

THE MARY FRANCES TRUST

England & Wales · Charity number 1055113

Details

Other names	LEATHERHEAD CLUBHOUSE
Status	Registered
Legal form	Charitable company
Company number	03189443
Registered	1996-05-02
Register	View on the Charity Commission register

Contact

Address	23 The Crescent Leatherhead Surrey KT22 8DY
Phone	01372375400
Email	info@maryfrancestrust.org.uk
Website	www.maryfrancestrust.org.uk

Activities

Objects: TO RELIEVE PERSONS WITH MENTAL HEALTH PROBLEMS PARTICULARLY BY PROVIDING OR ASSISTING IN THE PROVISION OF PSYCHO-SOCIAL REHABILITATIVE SERVICES.

Activities: The Mary Frances Trust is a leading mental wellbeing charity in Surrey offering support to adults experiencing any kind of emotional or mental health issues for as long as they need, and inspiring them to develop the skills that will help them to restore and maintain their emotional wellbeing.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** The Advancement Of Health Or Saving Of Lives, Disability, Recreation, Other Charitable Purposes
- **Who:** People With Disabilities, Other Charities Or Voluntary Bodies

Geography

- Surrey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,066,475	£2,047,337	£946,257	53
2024-03-31	£1,957,274	£1,812,217	£927,119	51
2023-03-31	£1,439,145	£1,378,522	£782,062	42
2022-03-31	£1,202,262	£1,078,445	£721,439	32
2021-03-31	£899,045	£743,208	£597,622	23

Trustees

Name	Role	Appointed
Samantha Greenhouse	Chair	2017-11-16
Claire Nethersole		2020-11-16
Fergus Thomson Addison		2019-04-26
Kevin Patrick Williams		2025-05-13
Nina Wafula		2025-07-14
Rupert Alexander Colin Gowrley		2022-11-21
Steven Rowley		2022-11-22
Susan Margaret Grant		2017-07-06
Thomas Eliphelet Edwards		2023-01-16

THE MARY FRANCES TRUST

England & Wales - Charity number 1055113

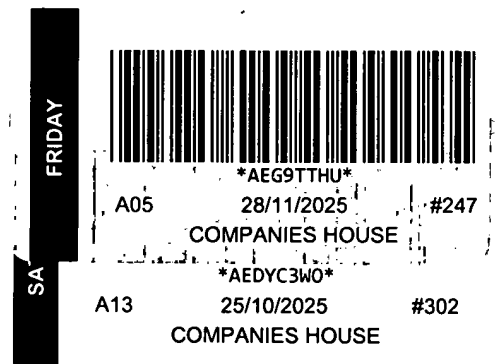
Accounts



Inspiring Mental Wellbeing

Annual Report and Accounts
From 1 April 2024 to 31 March 2025

Mary Frances Trust
23 The Crescent
Leatherhead
Surrey
KT22 8DY
01372 375 400



www.maryfrancestrust.org.uk
info@maryfrancestrust.org.uk

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COMPANY INFORMATION

CHAIR:	Sam Greenhouse
TRUSTEES:	Fergus Addison (<i>re-elected on 29/10/24</i>) Tommy Edwards Rupert Gowrley Susan Grant (<i>re-elected on 29/10/24</i>) Paul Matthews – Treasurer Claire Nethersole (<i>re-elected on 29/10/24</i>) Steven Rowley Heather Ward (<i>until Dec. 2024</i>)
CEO & COMPANY SECRETARY:	Patrick Wolter
REGISTERED OFFICE:	23 The Crescent Leatherhead Surrey KT22 8DY
CHARITY REGISTRATION:	1055113
COMPANY REGISTRATION:	3189443
AUDITORS:	Andrew Skilton Brewers Chartered Accountants 3 Birtley Courtyard Birtley Road Bramley GU5 0LA

INTRODUCTION

At Mary Frances Trust (MFT), our mission remains steadfast – to support the mental wellbeing of everyone in our community. As we reflect on the past year, it's clear that we've continued to face a mental health landscape in flux. Nationally, the NHS Community Mental Health Transformation Programme continues to reshape how services are delivered, and locally we've seen significant pressures on NHS services, including a shortage of inpatient beds and reduced public sector spending. These shifts place even more reliance on the voluntary sector – but they also shine a light on the vital role organisations like ours can play.

Despite these challenges, we're proud to report that MFT has continued to grow and strengthen. We've successfully secured three additional years of funding for three of our services – a major milestone that has allowed us to expand our team and increase our capacity to support those who need us. We also celebrated a proud achievement this year as our Service User Network (SUN) was recognised with an *Enabling Environment Award*, acknowledging the positive and inclusive culture we work so hard to foster.

