

brain in hand

Evidence of the impact of Brain in Hand

This report summarises the impact of the BiH digital coaching platform in numbers from February 2024-March 2025 with a sample of 913 people. The focus theme for this quarter is achieving more in work and study. Impact reports are published every quarter.

May 2025

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Our impact in numbers

Our user survey has now been running for over a year and we have a total of 1,202 responses between February 2024 and March 2025, covering 913 individuals. For the purposes of presenting our impact in numbers only the most recent response for each individual are presented.

Impact is presented as in similar reports under four main themes with additional sub-themes.

Impact theme	Percentage of users reporting Brain in Hand helped with a specific area of life
<div>Mental health and emotional and physical wellbeing</div> <div>Health and happiness of users and tangible clinical symptoms, such as anxiety, as well as behaviours that lead to positive health outcomes.</div>	<div>Overall, 65% [602/913 surveyed] of people report that it has improved their mental health (stress, anxiety, overwhelm or burnout)</div> <div>Specifically:<ul style="list-style-type: none">59% [541/913] with stress and/or anxiety43% [393/913] with overwhelm or burnout</div>
<div>Daily life skills</div> <div>The skills that enable someone to navigate through daily challenges and needs.</div>	<div>Overall, 56% [511/913 surveyed] of people report that it has improved their planning and problem-solving</div> <div>Specifically:<ul style="list-style-type: none">45% [408/913] with organisation31% [280/913] with problem solving or decision making</div> <div>Overall, 50% [454/913 surveyed] of people report that it has improved their independence and self-care</div> <div>Specifically:<ul style="list-style-type: none">20% [178/913] with life skills37% [335/913] with self-care22% [197/913] with independence</div>
<div>Communication and interaction</div> <div>Having the confidence and skills to communicate and interact well with friends and in new social situations.</div>	<div>Overall, 31% [283/913 surveyed] of people report that it has improved their confidence, relationships, and participation in social interactions.</div> <div><ul style="list-style-type: none">23% [214/913] with confidence14% [125/913] with participating with meaningful social interactions10% [92/913] with relationships</div>

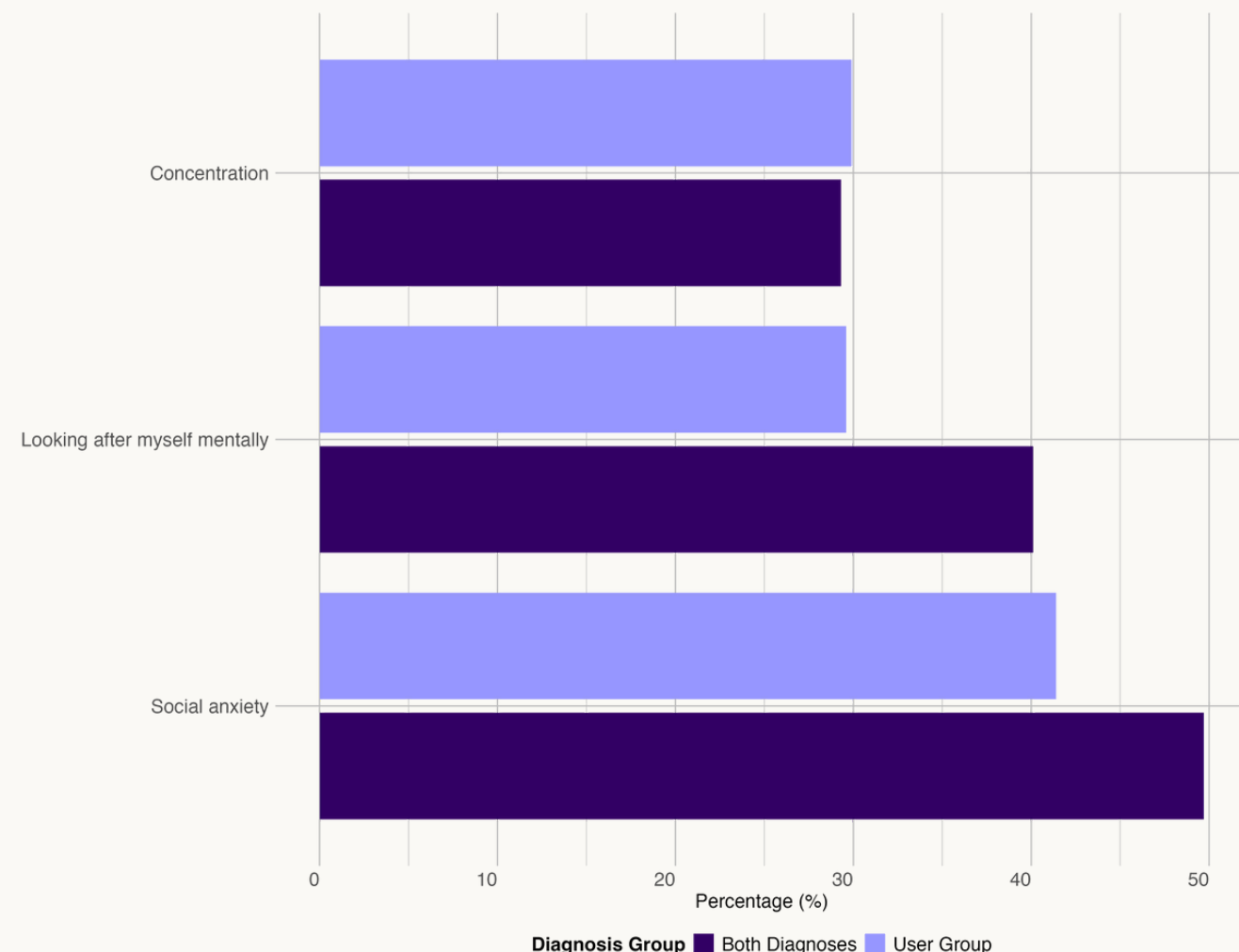
“Achieving more”

