

—Space—
2B Heard

2025

Impact Report

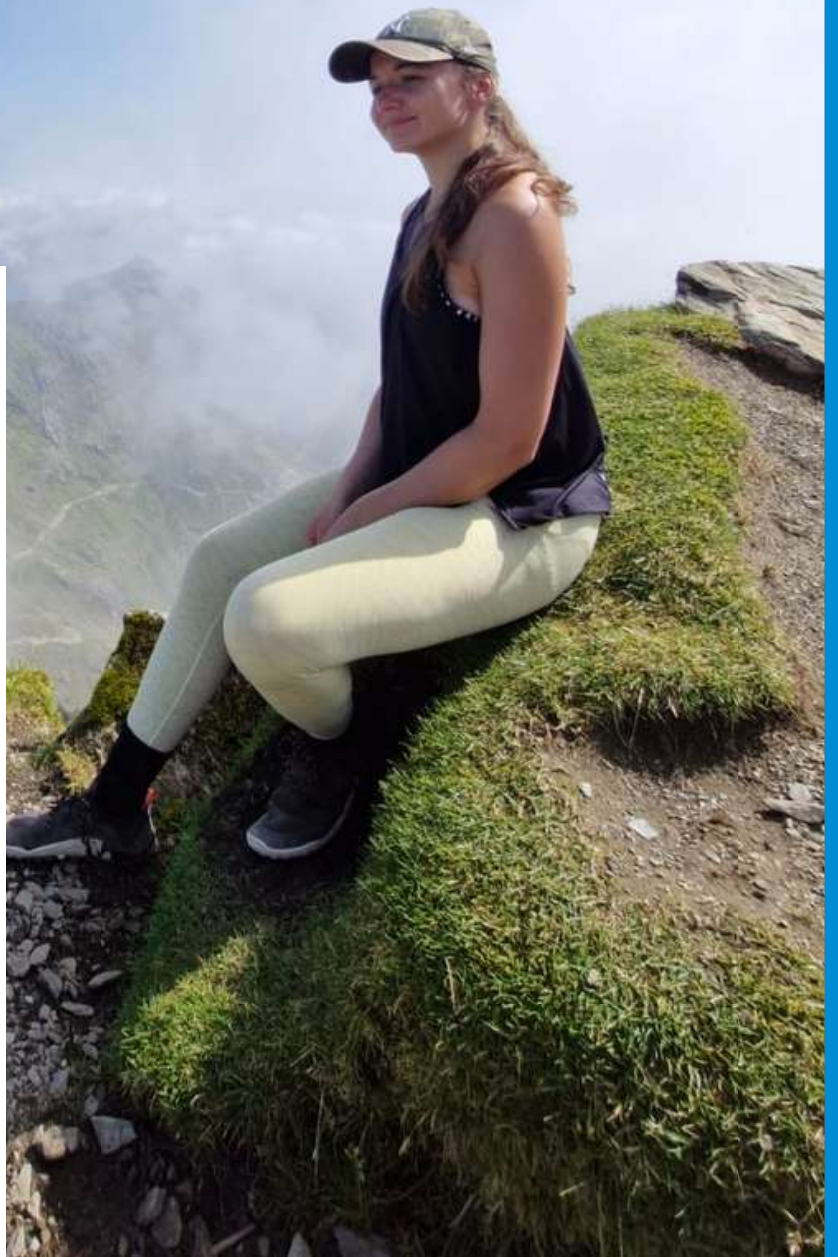


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Introduction

The past year has been one of purposeful growth, deepening relationships and strengthening the foundations that support Space2BHeard CIC. Building on the reflections and developments of previous years, 2025 has offered us the opportunity to step forward with greater clarity, renewed energy and a shared commitment to ensuring our community receives the highest quality therapeutic support we can offer.

As our CIC continues to evolve, we have become increasingly attuned to the importance of stability, collaboration and thoughtful planning. This year we have invested not only in our services, but in the people, partnerships and systems that hold those services together. Whether through enhancing our governance structures, expanding our training and supervision, or refining the processes that enable us to work safely and efficiently, our intention has remained the same: to create a secure and sustainable organisation that can meet the growing needs of our community.

