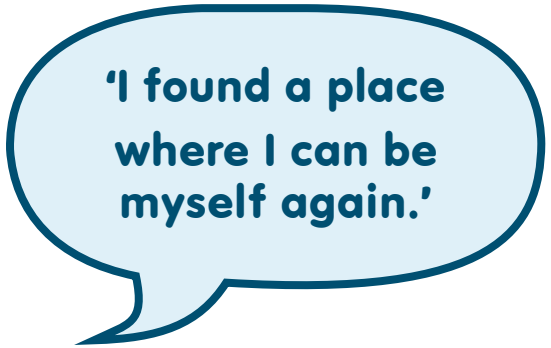
People found connection through groups, peer spaces and volunteer-led activities.

Connection and Belonging

Groups created spaces where people could share experiences and reconnect with joy.

Building Confidence

People strengthened their sense of self, expressed their needs and set boundaries.



Improving Wellbeing

People who used our services reported meaningful improvements in mood, confidence, and ability to cope.

Support helped them feel safer, more grounded and more able to manage anxiety and stress.

Reaching Rural Communities

Our new and improved outreach and digital pathways reduced barriers for people in rural areas.

Online sessions and local outreach made support possible.

Inclusive and Culturally Safe

We strengthened our BSL-inclusive, anti-racist and accessible practice.

People told us they felt respected, understood and able to bring their whole selves.

Stories of Change

Sarah's counselling journey

Sarah's Story

Finding connection and voice through counselling

When Sarah* came to our Deaf Counselling Service, she was feeling isolated and overwhelmed after a difficult family breakdown. Anxiety, low mood and rising stress were making everyday life harder, and she often felt alone with her emotions.

Her counsellor adapted every session to meet her communication needs, including using captions during online appointments. They explored together how anxiety shows up in the body, and developed grounding strategies that Sarah could use whenever panic symptoms appeared.

Through consistent empathy, validation and unconditional positive regard, Sarah began to grow in confidence. She learned to recognise and express her emotions, set healthier boundaries, and reconnect with the things that brought her joy, especially her artwork.

By the end of counselling, Sarah felt more able to cope with the challenges in her life. She had also taken a brave step toward rebuilding her social world, joining a local meet-up group where she began forming new friendships and connections.

Sarah's story reflects the strength people can find when they are truly heard – and how that can start with accessible routes to support.

*Name and image changed to protect privacy

Stories of Change

Jim's community support journey

Jim's Story

Rebuilding confidence and learning self-compassion

Jim* started support feeling emotionally exhausted and caught in patterns of guilt, self-criticism and low confidence.
He often felt overwhelmed by emotions he couldn't name, and he struggled to regulate his feelings day to day.

With support, Jim had space to gently explore how his past experiences, responsibilities and deeply held beliefs about himself shaped the way he moved through the world.

Through conversations with his support worker, Jim was able to focus on building emotional awareness, self-compassion, and practical strategies to help him feel more grounded and in control.

As the weeks went on, Jim grew more confident recognising his needs and setting boundaries that protected his wellbeing. He learned to respond to himself with kindness rather than criticism, and he developed tools he could use whenever his emotions began to feel overwhelming.
He reconnected with parts of his life that brought comfort, meaning and steadiness.

When he reached the end of his sessions, Jim told us that, although life still had its challenges, he no longer felt defined by his guilt or emotional distress. He felt stronger, more compassionate toward himself, and able to move forward with confidence.

Jim's story shows how trauma-skilled, person-centred support can help people to rediscover their own strength.

*Name and image changed to protect privacy

Stories of Change

Lasting and impactful partnerships

In Care Survivors Alliance

Ten years of innovative partnership working

For ten years, the In Care Survivors Alliance has supported people who experienced abuse or neglect in the Scottish care system. Health in Mind played a key role in developing this model.

Our teams helped shape the early foundations of Future Pathways, and later the Redress Support Service, bringing our expertise in trauma-skilled practice, relational support, and accessible mental health services to build an approach that is **collaborative, trauma-skilled**, and **centred on survivor voice**.

Alliance working allows support to be flexible and person-led; shaped around each individual, rather than what any one service can offer. It also means survivors benefit from the combined strengths of multiple organisations working as one. Instead of a single organisation delivering a service, partners share responsibility, learning and decision-making, creating support that adapts to each person's needs.

Over the decade since the Alliance was established, we have worked closely with partners to strengthen practice, improve accessibility, and ensure that survivors' experiences guide how the Alliance evolves.

Together, the Alliance has supported thousands of people to rebuild confidence, reconnect with community, and rediscover parts of life that bring meaning and stability. Every journey has helped shape the Alliance into what it is today.

As we mark ten years, Health in Mind remains committed to the Alliance's shared purpose: listening, learning, and standing alongside survivors with dignity, respect, and choice.

We build on everything we've learned so far; the power of collaboration, the importance of relationships, and the belief that anything is possible when people are truly heard.

Celebrating our People

The people who bring our values to life every day

Our work is only possible because of the people who make Health in Mind what it is – our volunteers, peer workers and staff teams. Their compassion, skill and commitment create the safe, welcoming spaces people consistently tell us they value.

Volunteers

Our volunteers bring warmth, connection and hope to people across Scotland.

Whether offering a listening ear, supporting groups, helping at events, or contributing behind the scenes, volunteers create moments of care that make a meaningful difference.

Staff Teams

Our staff bring professionalism, compassion and deep commitment to their roles.

This year, they navigated change, strengthened trauma-skilled practice and continued to offer flexible, person-centred support grounded in dignity and respect.

Peer Workers

Peer workers use their lived experience to walk alongside people with understanding, empathy and authenticity.