Impact theme	Achieving more
<div>Personal growth and development</div> <div>Life successes and achievements, and being where you want to be and doing what you want to be doing.</div>	<div>In work</div> <div>Overall, 47% [170/360] of employed persons feel they are “achieving more” in their role [less days off, more confident or performing better in their role]</div> <div>Specifically:<ul style="list-style-type: none">33% [119/360] are performing better in their role16% [57/360] had less days off work33% [119/360] were more confident</div> <div>Overall, 26% [92/360] of employed persons more likely to stay in their role</div> <div><i>“The response service gives me the confidence to stay in my job, and to try new things ... go out and explore the world, because I know if it gets too much I can get help to calm down. I don’t have to be afraid of meltdowns any more as I know the response service will help me to get my day back on track.”</i> User is employed, has a brain injury. August 2024</div>
	<div>In study</div> <div>Overall, 64% [317/494] of students feel they are “achieving more” in their studies [manage my time better, attending more classes/lectures/seminars or succeeding in my studies]</div> <div>Specifically:<ul style="list-style-type: none">54% [265/494] manage their time better24% [117/494] attend more classes/lectures/seminars30% [146/494] feel they are succeeding in their studies</div> <div>Overall, 29% [71/244] of students more likely to complete their course</div> <div><i>“[I was] emotionally distraught about returning to uni after covid pandemic... activities that helped me to focus on coping with the outside world, continue my studies and persevere.”</i> User is a student, clinically diagnosed autistic. March 2024</div>

How BiH digital coaching platform provides support for people to achieve more in the workplace

A recent survey conducted by BiH of employees with ADHD or identifying as autistic reported that **social anxiety, looking after themselves mentally and concentration** are their key challenges at work, being highest for those with both diagnoses.

50% of autistic employees with ADHD (n = 147) reported social anxiety as one of their top three challenges at work, compared to 41% of the user group overall (n = 659) (people with any of the two diagnoses). Those with both diagnoses were also more likely to report challenges looking after themselves mentally at work.



How our users manage social anxiety, looking after themselves mentally, and concentrate at work

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My resilience and adaptability improved and I felt empowered with BiH at work. Entering ‘work mode’ was easier and I had planned routines to help me socialise with my colleagues at lunch etc and find someone to sit and talk to. I also used it when I returned home from work to do tasks I enjoy to avoid burnout.

User is employed, a volunteer and a student and license is funded by DSA. User is clinically diagnosed autistic. March 2025

It is supporting me in managing my emotions more independently and recognising that I am starting to feel stressed when I can see I have pressed Amber regularly over a few days. Previously I have lost friends and work colleagues during times of burnout due to difficulties recognising and expressing my emotions. At the moment I do rely on knowing that Brain In Hand is there for someone to talk to when I am upset who I am not going to alienate and who will help me come to my own solution.