In addition to continuing our existing work, we were excited to launch two new projects. *Safe Harbour* is a crisis prevention service designed to offer timely, compassionate support to people at risk of mental health crisis. We also introduced *Nature Nurtures*, an innovative project aimed at reconnecting people with the healing power of the outdoors – something we believe can play a vital role in long-term wellbeing.

Our role within the wider mental health system continues to evolve. We're delivering more services than ever, while also helping to co-design the future of mental health

provision in Surrey through close collaboration with NHS partners, Surrey County Council, and other voluntary sector organisations. These partnerships are central to our work – and increasingly, they're how mental health support will be delivered in future.

The environment may be complex, but it also offers real opportunities to grow our impact. Our strategic plan, now well underway, is helping us stay focused on what matters most – making sure everyone in Surrey Downs has access to the right support, when they need it, for as long as they need it.

Throughout the year, we've been guided by the voices of those we serve. Whether it's through our Advisory Group, our client surveys or informal feedback, we remain deeply connected to our community – and we're proud that people with lived experience of mental health are helping shape the future of our services and organisation.

With strong partnerships, a clear strategic vision, and the unwavering dedication of our staff, volunteers and supporters, we feel confident about the future. Our focus remains on creating a welcoming, inclusive and responsive space where people feel seen, heard and supported.

We're deeply grateful to our funders, commissioners, partner organisations and community allies who continue to believe in our work and walk this path with us. Together, we're not just meeting needs – we're helping to build a Surrey where mental health is truly valued, and where everyone has the chance to thrive.

Sam Greenhouse

Chair of Trustees, Mary Frances

OBJECTIVES & ACTIVITIES

About us

Mary Frances Trust is a mental health and emotional wellbeing charity for adults (16+) in Surrey. Since 1994, we have been inspiring and supporting Surrey residents to learn ways to restore and maintain their mental wellbeing through a range of free services delivered in the community. We also work hard to challenge mental health stigma and promote emotional self-care.

Our vision

We believe anyone experiencing any kind of mental or emotional health issues should feel confident to ask for help, receive appropriate support for as long as they need, and feel inspired to develop the skills that will help them to restore and/or maintain their own wellbeing.

Our mission

Our mission is to:

- Work alongside people experiencing any kind of emotional or mental health issues for as long as they need, and inspire them to develop the skills that will help them to restore and maintain their emotional wellbeing.
- Involve people with lived experience of mental health at every level of the organisation so they can help us design, deliver, monitor and review our services and activities to ensure we respond to their changing needs.
- Consistently challenge stigma attached to mental illness and raise awareness of the importance for everyone to look after their mental wellbeing.
- Lead and co-ordinate the development and delivery of first-class, voluntary mental health services in Surrey.

➤ **Maintain sufficient funding streams** to be able to provide person-centred services to people experiencing any kind of emotional or mental issues.

Our commitment to Co-Production

Co-Production has always been a **core principle of our charity** since its founding in 1994. Its ethos is simple - we believe that services work best when they are designed *with* the people who use them, not just *for* them.

But for us, Co-Production goes beyond **service design** — it's woven into the very fabric of our culture and reflects our commitment to inclusion, respect, representation and shared power. We strive to embed Co-Production at every level of our organisation, ensuring that people with lived experience of mental health - whether they are clients, volunteers, staff, partners or supporters - can actively shape and influence all that we do.

To support this, we work closely with our **Advisory Group**, a team of volunteers with lived experience of mental health (some of whom are also clients). Established in 2017, the group serves as a strategic partner, helping us turn our Co-Production vision into reality and keeping our work grounded in real-world experience.

Our Strategic Priorities

We are in the second year of implementing our three-year strategy, working on the following four focus areas, as identified through consultation with staff, our Advisory Group, volunteers and some of our clients:

MFT FOCUS AREAS

Ready for Now and for the Future



We want to make sure that with the current dynamic landscape in mental health and NHS, whilst continuing to manage effectively in the here-and-now, we prepare the organisation for what the future brings - considering workforce financial stability and systems & processes.

Live and Breathe Co-production

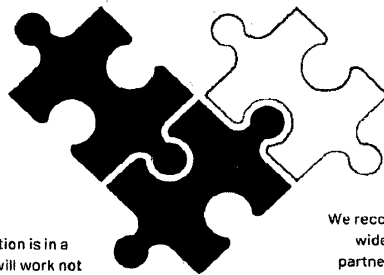


We have made progress in this area over the years. It is our unique and very important value to be guided by the people we serve. We want to have clear and visible evidence co-production is understood and represented appropriately at all levels of our organisation.



Strategic Communications

We know how important communication is in a modern prospering organisation. We will work not only on raising our profile and establishing MFT as a local mental health expert. We will also improve our internal comms to give all our staff a deep sense of belonging and we will use comms to improve our fundraising opportunities.



