



**TUNBRIDGE WELLS  
MENTAL HEALTH RESOURCE LIMITED**

**ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS**

*FOR THE YEAR ENDED*  
**31 MARCH 2023**

[www.mentalhealthresource.org.uk](http://www.mentalhealthresource.org.uk)

Registered charity number: 1049854

Registered company number: 02826452

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# TUNBRIDGE WELLS MENTAL HEALTH RESOURCE LIMITED

## REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MARCH 2023

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Board of Trustees	S Cliff (resigned November 2022) A Donald (resigned May 2022) M Guo D Kelso (appointed April 2023) R Lindsay (Interim Chair from August 2023) E Muir R North P O'Neill (appointed May 2023, resigned August 2023) T Taylor (resigned November 2022) N Thorn (Chair, resigned August 2023)
Company number	02826452
Charity number	1049854
Trading name	Mental Health Resource
Registered and principal office	2a Grosvenor Park Tunbridge Wells Kent TN1 2BD
Charity manager	R Corry
Company secretary	R Morgan
Independent examiner	A S Healey FCA CTA DChA Lindeyer Francis Ferguson Limited North House 198 High Street Tonbridge Kent TN9 1BE
Solicitors	Cripps 22 Mount Ephraim Tunbridge Wells Kent TN4 8AS

REPORT OF THE BOARD OF TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023

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The Board of Trustees of the charity present their annual report together with the financial statements of the charity Tunbridge Wells Mental Health Resource Limited for the year ended 31 March 2023. The trustees confirm that the annual report and financial statements of the company comply with the current statutory requirements, the requirements of the company's governing document and the provisions of the Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019). This report is also the Directors' Report required by Company Law.

## Structure, Governance and Management

The organisation is a charitable company limited by guarantee, incorporated on 11 June 1993 and registered as a charity on 18 October 1995. It is governed by its Memorandum and Articles of Association.

The legal name of the charity is Tunbridge Wells Mental Health Resource Limited; however, its trading name is now Mental Health Resource, and this is what it is referred to throughout this report.

The Reference and Administrative details set out on page 1 form part of this report.

The directors of the company are also the charity trustees for the purposes of charity law and under the company's Articles of Association are known as members of the Council of Management. New trustees are recruited through an open recruitment process. Under the requirements of the Memorandum and Articles of Association at every Annual General Meeting one third of the trustees shall retire from office. The trustees to retire in every year shall be those who have been longest in office. A retiring trustee shall be eligible for re-election.

There is a formal procedure for the induction of members of the Board of Trustees. All trustees give their time voluntarily.

The Board of Trustees meet every two months and have responsibility for the strategic oversight of the Charity. The Board of Trustees is supported by two sub-committees – Finance and Risk and Marketing, Campaigning and Fundraising – which both meet at least quarterly. The Board of Trustees delegate the day-to-day management of the charity to the Charity Manager.

## Aims, Objectives and Activities

Our charity's purposes as set out in the company's Memorandum of Association are to 'relieve persons with mental health problems in the Tunbridge Wells area by ... providing services with the object of improving their conditions of life'.

### Our Vision

We believe in improved wellbeing for everyone.

### Our Mission

We provide safe spaces and person-centred mental health support in our community to help people improve their wellbeing.

### Our strategic aim

Our overall aim is to improve people's mental wellbeing.

### Our strategic objectives

In order to improve people's mental wellbeing, we will

- a) enable people to be supported and valued
- b) provide opportunities for social connections
- c) raise awareness of mental health in the community and
- d) ensure people with mental health issues benefit from a well-run, sustainable organisation

Our aims and objectives fully reflect the purposes for which the charity was set up and the Theory of Change methodology has ensured that all our activities contribute to our aims and objectives.

The charity undertakes the following activities to achieve its aims and objectives:

- a) Community Support which comprises:
  - i. The Hub: our friendly wellbeing centre providing wellbeing activities and a safe space to talk; and our out-of-hours support
  - ii. Reachout: confidential, self-help support groups focusing on wellbeing and recovery
  - iii. Reachout Youth: helping young people share stories, develop coping strategies and make new friends
- b) Assert: a specialist independent mental health advocacy service provided to those detained under the Mental Health Act and community advocacy
- c) Mental Health Training: raising awareness of mental health with local organisations

The Board of Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit in the review of our aim and objectives and in planning all activities. Further details on our activities and how they benefit the public are detailed in the following section.

## Achievements and Performance

The Board of Trustees are very thankful to all the staff and volunteers for their hard work and dedication over the last year.

The Charity has continued its work of seeking to improve the mental wellbeing of local people. Last year we provided help and support for over 900 clients, many of whom have complex and enduring mental health conditions, including anxiety, depression, bi-polar, obsessive-compulsive disorder, borderline personality disorder, post-traumatic stress disorder and schizophrenia. We are one of the few organisations in West Kent providing both long-term and short-term practical mental health support.

This year we have continued to strengthen our governance and have welcomed new trustees to the Board, who have brought with them considerable skills, expertise and experience.

## Funding and fundraising

The charity continues to work closely with its current strategic partners The Advocacy People, EK360 and Shaw Trust, for whom we are sub-contractors on Kent County Council and NHS Kent and Medway funded activities.