User is employed. March 2024

I am feeling much less stressed and I am able to concentrate much better at work.

User is employed, clinically diagnosed autistic and ADHD. December 2024

I used BiH when I went to a conference recently. I used some of the existing solution packs/unplanned events to make a plan in case I got overwhelmed/anxious. So I had a list to help me in case I couldn't think of what to do. Even just making the plan helped me get through the event with less anxiety because I knew I had solutions on my phone!

User is employed and a student. March 2024

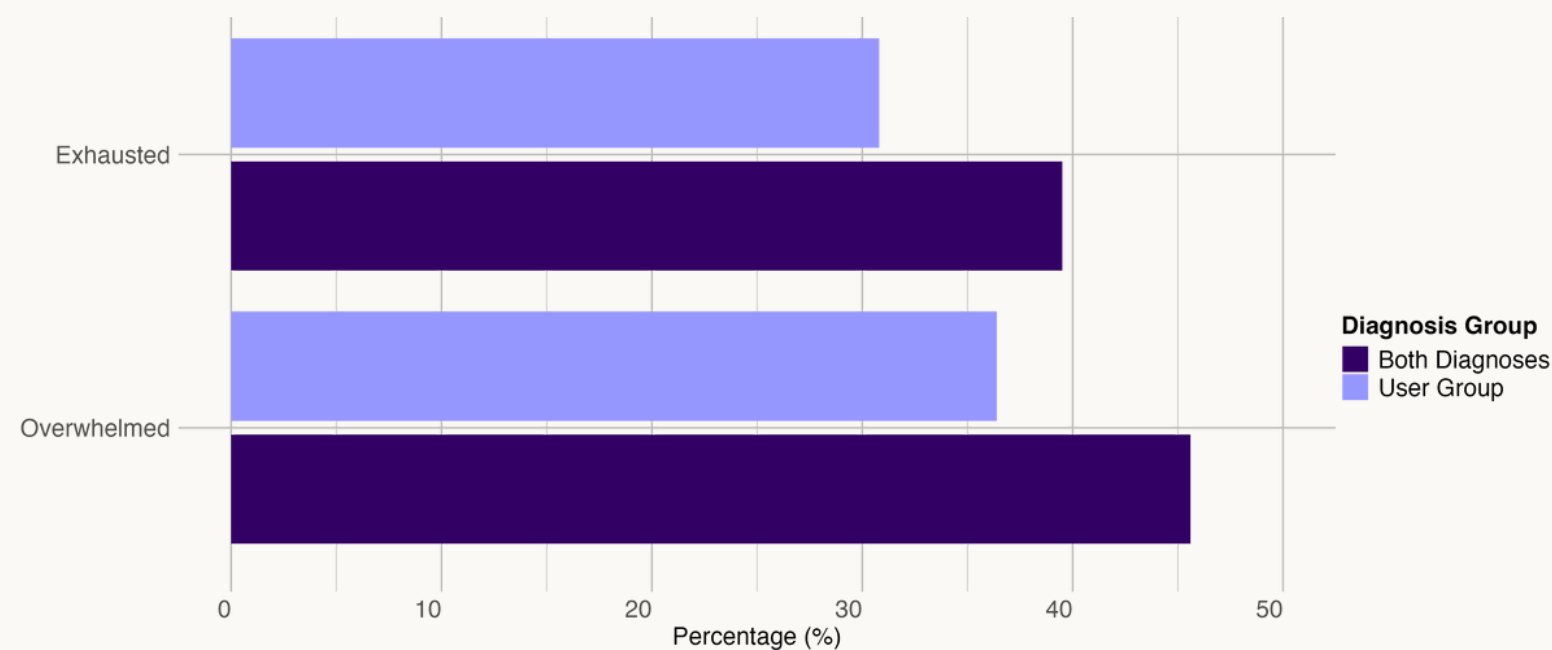
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How BiH digital coaching platform provides support for people to achieve more in the workplace

Neurodivergent participants in this external employee survey also commonly reported feeling **exhausted** and **overwhelmed** at work. Again, this was particularly pronounced for autistic users with ADHD.

35% of the user group (single or both diagnoses) ($n = 659$) reported overwhelm as one of their top 3 feelings at work, while **31%** reported feeling exhausted.