Strategic Relationships and Partnership Working

We recognise MFT is an important element of a wider system. We embrace our existing partnerships and we are going to review and strengthen them, as well as build new ones to represent a positive voice for the voluntary sector and people with lived experience in how services are designed and delivered.



Ready for Now and for the Future

We made significant progress in shaping a **stronger, more resilient organisation** by embedding new staff values and reviewing our staffing structure, training, and wellbeing offer. Through staff workshops, we developed and launched new organisational values which are now actively used in team reflections and planning.

A new training matrix was also introduced following staff consultations and service reviews, with key focus areas including trauma-informed practice, autism and neurodiversity, motivational interviewing, and suicide intervention skills.

Our **staff benefits package** was enhanced after a benchmarking exercise and staff feedback, resulting in improved annual leave policies, flexible and remote working options, health cashback schemes, and additional wellbeing activities. We also began a comprehensive review and redesign of our internal processes with support from an external consultant to help streamline operations and improve efficiency. To ensure long-term sustainability, we developed and began implementing a **full cost recovery financial model** to better support workforce planning and strengthen our negotiating position with statutory funders.

The main priorities for 2025/26 are to complete and embed the redesigned operational processes, expand leadership and staff development opportunities, further enhance our wellbeing offer, and continue rolling out the full cost recovery model across our services.

Strategic Communications

Over the past year, we've made significant strides in strengthening our **visibility and impact**. One of the key milestones was the development and launch of a new partnership website and marketing assets for **Community Connections Surrey** —a

Surrey-wide mental health service delivered in collaboration with Catalyst Support and Waythrough. This initiative has reinforced our role as a key player in the mental health sector.

We also adopted a more strategic, targeted approach to communications, helping to boost fundraising efforts and better showcase our achievements—bringing tangible benefits to both the charity and the people we support.

In addition, we placed strong emphasis on improving internal communications by reviewing our internal channels and providing communications training to all staff to foster greater engagement, transparency and collaboration across our teams.

Live and Breathe Co-Production

As part of our commitment to embedding Co-Production across every level of MFT, we recently held a series of three workshops. These sessions brought together staff, Trustees, and Advisory Group members to co-create a practical guide and tools for measuring Co-Production, while also identifying ways to drive meaningful organisational change.

Looking ahead, our Co-Production priorities for 2025/26 are:

- **Establishing a Co-Production Champions Programme**
We will launch a new skill development initiative involving staff from each department, providing training and opportunities for collaboration to embed Co-Production more deeply in day-to-day practice.
- **Revamping Advisory Group recruitment and induction**
We are refreshing how we recruit, welcome and support Advisory Group volunteers to ensure a more inclusive, accessible, and empowering experience for everyone involved.

- **Strengthening the Surrey Mental Health Co-Production Network**

We will continue to grow and support this valuable network that connects co-production professionals from statutory and voluntary, community and social enterprise (VCSE) organisations across Surrey to share learning and amplify impact.

Strategic Relationships and Partnership Working

We undertook a **comprehensive review** of our key strategic partnerships to ensure they continue to support our vision, values, and the evolving needs of the people we serve. Using a bespoke audit tool, we evaluated our relationship with each partner – including Surrey and Borders Partnership NHS Trust, Surrey County Council, Surrey Downs, Surrey Heartlands, Catalyst, and Richmond Fellowship/Waythrough – across criteria such as strategic influence, communication effectiveness, accountability, values alignment, and mutual benefit.

The audit findings informed a targeted action plan, co-produced with the Management Team, to strengthen collaboration and clarify roles. A **Strategic Reporting Tool** was also developed to track and log partnership progress systematically. This has already led to improved communication channels and clearer governance structures in several areas.

Our focus in 2025/26 is to complete a **second round of the partnership audit**, refine the action plan based on emerging insights, and **deepen collaborative efforts** that enhance service delivery while preserving our distinct identity and ethos.

OUR ACTIVITIES

Our services are all available free of charge to Surrey residents aged 16+ in need of mental health and/or emotional wellbeing support. As per this financial year, we offer a total of 10 services which are either self-referral, primary or secondary care services.

Self-Referral Services

Community Connections

Community Connections is a service offering face-to-face, online and telephone individual goal setting support, as well as access to wellbeing activities, groups and courses delivered in small groups (online and face-to-face). All activities are designed to promote peer support and community integration, boost motivation and enjoyment, reduce loneliness and give people the tools to maintain and restore mental wellbeing over the long term.

In the past financial year, the number of new referrals for Community Connections was **1,076 overall** with an average of 90 new referral per month. In that period, we supported a total of **2,764 clients** and by **31 March 2025**, we had **1,795 active clients** on our caseload.