We were delighted to have been awarded three-year funding in January 2023 from the National Lottery Community Fund for our Hub project. We also received an extension grant from BBC Children in Need for our Reachout Youth project and funding from Kent County Council Early Help Grant for one of our Tunbridge Wells groups. We also received grants from other charitable trusts and foundations, including Kent Community Foundation, Colyer Fergusson Trust, Sir Thomas Smythe's Charity and Paragon Trust.

In addition, we are particularly grateful for the financial support we received from organisations including the following organisations:

Corporates, businesses & societies		
Asda	Index Digital	St Margarets church
Better Gov	LagoDiComo Bar & Restaurant	Stowe Family Law
Bloomberg	Maslins	SWITCH at The Forum & Mint DJs
Buss Murton	Michael Lonsdale Group	The Bicycle Bakery
Casa da Claudia	Pushkin Antiques	The Forum & The Sussex Arms
Castle Fine Art	Qlic IT for Charities	The Ivy
Chatty Hatter PR The Big Chat	Rusthall FC	The Warren
Dylan Miles Ltd	Sandersons UK	Tom Tudor-Pole
Esure Insurance	Sankeys	Tunbridge Wells Borough Council
Gallagher	Southborough Lions Club	Waitrose
Haescooper Accountants	St John's Tennis Club	West Kent Quakers
Humor Street Art		

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We are also very thankful for the support and commitment we have received from members of the local community who have undertaken various activities to raise funds for us.

Individuals		
Laura Bevan	Judy Horwood	Family & friends of Libby Notley
Tim Cullen	Ben Kidd and family	Kimberley Owen
Carmel Farmer	Rebecca Lindsay and Spencer	Howard Thomas
Kate Godsmark	Jacob and Kevin Martin	Sarah Thomas
Clare Hall	Keith Medhurst	Joseph Trinder
Richard Harrington	Alex O'Connor	Nicole Piesse Turner
Sabrina Hazelden	Phil O'Neill	Chris Woodward
Bill Hills	Richard and Tom North	Hana and Steve Wynne

Through support from the community this year, we have been able to raise £68,858 in donations. Thank you to everyone who supported our charity with a donation or grant.

## Project Activity

Our activity is grouped into three categories:

- a) Community Support
- b) Advocacy
- c) Mental Health Training

The detailed annual summary of achievements for each category is as follows:

### a) Community Support

In 2022/23 we helped 365 people through our community support programme and 88% of our clients reported increased mental wellbeing as a result of accessing our services. Our community support projects are detailed below.

Many of our clients have complex and enduring mental health conditions which require long-term practical and emotional support and therefore all of our community projects provide a safe and caring environment which are not time-limited so that people can continue to access them for as long as they wish or need to.

## The Hub



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*"I have made some friends, become more confident, learnt from others and learnt to manage my anxiety better. I feel that I have something for me."*

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The Hub provides a range of support interventions to maintain and enhance mental and emotional wellbeing of people aged 18+ years. Clients are supported by staff and peers to enable people to manage their conditions and to work towards their personal goals in a supportive environment. To ensure that people continue to improve their mental wellbeing and maintain their recovery, people are able to access the Hub groups and activity for as long as they wish or need to.

We have been able to lift restrictions that were imposed as a result of the pandemic and at the beginning of the year, we were able to provide most of our groups in-person. Most of our activities were delivered from our centre in Tunbridge Wells but we also resumed delivery of groups in a couple of community venues around Tunbridge Wells. We also continued to deliver support to clients remotely, where requested.

During the last year we maintained the delivery of 1-1 support, responding to the needs of our clients which varied from person to person. We continued to provide remote support, including:

- Regular 1-1 check in support calls, supporting people with whatever issues they faced, providing tools, and helping them to develop strategies for coping.
- Ad-hoc 1-1 telephone support when needed.
- Group telephone calls for the men's peer support group, enabling people to connect with each other and to provide peer support. Towards the end of the year this group transitioned from the group telephone call to meeting in-person.
- A creative arts course on zoom, with clients able to use the Hub if they do not have the IT equipment at home and wish to be part of the group.
- Bulletins via Facebook and other social media platforms passing on community information and tips for how people could manage their mental and emotional wellbeing along with what is going on in the community updated on a daily basis where possible.
- Out-of-hours 1-1 telephone support at the weekend.

During the year we also delivered group telephone calls out-of-hours on a Sunday to facilitate peer support through a space to connect with others and share experiences. Even when this group resumed meeting in-person, the numbers attending remained low and people reported that they were also accessing other provision, so we decided to pause the delivery and to review need and demand.

We have provided the following weekly Creative groups:

- Creative writing
- Zoom Art group
- Art at Trinity
- Art at bowling club
- Needlecraft group

We delivered Nature groups:

- Community Allotment (from April to November only), which has provided a calm and quiet place for clients to connect with others and it has enabled people to engage with nature, learn new skills and to be active.
- A weekly Walking group and with the support of volunteers, we have grown the walking group to accommodate more clients.

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We also facilitate regular weekly Talking groups, which provide opportunities to connect with and learn from others and we deliver a Women's group, a separate Men's group and a Mixed talking group. In addition we also provided a weekly Community meal, where people could connect and eat a healthy freshly prepared two course meal.