Those with both diagnoses ($n = 147$) were more likely to report being overwhelmed or exhausted.



How Brain in Hand supports users to feel less overwhelmed and exhausted in the workplace

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Knowing that I have support from Brain in Hand if I get overwhelmed helps to prevent this happening. It gives a safe space outside of work colleagues to deal with this so supports in not impacting on other people.

User is employed, clinically diagnosed autistic. March 2025

It helps me structure my day according to what tasks need doing, and helps me feel less overwhelmed by my workload.

User is employed, self-diagnosed autistic and ADHD. February 2025

Trying to establish the difference between feeling tired vs feeling burn out, but also the solutions that helped, such as using the NHS breathing exercises.

User is employed, clinically diagnosed autistic. December 2024

I enjoy having the coaching and having someone who has been with you on the journey can remind you of how far you have come in building strategies to help prevent burnout. I have found this of particular support when in a period of uncertainty between managers.

User is employed, clinically diagnosed autistic. March 2025

Needing to schedule time to look after self and monitor burnout. Used unplanned events to add self care activities and added burnout red flags to evening routine. I can see this on my timeline and adjust my schedule accordingly. Going through this within coaching sessions was super helpful and I feel more able to manage fatigue.

User is employed and a student. February 2024

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How Brain in Hand supports users in the workplace

Qualitative feedback from our users has provided key insights into the pathways and specific outcomes of being supported through BiH that supports many of the challenges noted in the survey. The following illustrates **what it does** and **what the impact is** using specific pathways and examples and our impact themes.

Mental health and emotional and physical wellbeing	Daily life skills	Communication and interaction
<ul style="list-style-type: none">• Look after themselves physically and mentally by reminding them to take medications, to eat, exercise and take regular breaks• Self-reflect using mood tags so they can think more clearly, organise their thoughts, regain control and avoid impulsive behaviour in difficult situation• Keep to a morning self-care routine so arrive ready for work	<ul style="list-style-type: none">• Providing reminders for work tasks or activities so they are not missed• Better plan both their time and for events or presentations or other possible stress-inducing situations.• Be more organised so they stay on track and don't get behind	<ul style="list-style-type: none">• Builds their confidence to communicate to managers and colleagues their needs• Improve relationships with work colleagues as now calmer and more headspace to be rational• Maintain focus in meetings and not zone out
<p>"I've got to self-medicate a lot of the time, so if I wasn't using Brain in Hand to help me remember all these things I need to juggle, I would be more ill, and I would be at the doctors more often. I have physical therapy stuff that I have to do at home, every day for the rest of my life, and I use Brain in Hand to prompt me, to hold me accountable. If I wasn't doing that regularly, if I didn't stick to that programme, I would be much more incapacitated work wise, I would be finding it much more challenging to stay in work, no question about that." See Katie's case study on our website</p> <p>"When in work and I am having severe panic attacks and autistic overwhelm I use the Brain in Hand app for tactics with managing unexpected circumstances and have tailored solutions that are helpful to me ... Brain in Hand mainly reminds me in the moment what I can do and put into place to carry on with my day."</p> <p>User is employed, clinically diagnosed autistic. February 2025</p> <p>"Every morning I have a diary entry for a morning routine - this has meant that I have been more consistent with things like dental hygiene and taking medication before leaving home for work."</p> <p>User is employed, clinically diagnosed ADHD. July 2024</p>	<p>"Using the planned problems to make sure I haven't forgotten anything for work is very helpful; I'm able to work and study without feeling completely overwhelmed."</p> <p>User is employed and a student, clinically diagnosed autistic and ADHD. February 2025</p> <p>"It helped me to put everything that I was carrying round in my head, put it down and plan it out with what to do if it goes wrong. So I could stop worrying all the time and have the energy to get things done. This increased my confidence and independence."</p> <p>User is employed, self diagnosed autistic, clinically diagnosed ADHD. February 2025</p> <p>"I work as a library assistant. As well as ASC, my dyspraxia means that I can't remember how to do certain work tasks due to poor short-term memory and insufficient time at task recognition. The app has helped me to record task step-by-step proformas."</p> <p>User is employed, clinically diagnosed autistic. March 2025</p> <p>"My coach has helped me realise how I try to cram too much into each working day, and don't estimate correctly how long each task I do takes me. She has given me ideas and organisation tips."</p> <p>User is employed, clinically diagnosed ADHD. March 2025</p>	<p>"Checking my mood throughout the day has reduced my anxiety and frustrations at work, meaning I'm not constantly seeking help and support from colleagues. It's made me feel more confident and independent."</p> <p>User is employed, clinically diagnosed ADHD. February 2025</p> <p>"I became anxious, overwhelmed and tearful at work one day. My manager let me take a walk during which I used the solutions pack to access a mindfulness audio file and worked through the breathing/visualisation and was quite soon able to return to my desk and carry on with the day rather than shutting down and having to go home."</p> <p>User is employed, clinically diagnosed autistic. February 2024</p> <p>"A meeting to give me objectives kept being put back over a number of weeks which was leaving me unsure as to how to move forward with things. At first I used the Dealing with Change solutions to help keep me calm and work on a day to day basis. When this had gone on for so long that I got upset and overwhelmed by it I used the Support line to verbalise how I felt and then to come up with actions for later that day. I then sent an email to my manager when I was calm explaining that, while I understood the reasons for the delay, I did need to have a 121 to talk through next steps. My manager was very understanding of this."</p> <p>User is employed, clinically diagnosed autistic. March 2024</p>