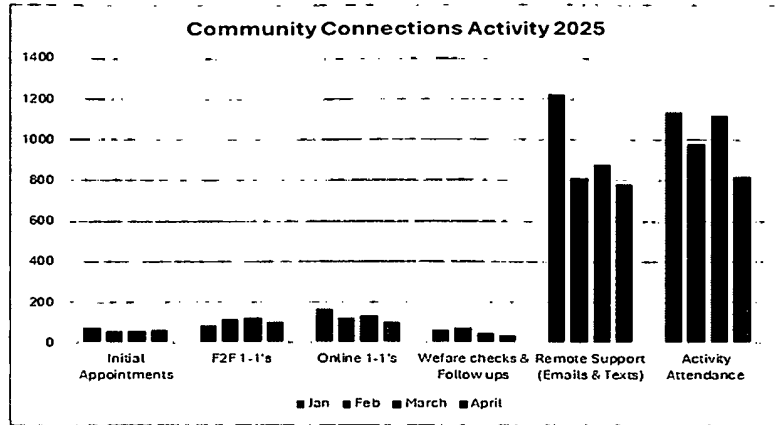


Chart 1 – Community Connections Client Engagement and Attendance in 2025

In terms of outcomes, according to our Satisfaction survey, the majority of clients felt that accessing the service improved or maintained their mental health:



Chart 2 – Levels of improvement in clients managing their mental health

The majority of clients also felt the service helped them to improve or maintain their physical self-care.

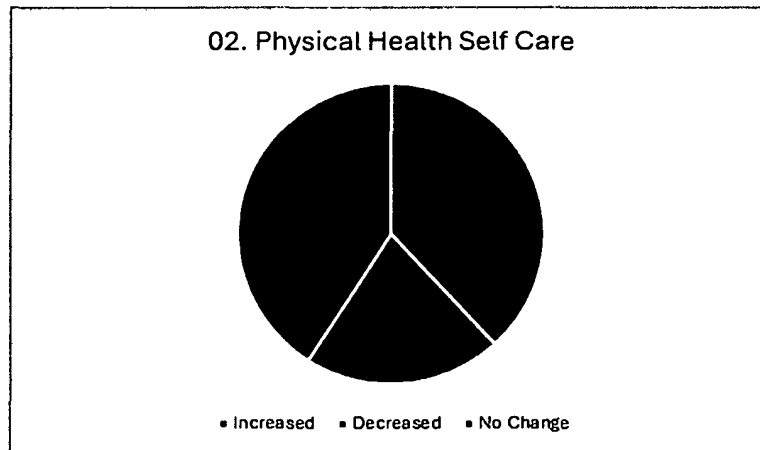


Chart 3 – Levels of improvement in clients managing their physical health and self-care.

The majority of clients also felt the service helped them to improve or maintain their social circle.

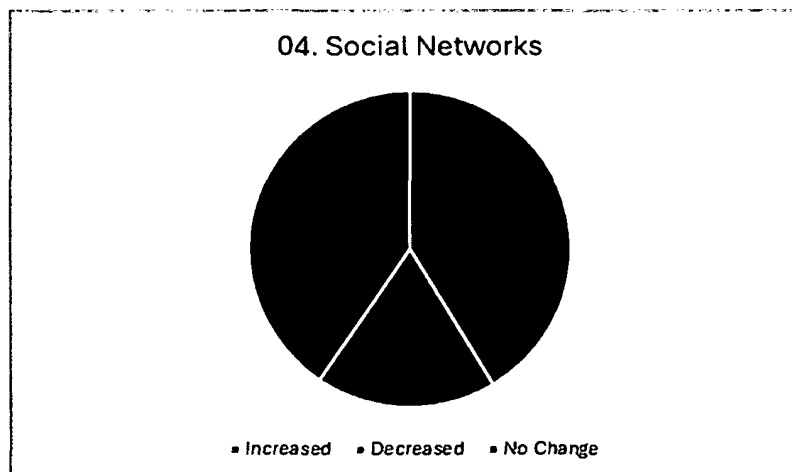


Chart 4– Levels of improvement in clients having a social circle.

Wellbeing Advice & Information

This service is part of our Community Connections offer. It is available solely online and via telephone support (not face-to-face) to support clients with a variety of **practical issues affecting their wellbeing** including: housing, benefits, finances, carers issues and relationships.

Over this financial year, the service provided a total of 3, 654 interactions with clients, which include 979 appointments and 2,675 client related emails with overall very good outcomes for clients who engaged with the support offered.

Financial & Wellbeing Support Service (Epsom & Ewell)

This service, funded by the National Lottery Community Fund, is a three-year pilot to support people with **both financial and emotional wellbeing issues** in two areas of Surrey: Epsom & Ewell and Surrey Heath. We operate the Epsom & Ewell branch in partnership with Citizens Advice Epsom & Ewell who provide assistance with **budgeting, managing debt** and, where appropriate, **accessing benefits**. MFT offer **specialist emotional wellbeing support**, providing strategies to manage stress and anxiety linked to financial concerns. Funding for this service will come to an end in 2026. We're currently scoping any additional funding available to continue the service in future.