We were pleased that we were able to set up new groups during the year. We re-instated the drop-in sessions at the Hub on a Monday morning and started a new out of hours support group on a Wednesday evening in order to allow existing clients and potential new client to visit the groups and understand the support we offer especially at a time when access to other community support is restricted.

We also started a new 'healthy eating on a budget course', which provided tools to help people to understand food labels and to buy the best value products that were also healthy options. And people were then shown and able to get involved in the cooking of healthy and low-cost recipes, which they could replicate at home.

We were also able to respond to demand from clients and have put on a new weekly craft group, where clients are able to work on their own projects and learn skills from each other.

All our peer support groups encourage clients to share their experiences and to learn from and support others. Most groups have a WhatsApp peer support group set up that is supported when needed by staff.

In 2022/23 the Hub supported 303 people and an evaluation of our activities showed:

- 91% felt more supported
- 91% felt better in themselves
- 91% felt more connected to others
- 83% felt more confident
- 80% felt more valued
- 69% felt they had opportunities to learn from others
- 69% felt less stressed
- 63% felt less lonely

The project is open access and people can refer themselves or be referred by other organisations and we have continued to receive and support new referrals during the year.

Mental Health Resource is a delivery partner within the Shaw Trust's Live Well Kent programme and provides emotional wellbeing support in West Kent through the delivery of short courses in creative arts, creative writing, and the natural environment.

We continue to work well with a wide variety of other local partner organisations, including social prescribers working in GP practices, Porchlight, Citizen's Advice, Nourish foodbank, community ladders, social work teams, Kent Together, Look Ahead, Jobcentre Plus, and community mental health services. This has enabled us to refer and signpost clients to their services and also ensure that they knew of the services we provided.

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We have continued to seek the views of clients throughout the year, asking what support they need and how we could meet that need, so that we can plan and deliver services based on a service user perspective.

## Reachout Adults



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*"This group has meant a lot to me. It gives me somewhere to go and I have made lots of friends. It has really helped my mental health and I am so grateful for everything."*

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Reachout Adults supports people over the age of 18 with their mental health and wellbeing by providing confidential, mental health peer support groups across West Kent. The groups operate in the smaller communities of Southborough, Edenbridge and Paddock Wood and therefore can make a real difference to those people in these communities who need support but who may find travelling difficult. The groups aim to provide a safe space for people to focus on their mental wellbeing and recovery in a caring and non-judgmental environment. They also provide a vital opportunity for group members to socialise with each other, build relationships and routine and so reduce isolation. Furthermore, clients are supported to take responsibility for their own health and wellbeing and to manage their own long term mental health conditions.

Clients who attend Reachout experience different mental health issues. These include, anxiety, depression, stress, isolation, loneliness, personality disorders, bi-polar and schizophrenia. The groups also support members who are on the autistic spectrum and people with early signs of dementia and their carers. Clients can attend for as long as they feel they need to and, in this way, these groups often help to keep group members well. The peer-relationships formed during sessions help relationships to develop outside of the group setting and so encourages peer-support in the community.

In 2022/23 the Reachout groups continued to meet on a fortnightly basis in community venues and have enjoyed taking part in wellbeing activities such as a regular "check-in", craft, mindfulness, discussion topics, quizzes, Lego and games.

During the year, 39 people attended the groups and were able to access mental health support and enhance their mental health and wellbeing. The groups benefited people as follows:

- 93% reported improved wellbeing and feeling better in themselves
- 100% felt more supported and valued
- 87% reported that they felt more confident
- 93% felt more connected to others
- 93% felt better able to manage their mental health condition

Referral to the groups is via a simple referral form. People can refer themselves to the project or can be referred by professionals and other organisations, including support workers, GPs, occupational

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therapists, counsellors, police & community police, Kent County Council community wardens, faith ministers, domestic abuse organisations and hostels. Once a referral is made, staff will contact the client and complete a further, more in-depth assessment and risk assessment, where necessary.

Mental Health Resource is part of a delivery network funded by EK360, the lead provider for the Service User Voice contract in Kent. As part of this contract, the Reachout project actively seeks out people's views about the mental health system in West Kent. People are encouraged to have a voice in the shaping, development and delivery of mental health services by completing surveys and providing feedback to service providers. These views are used to review systems and identify where improvements need to be made. Feedback is collected by networking with other organisations and promoting Mental Health Service Feedback. Posters about this project have been distributed in local communities and feedback has also been collected from Mental Health Resource clients. During the year we captured and reported the views of 120 people.

The Reachout Project Manager networks with other organisations, for example, attending the Local Mental Health Network meetings. Reachout has a good relationship with these organisations and seeks to work with them to not only promote the work of Reachout and Mental Health Service Feedback but also to strive for an excellent, "joined-up" and collaborative approach to mental health support in West Kent.

## Reachout Youth



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*"Reachout Youth literally saved my life"*

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The Reachout Youth project provides two weekly groups for young people aged 13-19 who are experiencing emotional or mental health difficulties. The groups offer young people an informal, fun and confidential space to share stories, reduce stigma, develop coping strategies and make friends. They provide opportunities to meet other young people who've had similar experiences, and to share things they may not usually shared with others. Many of the young people who attend Reachout Youth have reported they feel lonely, misunderstood and struggle to feel accepted at school. Reachout Youth provides a safe-space for them to be themselves and to build friendships.