For those with a therapeutic eye, this intentional, steady strengthening mirrors the familiar rhythm of building a secure base. One from which growth, resilience and confidence can naturally emerge. By nurturing our team, deepening connection across our networks and refining the ways we work, we create the right conditions for both our staff and the people we support to flourish.

Throughout this report, we hope to demonstrate how this approach has translated into meaningful impact across our community. You will see how our values continue to guide every decision we make and how our commitment to compassion, integrity and accessibility shows up in the work we deliver every day.

2025 has been a year where Space2BHeard has not only consolidated its foundations but also begun to stretch confidently into new possibilities. We are proud of what has been achieved, humbled by the trust placed in us, and excited about all that lies ahead.

With warm regards,

Laura Stead & Michelle Shanley



Our story so far

Our Mission

At Space2BHeard CIC, our mission is to ensure that every person in our community has access to compassionate, high-quality therapeutic support when they need it most. We believe emotional wellbeing is the foundation of a thriving life, and we are committed to creating safe, inclusive spaces where individuals feel truly seen, heard and valued.

Our work is grounded in our core values: being inclusive, accessible, authentic, caring, professional and collaborative. These values guide every relationship we build and every service we offer, ensuring that people experience support that is genuine, respectful and shaped around their individual needs.

We are driven to reduce barriers to mental health support, champion early intervention and empower individuals by nurturing resilience, strengthening relationships and enabling meaningful, lasting change. Through continuous learning and an unwavering belief in the potential within every community member, we aim to build a healthier, more connected future. One where nobody has to face their challenges alone.

At the heart of everything we do is a simple promise: we listen, we care, and we walk alongside people as they grow.

Our Purpose

The purpose of Space2BHeard CIC is to provide accessible, compassionate and professional therapeutic support to individuals across our community who may otherwise struggle to find the help they need. We exist to create a safe, inclusive environment where people can explore their experiences, build resilience and feel genuinely heard and understood. Our purpose extends beyond individual therapy; we aim to strengthen community wellbeing, reduce barriers to mental health support and empower people to make meaningful, lasting change in their lives. Everything we do is guided by our commitment to care, integrity and the belief that every voice deserves space.



Our 2025 goals

1

Deliver Clinical and Operational Excellence

We strengthened clinical excellence by meeting and exceeding contractual requirements, enhancing supervision, expanding training and developing specialist skills. Our commitment to EDI progressed through consultation and early audit work, helping us identify areas to improve accessibility. Operationally, we improved care pathways, information management and KPI monitoring, ensuring consistent, efficient and high-quality outcomes across all services.

2

Communications & Professional Presentation

Developing a clear, cohesive communications approach has been a major focus. Over the year, we have begun laying the groundwork for a comprehensive Communications Plan to support marketing, information sharing and the creation of professional resources for SMEs and the VCSE sector. This has included refining our brand presentation, introducing more consistent messaging and preparing systems that will allow us to expand our reach and visibility across the region.

3

Community & Volunteer Engagement

Recognising the vital role of community partnerships, we expanded our engagement with local VCSE organisations, stakeholders and volunteers. Consultation has been central to shaping our community-led initiatives, helping us deepen our understanding of local gaps and strengthen the volunteer experience, especially through the continued growth of the Valued Minds programme.

4

Senior Leadership Development

We strengthened our governance by building a Board with commercial, financial and governance expertise to guide S2BH's next stage of growth. We also recruited a Clinical Leader to enhance strategic and clinical leadership. Alongside this, we began identifying internal staff with leadership potential, supporting long-term sustainability and maintaining continuity rooted in our organisational values.

Enhancing the Workforce

We continue to prioritise attracting, developing and retaining a highly skilled, ethical and compassionate workforce.

This year we strengthened our team structure, expanded clinical capacity and invested heavily in training to ensure that our service users receive high-quality, safe and effective therapeutic support.