The service supported 131 new clients this past year, with **91%** of clients reporting improved confidence in managing their finances, **90%** of clients reporting increased understanding of options available, **59%** of clients reporting that they felt less stressed, depressed or anxious, and had seen an increase in their emotional wellbeing. A further **38%** were able to maintain their level of wellbeing. Of all the clients who engaged within the service over

the last 12 months, we have been able record a total of £615,031.32 of financial gain/benefit with an average of £4,700 per client.

Service User Network (SUN)

SUN (Service User Network) is an easy-to-access community-based peer support service for adults experiencing difficulties with complex emotions often associated with Personality Disorder. This service is delivered by MFT and Catalyst Support, in partnership with Surrey and Borders Partnership NHS Foundation Trust (SABP).

During the 2024–2025 financial year, SUN welcomed 293 new members, increasing the total number of registered members to 400 by 31 March 2025. On average, the service registered 20 new members each month and delivered approximately 24 group sessions monthly.

SUN was honoured with both the Enabling Environments Award (which recognizes organizations that create supportive, inclusive, and psychologically safe environments where people can thrive) and a Silver Award at the Surrey and Borders Partnership Annual Staff Awards, in recognition of the valuable contributions the service makes to its members.

Safe Haven - Epsom

Safe Haven is a mental health crisis service provided in partnership with SABP. The main aim of this service is to provide an out-of-hours safe space for people in mental health crisis as an alternative to Accidents & Emergencies (A&E).

In the past year, Epsom Safe Haven received 1,132 visits, 407 of these were from people identified as being in crisis and 312 people said they visited us as an alternative to going to A&E. 543 of these accessed us virtually.

The joint work undertaken alongside Safe Harbour has meant MFT was able to support people over a longer period and they were able to use both services to fully support them during a difficult time in their lives.

Primary Care Services

General Practice Integrated Mental Health Service (GPimhs)

GPimhs is a service delivered in partnership with SABP and Primary Care Networks (PCN). This is an emotional wellbeing service accessible from GP surgeries, where clients are offered extended consultation times, quick and easy access to practical advice and tailored support for their mental health needs by specialists. This service is offered via telephone, face-to-face, and online. The service also offers access to Lived Experience Practitioners (GPimhs LXPs) who use their personal experience of mental health to help clients with practical issues to ensure they can access the support they need.

Between April 2024 and March 2025, 2,949 appointments were offered by our GPimhs Community Connectors. In April 2025, MFT signed a new contract with SABP to continue employing Community Connectors in GPimhs services for another 3 years. This is recognition of the value MFT brings to the statutory sector, and the commitment to partnership working by both SABP and MFT.

Social Prescribing – Banstead

We offer a Social Prescribing service in Banstead available by GP referrals. From 1 July 2025, the service will also be available via self-referrals.

Social Prescribing connects people to activities, groups and services in their community to meet the practical, social and emotional needs that affect their health and wellbeing.

The service received 171 referrals from September 2024 (when service started) to March 2025. "Emotional wellbeing" and "social isolation" were the most common referral reasons. "Welfare advice" was the third most numerous, followed by "healthy lifestyle", and lastly "employment/volunteering".

Banstead Primary Care Network have provided reassurance that they will continue to fund Social Prescribing in Banstead with MFT for 2025/26, after being pleased with the performance of the service and quality of support offered to their patients.

Secondary Care Services

Recovery & Connect

Our Recovery & Connect team is part of a new SABP initiative called HomeFirst. HomeFirst offers short-term intensive intervention and outreach services for people with long term and complex needs. The aim is to keep people well at home and in their own community by preventing any future deterioration in their mental health and the need for repeat in-patient adm

In the April 2024 – March 2025 period, 12 referrals were received by the team, taking total number of clients supported to 21 by end of March 2025. During that time, 460 face-to-face appointments were offered, 926 telephone, text or virtual contacts were made to clients, 603 contacts on the behalf of a client (e.g. calling DWP to support a benefits claim) were made by the MFT Recovery & Connect team.

In March 2025, MFT received funding for two additional full-time Recovery & Connect Workers for the next 12 months, recognising the need for support in this cohort of people in our geographical area.

Safe Harbour - Epsom

Safe Harbour is a mental health crisis prevention service in Epsom available by clinical referrals only. It was launched in August 2024 as a one-year pilot.

A review of the service is currently underway by the commissioning team and we are waiting for a decision on further funding.

The team have supported 68 people since we started in August 2024. Clients who attended Safe Harbour in the past year have reported a sharp decrease in their use of emergency services with a 100% reduction in A&E and Hospital In-Patient visits, a 90% reduction in ambulance call outs and 85.7% in police interventions.