Sessions focus on wellbeing, including activities, games and discussions on themes surrounding mental health. We often run creative sessions based around a mental health theme which helps to initiate discussions and reflection. Themes and activities we have covered over the year include: relaxation, junk collaging, poetry and music, Halloween craft, life drawing, baking, bubble wrap painting, mental health over Christmas, candle making, Christmas crafts, new years intentions, body image, games night, revision tips, nutrition and hydration, bracelet making, resilience, sleep, stigma, slime making, transgender awareness, pottery, loneliness, tactile collages, macrame keyrings, the teenage brain, pancake making, self-soothe boxes.

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Guest speakers are also invited to deliver sessions on specialist subjects. This year we have had various organisations deliver workshops on: healthy relationships, CV writing, puppet making, stop motion animation and screen-printing. We also took part in a community arts project called Lasting Impressions.

The Tunbridge Wells group met in-person for the whole year, and we continued to deliver one weekly group on Zoom. This ensured that young people who struggled to go out or who found it difficult to travel could still access mental health support. However, in response to feedback from the young people, in January 2023 we stopped delivering the group remotely and started meeting in-person at the Youth Hub in Tonbridge.

The issues that the groups can help with are varied and include anxiety, low mood, stress, family relationships, friendships, bereavement, autism, ADHD, loneliness, isolation, and other long-term chronic mental health conditions. Young people can often face a number of challenges in their life, such as family breakdown, relationship issues and learning who they are, and it is therefore even more important for Reachout Youth to provide stable, non-judgemental support.

During the last year, we supported 23 young people and achieved the following outcomes:

- 88% felt more supported
- 88% felt less lonely
- 82% felt better in themselves

There is an open referral process for the project and young people can self-refer and other referrals are also received from the Kent County Council Youth Hubs, schools, GPs, other youth clubs/agencies, support workers, community police, community wardens and faith ministers.

Young people are able to attend Reachout Youth until the age of 19. We are therefore able to provide vital continuity and support as a young person becomes a legal adult at the age of 18. This is particularly important if the young person has experienced the mental health system and is making the often uncertain and difficult transition from Children's to Adult Mental Health Services.

## b) Advocacy

### Assert



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*"Many thanks for all the support you have given. I appreciate this so much, and I know I would not have been listened to or responded to so quickly without it."*

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Assert is a specialist advocacy service which provides:

- statutory advocacy as specified in the 2007 amendments to The Mental Health Act (1983);

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- short-term, issue-based advocacy to people with a mental health diagnosis living in the community.

The service is provided across West Kent, Maidstone, Dartford, Gravesham and Swanley and Assert is an established partner within Kent Advocacy and funded by The Advocacy People.

The statutory service supplies Independent Mental Health Advocate (IMHA) to people whose liberty is curtailed by the Mental Health Act, i.e. patients detained in hospital for assessment or treatment, released under restrictions and liable to recall, or placed in the care of the Local Authority. The IMHA service covers a variety of acute, rehab and forensic wards across our area and it also covers smaller satellite units when the need arises.

All the work advocates undertake is through instructions from clients and is issue-based. The work can vary depending on the setting the client is in.

In acute wards, clients are in an acute phase of illness, and often advocates are working with people who are extremely thought disordered. In these settings often the first contact Assert have with the patient is when they arrive at the ward, having been removed from the community due to being a risk to themselves, others, or both.

The IMHA role is independent of the professionals in the hospital setting but the advocates work closely with hospital staff to obtain relevant information about patients so that they can carry out their work safely. The Assert staff work to ensure the clients feel able to speak to them, explain the confidentiality protocol and the support that the service provides. At this stage of admission the Assert team are often the bridge between clients/patients and NHS staff.

The IMHA will listen to the client and help them to voice what is important to them regarding their treatment and care. Patients are within these settings often heavily medicated, and the work involves supporting them to understand their rights; the surroundings they find themselves in; what is happening to them and why; the requirements of them while on an acute ward; ensuring their rights are secured; and providing them the opportunity to ask questions and give feedback on their experiences of their treatment and care within this setting.

The issues that the Assert team support clients with includes accessing the leave they are entitled to, speaking to doctors and ensuring that they feel and are heard and informing clients of their rights to aftercare. The service supports people to express themselves and empowers them to advocate for themselves, but with the knowledge that they can re-refer at any time.

The Assert service also supports people housed in rehabilitation units in the area. Advocates support clients in expressing their views regarding the treatment and care within these settings, and also support clients to be able to have a voice in where they are moved on to next – this could be closer to relatives, or further away from temptations or situations that previously have contributed to a relapse. The work here remains issue-based, but there can be more issues such as supporting to voice views on treatment and care then support to ensure appropriate placement and care moving forward is in place, and support from other services is engaged.

Assert also supports clients in medium or low forensic settings. Some patients will have been removed from prisons having become acutely unwell, others will either have been transferred directly from

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acute wards or courts. All patients in these settings are deemed to pose a risk to the public and in these settings the patients may need support over long stays, and crimes committed are discussed in detail at meetings held. Advocates can hear harrowing details, but still support the client to ensure their views and wishes are heard. All staff have supervision and time for debriefs when working with these clients.