Continuous Professional Development

To maintain excellence in practice, our team engaged in a wide range of specialist CPD, including:

- DASH Training
- Lamplight case management training
- Core team additional training in KnowBe4 data security
- Group Therapy Training
- Couples Imago Training
- Understanding Disordered Eating

Our growing workforce reflects our values:

- "Welcoming"
- "Inclusive"
- "Professional"
- "Supportive"
- "Genuine"



Of our Clinical Team are Accredited with UCKP or BACP

Clinical Excellence

- 4 Clinicians completed EMDR Training
- 7 Clinicians trained in Counselling for Depression
- 2 Clinicians qualified in Interpersonal Psychotherapy



Serving our Communities

In 2025, we remain committed to ensuring residents of Hull and the East Riding can access high-quality, affordable therapeutic support. Valued Minds continues to provide an accessible route to long-term therapy, removing financial barriers and supporting meaningful emotional wellbeing. Now in our fifth year, the project has grown into a trusted community service—supporting more Volunteer Clinicians, reaching more service users, and strengthening our systems to maintain excellence in delivery.



Community Engagement and Partnerships in 2025

This year, we strengthened our visibility across Hull and the East Riding, building relationships and partnerships that broaden the reach and impact of the Valued Minds project. Staying active within our communities has helped us collaborate more effectively, raise awareness of our services, and contribute to wider wellbeing efforts.

Key highlights include:

- Ongoing attendance at monthly Hull Champions Network meetings to support local collaboration.
- Participation in six community events, including the HEY Smile Foundation event for Hull Business Week and a Suicide Awareness event.
- Forming three new partnerships with local training providers to support clinician development.

Continuous Professional Development

This year, we continued to invest in the growth and capability of our Volunteer Clinicians through a structured programme of Continuous Professional Development. Training sessions covered a broad spectrum of essential themes, including Neurodiversity in the Therapy Room, Practicing Safely Online, Managing Therapeutic Endings, Working with Risk, Adoption in the Therapy Room, and Working Therapeutically When a Trial Is Involved. These learning opportunities ensure our volunteers are equipped with the knowledge, confidence, and professional skills needed to provide safe, ethical, and effective support to the communities we serve.

25

Volunteer Clinicians
completed their
supported placement

112

Residents accessed
free or low cost
therapy

5,376

Volunteer therapy
hours recieved

24

Expert Clinical
Supervision hours
provided at no cost

196

Feedback hours
provided to Training
Establishments

Volunteer feedback

Sharons Story

Overview

As part of our continuous development and improvement we seek feedback from our volunteers at the end of their placement. Sharon was generous in the time she took to describe the impact her time with us had on her personal and professional development.

Over her 12-month placement, Sharon has made strong contributions to Space2BHeard and developed into a confident, skilled, values-led clinician. She delivered 134 clinical hours across nine clients, working with varied presentations, formats, and endings. She describes the placement as “a deeply meaningful part of my growth as a therapist.”

Thank you Sharon for your impact on the community!



Quality of Experience and Learning

Sharon reports significant professional development supported by high-quality supervision and training. She completed 28 personal and 9 group supervision sessions, alongside all required and specialist training. She reflects on learning to balance compassion with professional boundaries and growing confidence in feedback use, note-keeping, contracting and admin tasks. She continues to rely on supervision to support safe, ethical practice.

135

hours of therapy
delivered

Impact on Future Practice

Sharon sees the placement as foundational to her future career, giving her skills and confidence that will serve her moving forward. She expresses a desire to maintain a connection with the organisation and credits the placement with helping her develop a more authentic therapeutic presence and a clearer sense of the clinician she is becoming.

Contribution to the Organisation

Beyond client work, Sharon contributed to menopause groups, wellness days, team meetings and training events. She describes the organisation as consistently supportive, responsive and transparent, valuing the way the company has continued to develop during her placement.

Values in Practice

Sharon highlights that Space2BHeard actively demonstrates its values through a caring environment, clear professionalism and inclusive practices. She particularly notes the authenticity and collaboration of the team, which has helped her feel safe to grow and “bring my full self to the work.”

Specialist Group Support



In 2025, we expanded and strengthened our psychoeducative group programmes, offering essential support alongside one-to-one therapy. Demand continued to grow across all areas, reflecting the increasing pressures on people's mental health



Wendy helped me look at things in a new way and helped me understand my anxiety

I felt listened to and understood for the first time, Emma is a true star!

Women's Mental Health Groups

We saw increased referrals linked to menopause, postnatal challenges and the strain of caregiving. Our women only groups provided safe, validating spaces where participants felt seen, supported and empowered to take steps toward improved wellbeing.