Other services & activities

Complex Care Liaison Service (CCLS)

CCLS provides support to individuals and family members who have experienced complex trauma resulting in a multiplicity of issues and needs.

End Stigma Surrey

Mary Frances Trust, Catalyst Support, and Acting Out Productions have led the End Stigma Surrey campaign—an initiative dedicated to challenging mental health stigma and discrimination across the county.

A key highlight from the past year was the development and launch of a **free anti-stigma training programme**, offered both online and face-to-face to anyone living or working in Surrey.

Commissioned by Surrey County Council Public Health, the campaign officially concluded on 31 March 2025, following the end of its three-year contract. However, several of its core resources—such as the stigma survey and anti-stigma training—will continue to be used as part of a broader anti-stigma effort now overseen by Surrey County Council Public Health.

Mary Frances Trust remains committed to promoting mental health awareness through its **blog platform** and by sharing helpful **advice and information** across social media.

Nature Nurtures

Nature Nurtures is a new project launched in December 2024 to provide **free activities in the Surrey Downs area** (Banstead, Elmbridge, Epsom & Ewell and Mole Valley) that help people **connect with nature** such as art, meditation, forest bathing and the likes. This project is funded by the Surrey Mental Health Investment Fund as part of the Green Social Prescribing programme.

Contributions made by Volunteers

We currently use 40 volunteers to support 53 activities across our geographical area. The total value of support they give us equates to three additional full time staff. It would be impossible to employ three staff to cover this work across the multiple locations we operate in. The true value of the volunteer team is the variety of people that offer their support, bringing various skills, patience and time to support our work in so many ways. This isn't always measurable by outputs and outcomes, but it is truly valued by those they assist.

PUBLIC BENEFIT STATEMENT

The Trustees are satisfied that all the aforementioned services and activities are carried out for the public benefit, having due regard for the guidance given by The Charity Commission.

TRUSTEES REPORT

The Trustees present their report with the financial statement of the Company for the year ending 31 March 2025.

The Trustees, who are also Directors of the Company under company law and under the Company's Articles are known as the "Board of Trustees", 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). They provide their services free of charge.

Mary Frances Trust is incorporated as a company limited by guarantee. The Trust was incorporated in April 1996 using a model form of a governing document created by the Charity Commission in 1995. Since then, our Members have approved several changes to the Memorandum and Articles of Association (our governing document), most recently at our AGM in November 2024 to incorporate changes that align the document to the Charity Commission's current model document.

The principal object of the Charity is to support people with mental health issues, particularly through the use of user-led, psycho-social interventions.

Membership of the charity is open to anyone with lived experience of emotional or mental health issues as well as their carers. These Members register before our AGM for the duration of one year. They then have the right to elect the Board of Trustees at our AGM, approve our financial accounts, elect our auditors as well as vote on important changes regarding the charity. In the

event of the Company being wound up, every Member undertakes to contribute such amount as may be required (not exceeding £10) to MFT's assets.

Trustees involved with MFT during the year under review are listed in our Company Information on page 1 of this report. In accordance with the Articles of Association, **one third of the Trustees retire by rotation** at the AGM each year and have the opportunity to stand for re-election.

Company law requires the Trustees to prepare financial statements for each financial year, which 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 those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity Statement of Recommended Practice (SORP);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed, and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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 confirm that:

- as far as they are aware, there is no relevant audit information of which the charitable company's auditors are unaware; and
- they have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information. Under the Memorandum and Articles of Association, the Trustees have the power to invest funds as they see fit.

The Trustees are aware of their responsibility, under SORP (FRS102), for undertaking a risk management review. The Risk Committee (consisting of at least three of our Trustees, our CEO and Head of Operations) meets on a six-monthly basis to review current and upcoming risk and risk assessments, as well as the plans to mitigate these. The Risk Register which incorporates these was reviewed and approved by the Board at the September 2024 and March 2025 Board meetings.

Trustees' Recruitment

The Board of Trustees seeks to recruit its members to balance various skills required to manage the Charity. **Traditional business skills** are required as well as **experience in the mental health field**, which is so important to our work. We recruit new members to the Board by **advertising via national recruitment agencies** such as REACH as well as through **local contacts**. At the time of writing this report, we are currently in the process of recruiting two new Trustees whom we hope to appoint soon. All new Trustees are invited to

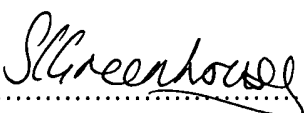
visit MFT and spend time meeting people who use our services and staff, to understand the character and ethos of the charity. Training is, by necessity, tailored to individual needs depending on the knowledge gaps and experience of the individuals involved.