As well as the statutory IMHA service, Assert also provides community advocacy service and addresses the disadvantage experienced by people with poor mental health when dealing with external agencies. The issues the Assert team support community clients with vary greatly. Often the support provided is to ensure the client can express a view regarding treatment and care from the community mental health team, GP practices or housing providers.

In the financial year 2022/23 staff resumed working on the wards, and the project worked with 566 clients on 1,059 issues. In total, the service provided 6,748 hours of advocacy over the year, which is an 8% increase on the previous year (5,619 hours were spent on IMHA advocacy and 1,129 hours on community advocacy).

The service supported improvements to people's mental wellbeing, as follows:

- 100% of clients felt valued by the advocate working with them
- 100% felt supported by the advocate regarding the advocacy issue
- 96% of clients felt empowered and encouraged by the advocate helping them speak up for themselves
- 100% of clients, where relevant, were given information regarding their legal rights
- 100% of clients were helped to have their say about what they needed/wanted to achieve
- Advocacy support helped 99% of clients to have their say about what decisions were being made about them or for them

During the year, Kent County Council undertook a re-tender process for the delivery of advocacy services across Kent. We are delighted that our partnership application with The Advocacy People was successful so that we can continue to work in partnership with them in the delivery of advocacy support.

## c) Mental Health Training

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*"Your presentation was excellent and very informative"*

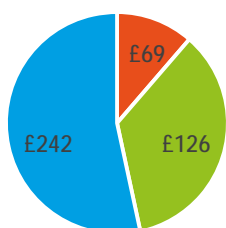
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The Charity is committed to reducing the stigma of mental illness and raising awareness of mental health in the community. We regularly give talks at events and to corporates about what mental health is and the support available for people experiencing mental illness. This year we have delivered talks at various events at societies and organisations, as part of Charity of the Year events and other fundraising activities.

## Treasurer's report

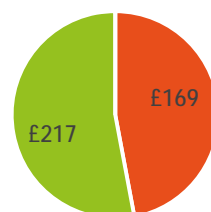
The Charity's income reported an increase on the prior year to £437,912 (2021/22: as restated £419,400). This was driven by a rise in both grants and donations to £194,598 (2021/22: £192,848) and an increase in revenue generated by charitable activities to £241,724 (2021/22: as restated £226,153) with the latter driven by the results of our Advocacy project. However, while total income rose by £18,512, this was more than offset by a £39,393 increase in expenditure due to the effects of inflation, and also the filling of several vacancies in the early part of the year. Our decision to maintain our services across the year despite a short gap in funding for one of our key projects meant that overall the charity reported a small deficit for the year of £906 (2021/22 surplus: £19,975).

Income by Type (£k)



■ Donations ■ Grants ■ Charitable Activities

Expenditure by Activity (£k)



■ Community Support ■ Advocacy

Reserves decreased slightly to £505,826 (2021/22: as restated £506,732).

Of this our Designated Funds amount to £250,900 of which £174,025 is made up of the charity's freehold property of £169,925 and £4,100 put aside for essential maintenance of the building. A new designated fund of £65,000 has been created this year to support the introduction of new and expansion of existing services to meet growing demand, and a further £11,875 as a contingent liability.

£38,451 of the Reserves is restricted, representing funds that must be spent on specific projects in the future as agreed with funders. General reserves amount to £216,475.

Cash at bank and in hand has increased to £339,202 (2021/22: £332,780).

We have received the support of many organisations and individuals in addition to the funding received from our strategic partner organisations and grant-making charitable trusts, without which many of our activities would not take place.

## Reserves policy

The charity is committed to ensuring clients with mental health conditions can access long-term support as appropriate to enable them to live well and independently. For many clients, the charity's support is crucial to their wellbeing and any disruption to this support would create significant distress. The charity's reserves need to be of sufficient scale to minimise the risk of short-term disruption to

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services brought about by short or long-term financial pressures. As it can take sometimes six months or more for funders to respond to applications for funding, the Board of Trustees consider that it is necessary to hold reserves of around four to eight months of running costs to ensure:

1. the continuation of long-term services provided to clients during a time of financial uncertainty
2. the smooth transfer of activity during any run-down of services necessitated by any funding shortfalls
3. the continuation of funding for core staff to promote long term sustainability whilst securing new funding sources
4. sufficient funding is available to maintain and enhance the building to meet client requirements and safety.

Four to eight months' running costs are forecast to be c. £163,000 – £325,000 so the amount of free unrestricted reserves of £216,475 held at the end of the year, is about 5.3 months of running costs and is within the range and therefore appropriate.

Trustees review the level of reserves annually.

## Investment policy

The Charity's investment objective seeks to produce the best financial return within an acceptable level of risk while recognising that capital preservation is of paramount importance. The investment policy therefore requires the Charity to hold all of its assets in cash sterling, deposited with institutions with a minimum rating of BB -, and within the levels stipulated by the Financial Services Compensation Scheme guarantee.

## Risk Management

The Board of Trustees has conducted a review of the major risks to which the Charity is exposed. A Risk Management document identifying all major risks has been prepared and agreed by the Board. This is currently reviewed twice a year to ensure greater control and governance.

The Trustees have always identified one of the key risks to the Charity as being the withdrawal or termination of funding of our main contracts and as such is working to develop strong working relationships with contractors, developing current projects and introducing new projects to ensure the long- term security of the organisation. A fundraising strategy has been formalised and prioritised.