Workplace case study: How Brain in Hand helped April return to and stay in work

April is a 48 year old woman who is autistic and has ADHD. She has been using Brain in Hand for around one year. She works in the learning and development team of the police force

She works Monday to Friday, 4 days a week in the office and one day a week from home. April originally funded her Brain in Hand licence herself, but after a period she was able to obtain funding from Access to Work. Initially her employer declined her request for financial support for Brain in Hand, but after gathering information from the website on what Brain in Hand was and sending it in an email to her employer they agreed to pay for it for April.

How Brain in Hand supports April

April feels that Brain in Hand coaching has helped her to identify areas of life that she finds difficult such as understanding her emotions. This is something that before Brain in Hand she didn't acknowledge at all. Now, through her coaching sessions and use of the app, April takes time to understand what emotion she is feeling and uses the prompts from Brain in Hand traffic lights to log this. She has also learnt a lot about her own confidence and this has contributed to a reduction in anxiety.

Burnout and returning to work

Before receiving Brain in Hand, April was taking time off work due to burnout. In getting Brain in Hand April was hoping better understand what was happening to her, what was causing her burnout and how she could get support while she was off sick and then returning to work.

April found value in her coaching sessions. They first focussed on returning to work, where she discussed reasonable adjustments and other challenges. Once back in work, she now uses her coaching sessions to aid communication with her line manager and other employees who may have less of an understanding of autism, understanding her own emotions, and building closer relationships outside of work.

Throughout her working life, April would often experience periods of burnout. These would happen about once a year resulting in for periods of between two weeks to a month off work. Her coaching sessions have empowered her to understand her own needs and manage workplace challenges to mitigate burnout. Increased self-awareness means April can recognise the signs of burnout and prevent them from escalating. April's priorities are now maintaining feeling safe and settled in her role.

Achieving more

April's feels she is now in a position to expand her skillset by enrolling on a development course to gain a qualification that would enable her to support other autistic people in her workplace.

"I'm going to be doing a level 4 neurodiversity workplace assessors course for work, so that I can help others, because when I needed it, there wasn't anyone who understood neurodiversity, especially anyone to do a workplace assessment for me."

Office environment.

April finds the equipment in the office to be better than at home, but the office is challenging with bright lights and noise levels, which she finds draining. Coupled with having to take public transport to her workplace, April values her day working from home to recharge. To dampen the effects of the loud and bright office environment, April wears sunglasses, headphones and earplugs.

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*I was in **regular cycles of burnout before Brain in Hand** ... I had a big one [burnout period] last year and the year before that I had another one ... I would say yearly I was having ... between 2 weeks and a month off, if not a bit more for probably quite a lot of my career. And I've been in 23 years as I'd never knew there were burnouts so I just thought I was mentally ill. So [my coach] has helped. **It's helped me to understand autism and to try and manage it, to stop those things from happening which makes me feel really empowered.***

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*Right now, it's probably the most **calm and confident** I've felt for quite some time.*

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*It's [coaching] really useful because sometimes I struggle to come up with ideas for myself and I can get overwhelmed and she's given me tips and tactics to help when those situations arise. **I just feel really supported.***