It is extremely important for all the Trustees to fully understand and be able to implement, in all their work with MFT, **our special way of working with people**, as well as the values and ethos of our charity.

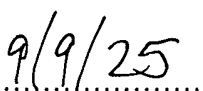
The Trustees have control over and responsibility for the charity and, during the year the charity is led by Patrick Wolter, the Chief Executive of the Charity, who is also the Company Secretary and is accountable to the Trustees. The operations are carried out by a staff team and a group of volunteers working closely with people who use the service.

This report has been produced in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the board:


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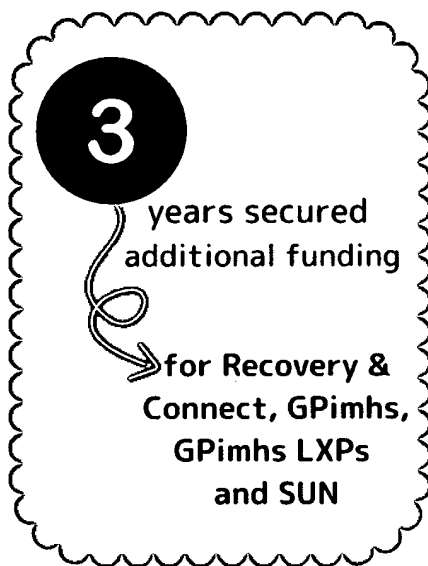
Sam Greenhouse


.....

Date

ACHIEVEMENTS & PERFORMANCE

We have summarised our main achievements of this past year, through these highlights:



We launched
Safe Harbour
in August 2024 to help
prevent mental
health crises.
This fostered a great
collaboration with
Safe Haven

**Collaboration
between
Safe Haven &
Safe Harbour**

“It’s been really helpful when
we’ve met someone for the first
time in crisis, referring in to offer
a wraparound service in
signposting them to Safe Harbour.
It’s been very inspiring for the
Safe Haven team to hear about
their recovery and progress.”
(Jane, Safe Haven Manager)

“Whenever I visit Safe
Haven, I always leave with
renewed hope. Although
I’m not fully recovered,
I’m able to see that
things have improved and
that’s all because my dad
brought me here the first
time. Knowing you’re here
every night keeps me
safe. Thank you.”
(Safe Haven client)



FINANCIAL REVIEW

Once again, nearly all our income is derived from statutory funders. In our case, approximately 85% of all income for 2024-2025 came from statutory bodies, such as Surrey County Council and the NHS Surrey. MFT is directly contracted to deliver services on behalf of: Surrey County Council Social Care, Surrey Heartlands Integrated Care Board, and Surrey and Borders Partnership NHS Foundation Trust (SABP).

Over the course of the year, MFT secured funding grants and generous donations for specific purposes, which are classified as 'restricted funds'. These are highlighted in the Fundraising section of this report. This source of funding carries some external condition(s), set by the grantor or donor, governing how it is used. These 'restricted funds' are just as valuable to MFT and the people we support, but we must take care to ensure these are separated from our unrestricted funds and spent only to meet the specific purpose for which they were provided.

In the financial year 2024-2025, we received £201,769 of restricted income, with a large proportion of this from the National Lottery Community Fund, along with donations of unrestricted income totalling £50,436, and a legacy of £10,516.

We received an amount of funding for services to be provided in the next financial year. This can only be recorded as income once the contracted services have been performed. In the meantime, the funding received has been recorded as a deferred income liability on our balance sheet as at 31 March 2025.

We are required to prepare our financial accounts in accordance with the Statement of Recommended Practice (SORP) and to adhere to the 'Accruals' principle. This allows easier comparison of our performance from one year to the next (because the accounts are not impacted by variability in the exact timing of cash inflows and outflows).

Furthermore, as our gross income exceeded £1 million, we are required to submit our accounts for scrutiny via an independent audit.

The Charity receives funds from multiple sources and to meet our objectives, we must spend money for many different purposes. Most of our income carries no external restriction on how it is spent, though this must always be in accordance with the Charity's objects. These 'unrestricted funds' are the lifeblood of the Charity.

Income and expenditure in the last financial year are explained in detail in the annual Statement of Financial Activities. Given the differences between unrestricted and restricted funds, the income and expenditure for each are presented separately.

The Trustees view the operational surplus, or deficit, in unrestricted funding for the year to be a key indicator of the financial strength of MFT. A surplus can be invested for the benefit of the people who use our services, or to bolster our reserves. These reserves provide us with a buffer in the event of adverse impacts from unforeseen events, so we can continue our normal operations. A major deficit, or series of smaller deficits, could damage the Charity's finances, though this may also be planned for when we seek to invest in furthering our objects.