## Plans for the Future

We are in the process of refreshing our organisational strategy, with the help of Cranfield Trust, and the strategy will be finalised later this year. However, we know that the need for mental health support in our local community is increasing and we need to reach more people who may not be accessing mental health support. Therefore, we will be developing and piloting new projects and the

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trustees have designated funds to support this new activity. We will also look at how we can increase our capacity through the involvement of volunteers.

We also know that we can only do what we do by working together, in partnership, with other organisations, creating good relationships to facilitate effective referrals into our services, and having up-to-date information on local services so that we can also refer and signpost people onto.

In all our planning of activities we recognise the differing needs and wishes of clients and client voice will be key to the design and delivery of our services. We will ensure that we take appropriate steps in the mitigation of risks associated with current and future development of projects, services and activities.

We will endeavour to seek new and diverse sources of income, securing short, medium and long-term funding for the charity to enable us to continue to provide the much-needed support to improve people's mental wellbeing.

## Going Concern

The charity is now in a relatively stable financial position with funding confirmed for all four services (Hub, Reachout, Reachout Youth and Assert) for the next three years.

The Trustees consider that the charity's reserves as at 31 March 2023 are sufficient for Mental Health Resource to be considered a going concern for 2023/24. This assessment is made in the light of the following:

1. Mental Health Resource's forecast cash reserves at the end of financial year 2022/23
2. Mental Health Resource's budget and projections for financial year 2023/24
3. Mental Health Resource's future plans

## Trustees' responsibilities statement

The Trustees (who are also directors of Tunbridge Wells Mental Health Resource Limited for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;

REPORT OF THE BOARD OF TRUSTEES  
*FOR THE YEAR ENDED 31 MARCH 2023*

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- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

In preparing this report, the Trustees have taken advantage of the small companies' exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the Trustees on 29 September 2023 and signed on their behalf by:

R Lindsay  
Interim Chair of Board of Trustees

# INDEPENDENT EXAMINER'S REPORT TO THE BOARD OF TRUSTEES OF TUNBRIDGE WELLS MENTAL HEALTH RESOURCE LIMITED

*FOR THE YEAR ENDED 31 MARCH 2023*

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I report to the Board of Trustees on my examination of the accounts of Tunbridge Wells Mental Health Resource Limited ("the charity") for the year ended 31 March 2023.

## Responsibilities and Basis of Report

As the Trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006.

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the Companies Act 2006 and are eligible for independent examination, I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act 2011. In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011.

## Independent Examiner's Statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I can confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the company as required by section 386 of the Companies Act 2006; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

A S Healey FCA CTA DChA

Date: 3 November 2023

Lindeyer Francis Ferguson Limited  
North House  
198 High Street  
Tonbridge  
Kent TN9 1BE

TUNBRIDGE WELLS MENTAL HEALTH RESOURCE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2023

		Unrestricted funds 2023	Designated funds 2023	Restricted funds 2023	Total funds 2023	Total funds 2022 Restated
	Note	£	£	£	£	£
Income from:						
Grants and donations	3	68,055	-	126,543	194,598	192,848
Charitable activities	4	216,890	-	24,834	241,724	226,153
Other trading activities		-	-	-	-	50
Investments		1,590	-	-	1,590	349
Total income		286,535	-	151,377	437,912	419,400
Expenditure on:						
Raising funds	5	49,230	-	3,750	52,980	40,580
Charitable activities	6	242,713	1,785	141,340	385,838	358,845
Total expenditure		291,943	1,785	145,090	438,818	399,425
Net (expenditure) / income	9	( 5,408)	( 1,785)	6,287	( 906)	19,975
Transfers between funds		( 77,893)	77,893	-	-	-
Net movement in funds		( 83,301)	76,108	6,287	( 906)	19,975
Reconciliation of funds:						
Total funds brought forward						
As originally stated		283,674	174,792	32,164	490,630	475,677
Prior period adjustment		16,102	-	-	16,102	11,080
As restated		299,776	174,792	32,164	506,732	486,757
Total funds carried forward	15	216,475	250,900	38,451	505,826	506,732

# TUNBRIDGE WELLS MENTAL HEALTH RESOURCE LIMITED

## BALANCE SHEET

AS AT 31 MARCH 2023

		2023		2022
	Note	£	£	Restated £
Fixed assets				
Tangible assets	11	179,188		173,974
Current assets				
Debtors	12	42,549	20,261	
Cash at bank and in hand		339,202	332,780	
		<u>381,751</u>	<u>353,041</u>	
Creditors: amounts falling due within one year	13	( 55,113)	( 20,283)	
Net current assets		326,638		332,758
Total net assets		<u>505,826</u>		<u>506,732</u>
Represented by the funds of the charity:				
Unrestricted funds		216,475		299,776
Designated funds		250,900		174,792
Restricted funds		38,451		32,164
	15	<u>505,826</u>		<u>506,732</u>

The charity's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The trustees consider that the charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the charity to obtain an audit for the year in question in accordance with section 476 of the Act.

The trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The financial statements were approved and authorised for issue by the trustees on 29 September 2023 and signed on their behalf by:

R Lindsay  
Trustee

M Guo  
Trustee

Company number: 02826452

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023

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1 Accounting policies

Basis of preparation of the financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Tunbridge Wells Mental Health Resource Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are prepared in pounds sterling, which is the functional currency of the charity, and rounded to the nearest £1.

The Trustees have assessed that there are no significant doubts over the charity's ability to continue as a going concern. As a result, the financial statements have been prepared on a going concern basis.

Status

The charity is a private company limited by guarantee registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity. The address of the registered office is 2a Grosvenor Park, Tunbridge Wells, Kent, TN1 2BD.

Income

Income from grants and donations is recognised when the charity is entitled to the funds, the receipt is probable and the amount can be measured reliably. For donations, this is usually on receipt. For grants, this is usually when a formal offer is made in writing, unless the grant contains terms and conditions outside of the charity's control which must be met before the charity is entitled to the funds. Where grants are received in response to a proposal including a budgeted timescale, such that the timescale for the expenditure is implicit in the grant agreement, the income is recognised in accordance with that timescale.

Income from charitable activities is recognised over the period to which the income relates. For contracts, income is recognised to the extent that the contractual services have been supplied. For performance-related grants, income is recognised to the extent that performance-related criteria have been met.

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023

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1 Accounting policies continued

Gifts in kind are included in the financial statements when the charity is entitled to them, when it is probable that the charity will receive the economic benefits, and when the fair value or value to the charity, as appropriate, can be measured with sufficient reliability.

**Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. Direct costs, including direct staff costs are attributed to the relevant activity. Support costs, including support staff costs, are allocated to activities on the basis of the use of premises and income.

Support costs are those functions that assist the work of the charity but do not directly relate to the charitable activities, and include governance costs.

All expenditure is inclusive of irrecoverable VAT.

**Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds can only be used for the particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

**Tangible fixed assets and depreciation**

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Assets costing less than £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Freehold land	Not depreciated
Freehold property / improvements	1% on cost
Fixtures and fittings	10% or 20% on cost
Computer equipment	33.3% on cost

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies continued

Leased assets

Operating lease rentals are charged to the statement of financial activities as incurred.

Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2 Prior period restatement

A prior period restatement adjustment has been made to increase income in the prior period by £5,022 and the prior period opening reserves by £11,080. The adjustment relates to the correction of an error in the recognition of income in the correct period.

3 Income from grants and donations

	2023 £	2022 £
Donations	68,858	46,902
Grants		
Awards for All	9,984	-
BBC Children in Need	10,285	9,785
Colyer Ferguson	7,500	-
Gallagher Charities Trust	500	5,000
Innovation Fund	1,828	-
Involve Kent	1,800	-
Kent Community Fund	10,000	13,763
Kent County Council	8,134	2,000
Media Trust	-	2,000
The National Lottery Community Fund	73,709	109,187
Paragon Trust	1,000	1,000
Sir Thomas Smythe	1,000	2,000
Coronavirus Job Retention Scheme and other Covid grants	-	1,211
	<u>194,598</u>	<u>192,848</u>

In the preceding period, restricted income from grants and donations was £138,919.

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023

4 Income from charitable activities

	2023 £	2022 £
Community support	40,225	40,048
Advocacy	201,499	186,105
Training	-	-
	<u>241,724</u>	<u>226,153</u>

In the preceding period, restricted income from charitable activities was £24,834.

5 Expenditure on raising funds

	2023 £	2022 £
Staff costs	25,355	24,059
Fundraising consultancy	3,750	1,050
Cost of fundraising events	2,251	575
Travel and volunteer expenses	-	21
Support costs See Note 8	21,624	14,875
	<u>52,980</u>	<u>40,580</u>

In the preceding period, expenditure on raising funds from restricted funds was £15,895.

6 Expenditure on charitable activities

	Direct costs 2023 £	Support costs 2023 £	Total 2023 £	Total 2022 £
Community support	112,521	56,189	168,710	169,093
Advocacy	163,038	54,090	217,128	189,752
Training	-	-	-	-
	<u>275,559</u>	<u>110,279</u>	<u>385,838</u>	<u>358,845</u>
	See Note 7	See Note 8		

In the preceding period, expenditure on charitable activities from restricted funds was £155,553.

TUNBRIDGE WELLS MENTAL HEALTH RESOURCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023

7	Direct costs	2023 £	2022 £
	Staff costs	237,147	229,573
	Recruitment and training	6,319	8,140
	Activity costs	8,190	7,782
	IT costs	919	645
	Travel and volunteer expenses	6,715	2,093
	Premises costs	7,999	8,460
	Office costs	8,270	8,428
		<u>275,559</u>	<u>265,121</u>
8	Support costs	2023 £	2022 £
	Staff costs	89,597	73,425
	Recruitment and training	2,521	-
	IT costs	7,376	7,891
	Travel and volunteer expenses	371	40
	Premises costs	13,906	8,219
	Insurance	1,805	1,626
	Office costs	6,801	7,142
	Bad debts	(1,584)	1,931
	Depreciation	6,862	4,143
	Governance costs:		
	Independent examination	3,000	2,820
	Other fees payable to examiners	1,248	1,362
		<u>131,903</u>	<u>108,599</u>
9	Net income	2023 £	2022 £
	This is stated after charging:		
	Depreciation	6,862	4,143
	Independent examination	3,000	2,820

TUNBRIDGE WELLS MENTAL HEALTH RESOURCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023

10 Staff costs

	2023 £	2022 £
Wages and salaries	322,246	300,653
Social security costs	20,336	17,437
Pension costs	9,517	8,967
	<u>352,099</u>	<u>327,057</u>

The average number of persons employed by the charity was:

	2023 No.	2022 No.
Community support	9	10
Advocacy	6	6
Administration and fundraising	5	5
	<u>20</u>	<u>21</u>

Full-time equivalent staff was an average of 11 (2022: 11).