Art-Based Grief Support Group

This year we introduced a creative, therapeutic space for people navigating grief. Using art-making as a gentle, expressive tool, participants explored loss, shared their stories and found new ways to process complex emotions. Many reported that the group helped them move through their grief with greater clarity, connection and compassion.



Impact in Numbers

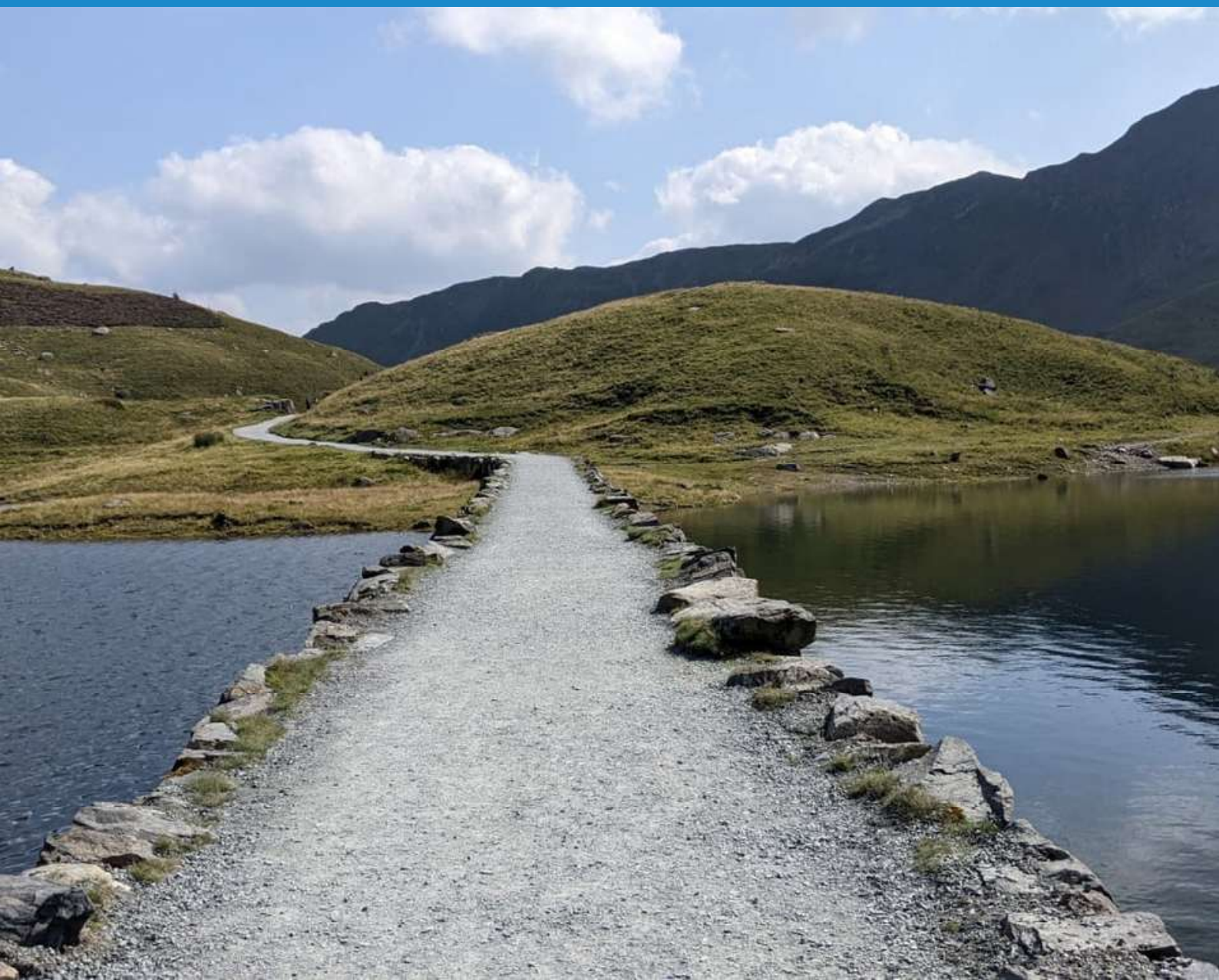
821

81%

Overall improvement in
Mental Health
Symptoms

People completing their counselling
and psychotherapy treatment in
2025

- 95% of clients Strongly Agreed that they felt heard and supported
- 95% of clients Strongly Agreed that their therapist fostered a safe and trusting environment
- 90% of clients Strongly Agreed that the sessions with their therapist helped them with whatever led them to seek therapy



