

CASE STUDY

MENTAL HEALTH CHARITY · 51-200 STAFF & VOLUNTEERS

People-First Learning Without Losing the Human Touch.

How CPSL Mind supports its mixed workforce without adding administrative burden.

Cambridgeshire, Peterborough and South Lincolnshire Mind (CPSL Mind) is a values-led mental health charity delivering strengths-based services that support recovery and promote positive mental health across diverse communities.

Like many charities, CPSL Mind trains a mixed workforce: paid staff alongside volunteers, spread across multiple localities and service lines. Each group brings different needs, different learning schedules, and different motivations – yet all must meet the same safeguarding and governance expectations.

The UK Charity Commission is explicit: organisations must protect everyone who comes into contact with their work, and trustees must ensure suitable policies, checks, and reporting processes are in place. For a charity working with vulnerable people, a gap in safeguarding training is not just a compliance risk – it is a mission risk.

CPSL Mind needed a platform that could go beyond tick-box compliance: **one that made volunteers and staff feel genuinely supported in their development, while still providing the centralised reporting and automated reminders that governance and commissioners demand.**

AT A GLANCE

SECTOR

Mental Health Charity

TEAM SIZE

51-200 Staff & Volunteers

KEY CHALLENGE

Safeguarding evidence & volunteer engagement

CADEMI FOCUS

Holistic learning, personalisation & governance reporting



The Solution

Cademi's deployment at CPSL Mind began with service-based pathways – distinct learning tracks for Peer Support workers, Fundraising teams, Reception and Front-of-House staff, and Managers – each layering mandatory safeguarding modules with role-specific capability content and wellbeing resources.

Cademi's psychometric and self-appraisal tools gave every learner a personalised profile, ensuring that training recommendations reflected individual learning styles and development goals rather than a one-size-fits-all curriculum. For volunteers in particular, feeling seen as learners – not just as resources to be processed – made a measurable difference to engagement.

Mobile-first delivery meant that community-based staff and volunteers who are rarely at a desk could access learning on their own schedule, reducing the friction that typically causes volunteer drop-off.

Automated reminders and real-time dashboards removed the manual chasing that had previously consumed team leaders' time. Compliance status, course completions, and engagement trends are now visible in a single view – providing the evidence packs that commissioners and governance boards expect, without anyone having to build them by hand.

The outcome: a learning environment that feels personal and supportive, backed by the infrastructure that a modern, accountable charity requires.



Cademi helps us keep safeguarding and good practice consistent – without losing the human side of learning. The reporting gives us confidence, and the personalised approach makes volunteers and staff feel supported, not policed.

EMILY SHORT, CPSL MIND

KEY BENEFITS

01

Service pathways that combine compliance and development

Distinct learning tracks for each team – mandatory safeguarding layered with capability content and wellbeing resources in a single platform.

02

Psychometric-led personalisation for diverse learners

Individual profiles based on learning styles and development goals make training feel relevant and motivating – particularly for volunteer cohorts.

03

Governance-ready reporting without the admin overhead

Automated reminders and real-time dashboards provide the evidence packs commissioners and trustees need – built automatically, not by hand.

Ready to transform learning at your organisation?

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