No employee received remuneration amounting to more than £60,000 in either year.

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023

11 Tangible fixed assets

	Freehold property £	Fixtures, fittings & equipment £	Total £
Cost			
Brought forward	204,502	53,570	258,072
Additions	1,018	11,057	12,075
Disposals	-	-	-
Carried forward	205,520	64,627	270,147
Depreciation			
Brought forward	33,810	50,288	84,098
Charge for the year	1,784	5,077	6,861
Eliminated on disposal	-	-	-
Carried forward	35,594	55,365	90,959
Net book value			
At 31 March 2023	169,926	9,262	179,188
At 31 March 2022	170,692	3,282	173,974

12 Debtors

	2023 £	2022 £
Trade debtors	18,331	1,175
Prepayments and accrued income	24,218	19,086
	42,549	20,261

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023

13 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	9,474	8,169
Other tax and social security	430	6,814
Accruals and deferred income	45,209	5,300
	<u>55,113</u>	<u>20,283</u>

During the prior period funds were held as agent on behalf of Venture Together in respect of its Future Store activity. Funds received as agent totalled £Nil (2022: £2,667) and funds paid as agent totalled £Nil (2022: £4,797). A management fee of £Nil (2022: £50) was levied and the final balance of £Nil (2022: £7,543) was remitted to Venture Together.

14 Contingent liability

During the year, the charity received a donation of £11,875 from a firm of solicitors in relation to money held which was unable to be returned to its legal owner. The charity has entered into a legal indemnity to return the funds should the legal owner come forward in future to claim them. Since the likelihood of repayment is considered possible but not probable at the balance sheet date, the amount has been recognised in income. As repayment in the future is possible, a designated fund has been set up to ringfence the funds.

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023

15 Statement of movements on funds - current year

	1 April 2022 Restated £	Income £	Expenditure £	Transfers £	31 March 2023 £
General fund	299,776	286,535	( 291,943)	( 77,893)	216,475
Designated funds:					
Planned maintenance	4,100	-	-	-	4,100
Capital reserve	170,692	-	( 1,785)	1,018	169,925
Future developments	-	-	-	65,000	65,000
Contingent liability	-	-	-	11,875	11,875
Total unrestricted funds	474,568	286,535	( 293,728)	-	467,375
Community support	26,199	138,877	( 126,625)	-	38,451
Advocacy	480	-	( 480)	-	-
Other	5,485	12,500	( 17,985)	-	-
Total restricted funds	32,164	151,377	( 145,090)	-	38,451
Total funds	506,732	437,912	( 438,818)	-	505,826

The designated capital reserve fund represents the net book value of the freehold property.

The planned maintenance fund represents funds ringfenced for essential planned maintenance for the registered office where some of the charitable activities take place.

The future developments fund has been created to support the development of existing and the introduction of new services over the next few years. The funds are intended to support initial implementation and trials ahead of securing funding to assure their longer term sustainability.

Restricted funds are money earmarked for activities stipulated by the funder and used for the objectives set by them. The Community support fund shown in the table above is composed of funding from various sources including:

The National Lottery Community Fund (RC London & SE Region) - to support and develop Hub activities.

The Kent Community Foundation - to support our allotment project, and core costs.

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023

15 Statement of movements on funds - current year continued

BBC Children in Need – to deliver support groups for young people.

16 Statement of movements on funds - prior year

Restated	1 April 2021 £	Income £	Expenditure £	Transfers £	31 March 2022 £
General fund	270,330	255,647	( 226,201)	-	299,776
Designated funds:					
Planned maintenance	4,100	-	-	-	4,100
Capital reserve	172,468	-	( 1,776)	-	170,692
Total unrestricted funds	446,898	255,647	( 227,977)	-	474,568
Community support	39,859	154,300	( 167,960)	-	26,199
Advocacy	-	720	( 240)	-	480
Other	-	8,733	( 3,248)	-	5,485
Total restricted funds	39,859	163,753	( 171,448)	-	32,164
Total funds	486,757	419,400	( 399,425)	-	506,732

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023

17 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds £
Current year:			
Tangible fixed assets	179,188	-	179,188
Net current assets	288,187	38,451	326,638
	<u>467,375</u>	<u>38,451</u>	<u>505,826</u>
Prior year:			
Tangible fixed assets	173,974	-	173,974
Net current assets	300,594	32,164	332,758
	<u>474,568</u>	<u>32,164</u>	<u>506,732</u>

18 Related party transactions

The key management personnel are considered to be the Board of Trustees, the Charity Manager and the Finance Manager.

The trustees received no remuneration or benefits, and were not reimbursed for any expenses.

The total employee benefits paid in respect of the key management personnel was £59,433 (2022: £48,962).