Looking ahead to 2026

We are delighted to share that Space2BHeard CIC has been accepted onto the national NHS Framework for Social Impact, a significant milestone that reflects our growing role in shaping responsive, community-based therapeutic services. This means we will be commissioned to deliver targeted treatments aligned with national and local mental health priorities. For our community, this will translate into more accessible pathways to timely, effective and specialist care. As part of strengthening our infrastructure, we also aim to achieve Cyber Essentials Plus accreditation, reinforcing our commitment to robust data security and ensuring that the information entrusted to us is protected to nationally recognised standards. We are excited about the opportunities ahead and the impact these developments will have for people across our region.

In 2026, we are also developing a specialist suicide prevention service for men working in high-pressure finance and investment sectors. Research consistently highlights the elevated risk of suicide among men and the unique pressures faced by those in high performance, high stakes professional environments. Our new service will offer tailored therapeutic support that reflects the culture, stressors and personal expectations experienced in these roles, providing a safe and confidential space for men to talk openly and seek early intervention.

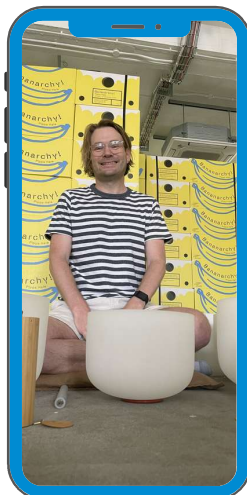
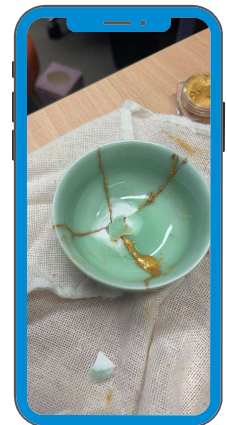
We will also be launching eco-therapy group sessions, designed to harness the restorative power of nature. These sessions will support clients to connect with the outdoors, engage in gentle physical activity, build social connection and benefit from the calming, grounding effects of natural environments. Alongside this, we will be undertaking a full organisational audit, review and action plan to embed EDI more comprehensively across all areas of our work, and we plan to create more podcast content to deepen community engagement.

Our collaborative work in 2026 will continue to strengthen. We are developing further support pathways for survivors of domestic abuse, working closely with local charities, the local authority and Citizens Advice to ensure that survivors have access to integrated, trauma-informed therapeutic care.

Additionally, we are expanding our offer to provide therapeutic support for people struggling with addiction, with a particular focus on gambling harms, an increasingly prevalent and often hidden issue deeply intertwined with mental-health difficulties.

Keeping the balance

The team recognise the importance of attending to their own wellbeing and mental health so that they can go on to support others with theirs. We fully embrace principles of wellbeing that help us to stay balanced, grounded and demonstrate care for ourselves. Here are a few snapshots of what we have been up to in 2025!



Acknowledgements

The contributions of the people who worked tirelessly on the projects mentioned within this report make S2BH the great organisation that it is. Here are special acknowledgements to the committed individuals and organisations who help us tick.

Kathie Hostick and team at Ellesmere Counselling
Psychotherapy Training
HEY Mind
HEY Smile Foundation
NHS Humber Teaching Trust
East Riding Yorkshire Council and Public Health
Hull City Council
The University of Hull
The Key Fund
Hull Champions
Forum CIO
Hull Crown Court Funding
Two Ridings and the Confident Futures Team
Hull and East Riding Charitable Trust
Ali from TWS Wellness
The National Lottery
The Peoples Postcode Lottery
City Health Care Partnership
Humber and North Yorks ICB
AGE UK Hull
The whole S2BH staffing team, volunteers and stakeholders

and to people that use our services, you
matter and we appreciate you ♥



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