Their presence can help people feel less alone, and more hopeful about what is possible.

'My volunteer made me feel seen and understood.'

'I felt truly listened [to] throughout our conversations. [Staff member] consistently reassured me that my worries were heard and understood.'

'[Peer support helped me feel] understood in a way that felt different.'

This year, we invested in **training, reflective practice and wellbeing** to ensure our people felt supported, confident and equipped to deliver high-quality, trauma-skilled support.

Celebrating our people

How Collette is leading in her field

Safety & Health Excellence

Collette Baigrie, Business Operations Manager, won the **2026 Safety and Health Excellence *Rising Star* Award** for her outstanding contribution to strengthening health, safety and wellbeing across Health in Mind.

Collette's work lifts standards, builds confidence and strengthens the culture of care at the heart of Health in Mind.

Her achievement reflects the compassion, integrity and commitment she brings to her work every day.

'Health & Safety is often seen as paperwork, rules and regulations, but to me it's always been about people, and protecting the moments that matter.

Winning the award is a reminder of how much I genuinely care, and how proud I am of the work I do.'

Collette Baigrie, Safety & Health Excellence Rising Star

'Collette's calm, steady presence and trauma-skilled leadership strengthens how we support both staff and people using our services.

Collette's impact is felt quietly but powerfully across Health in Mind.'

Wendy Bates, Chief Executive

Celebrating our people

Everyone who makes our work possible

Our supporters

In 2025-26, 348 people supported us, and our community raised a total of £130,658

193 donated directly to us, with 139 people taking part in challenge events like the EMF, Darkness into Light, and the Kiltwalk. 2025 also saw the first year of the Port of Leith Distillery Abseil.

42 school groups raised awareness of Health in Mind through the Youth Philanthropy Initiative, and we had one winner! Trusts supporting us this year included the National Lottery Community Fund, Cordis Charitable Trust, Evelyn Drysdale Charitable Trust, and the Plum Trust.

16 corporates supported our work, including Rabbies, Scott Brownrigg and ATS.
A brilliant partnership with SHBT and their Royal Mile building at Riddles Court saw us put on 5 events that highlighted the 5 Ways to Wellbeing over the winter months.

'I was able to see how the contribution we made can make a difference.'

'Support from Kirsty and Lynne was great – made me feel valued and motivated – thank you.'

Looking ahead

Demand for support continues to rise, and people are facing increasing pressure from poverty, trauma and isolation.

Our focus for the year ahead is to strengthen the foundations that help us offer safe, compassionate and accessible support, while growing in the areas where we can make the greatest difference.

Our priorities for the year ahead

Strengthening our trauma-skilled, rights-based practice so people feel safe, respected and empowered.

Investing in our people; staff, volunteers and peer workers, to build confidence, wellbeing and capability.

Growing our digital and community support, making it easier for people to find help in ways that work for them.

Deepening our focus on tackling inequalities, ensuring our support reaches people most affected by poverty and exclusion.

Working closely with partners and communities to deliver joined-up, local support.

Showing our impact clearly, using data, lived experience and stories to demonstrate the difference we make.

We will continue to listen, learn and adapt, ensuring our support remains shaped by the people who place their trust in us.

Get involved with Health in Mind

Volunteer with us

Our volunteers bring warmth, connection and hope to people every day.
Whether you can give a few hours a month or a regular weekly commitment, your support makes a real difference.

All our volunteers receive high-quality skills training, and regular support and supervision. We invest in our volunteers because they're investing their time and energy to make Scotland a better place.

Support our work

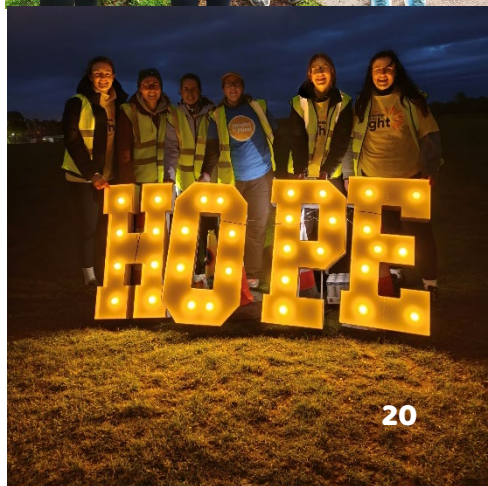
Every donation helps us reach more people in more places.
You can support us by:

- taking part in a fundraising event
- organising your own challenge
- making a one-off or regular donation
- supporting us through your workplace or community group

Your generosity helps us keep offering support that is compassionate, accessible and shaped by the people who need it, through 2026-27 and beyond.

Everyone has a part to play in building a kinder, more connected Scotland.

Visit health-in-mind.org.uk/get-involved to find out more.



thank you

Our work is only possible because of the people who walk alongside us.
We want to express our heartfelt thanks to everyone who has been part of this year's journey.

To the people we support

Thank you for your trust, your courage and your strength.

Your experiences guide our learning, shape our services and inspire us daily.

To our volunteers

Your time, compassion and commitment bring our values to life.

You create connection, community and hope in ways that make a meaningful difference.

To our partners and funders

Your belief in Health in Mind helps us reach more people in more places,

in ways that feel safe, accessible and empowering.

To our supporters and communities

Thank you for standing with us,

sharing our message, and helping us build a Scotland where everyone can access the mental health support they need.

Together, we are sharing hope. And together, we will continue to create change.

Get in touch

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Explore how you can support us today at

www.health-in-mind.org.uk

Health in Mind is a charity registered in Scotland SC004128, and a company limited by guarantee registered in Scotland SC124090. The registered address is Links House (as above).