Our overall net incoming resources for the financial year 2024-2025 were £19,138, comprising unrestricted net income of £41,339 offset by £22,201 of restricted net expenditure. This compares with overall net incoming resources for 2023-2024 of £145,057.

Our operational surplus was lower than we had budgeted for, principally due to a delay in commencing the Safe Harbour service and a lower level of one-off legacy income. This was offset by the unexpected income from the Social Prescribing Service, savings on certain operating expenses, and higher donations received. A modest operational surplus is budgeted the 2025-2026 financial year.

INCOME FROM FUNDRAISING

We'd like to share a heartfelt thank you to our supporters for their donations, the time and effort they have put in to fundraising for MFT this year. Their support is vital to us and an endorsement of the value and impact we have on our local community.

We'd like to thank in particular:

- AtkinsRèalis for supporting us with match funding as well as donating their home-grown honey and associated products for us to sell
- Beaverbrooks The Jewellers
- Bookham National Women's Register
- Bookham Fetcham and Effingham Nursing Association
- Epsom Golf Club
- Leatherhead Horticultural Society
- Leatherhead Rotary for choosing us to be their Charity of the year from July 2024 to June 2025
- Legacy from a former client, Alan.
- Mole Valley Liberal Democrats
- R C Sherriff for funding our weekly art group in Elmbridge
- Reigate Heath Golf Club
- St Peter's Church, Woodmansterne
- Tangent Womens Group
- The Childwick Trust
- The Chipstead Players
- The National Lottery for their continued funding of The Financial and Wellbeing Support Service

- The Surrey Freemasons and their Surrey lodges: Esher Chapter, North Surrey First Principals, South Surrey First Principals, Surrey Provincial Stewards Chapter, Triumvirate Chapter, and Willow Lodge
- The Surrey Police for choosing us to be The Chief Constable's Charity of the Year
- Thistles Florist, Ashtead
- Tightrope Theatre
- Waitrose & Partners – Esher Branch
- Waitrose & Partners – Hersham Branch
- Wates Family Enterprise Trust.

A special thank you also goes to everyone who has taken part in a challenge event or organised a sponsored event as a fundraiser for MFT. Their dedication and hard work has been truly inspiring!

RESERVES POLICY

The Charity is primarily funded through fixed-price contracts, while we have a cost base that is subject to inflationary and other upwards pressure with time. The Charity must also consider the full range of risks that arise from its operations and retain sufficient funding to manage the consequences, should one or more of these risks crystallise.

For this reason, the Charity seeks to maintain a level of unrestricted free reserves equivalent to, at least, our budgeted unrestricted expenditure for a period of six months, which amounts to £958,000 based upon the approved 2025-2026 annual budget. Our unrestricted free reserves as at 31 March 2025 were £904,412.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE MARY FRANCES TRUST

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE MARY FRANCES TRUST

Opinion

We have audited the financial statements of The Mary Frances Trust (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in

the Auditors' responsibilities for the audit of the financial statements section of Who We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate. Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially

inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the *Report of the Trustees for the financial year for which the financial statements are prepared* is consistent with the financial statements; and
- the *Report of the Trustees* has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the *Report of the Trustees*.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the *Report of the Trustees*.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our discussions with the charity's management and the Trustees, we identified that the following laws and regulations are significant to the entity:

Those laws and regulations considered to have a direct effect on the financial statements include UK financial reporting standards and Charity Law

Those laws and regulations for which non-compliance may be fundamental to the operating aspects of the charity and therefore may have a material effect on the financial statements include compliance with the charitable objectives, public benefit, safeguarding and health and safety legislation. These matters were discussed amongst the engagement team at the planning stage and the team remained alert to non-compliance throughout the audit.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: inquires of management and the Trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of Trustee meeting minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud.

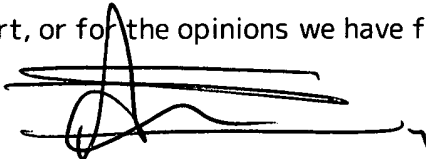
No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities from error. As explained above there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken

so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Signed
Andrew Skilton ACA (Senior Statutory Auditor)

For and on behalf of Brewers Chartered Accountants
3 Birtley Courtyard
Birtley Road
Bramley
GU5 0LA

Date: 26 Sep 2025

Statement of Financial Activities
For Year Ending 31st March 2025

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	Noes	Unrestricted Funds 2025	Restricted Funds 2025	Total Funds Year Ended 2025	Total Funds Year Ended 2024
		£	£	£	£
INCOME FROM:					
<i>Donations</i>		50,436	-	50,436	27,798
<i>Legacies</i>		10,516	-	10,516	46,250
<i>Income from charitable activities</i>	2	1,762,279	201,769	1,964,048	1,847,587
<i>Income from Investments</i>					
Interest		41,475	-	41,475	35,639
TOTAL		1,864,706	201,769	2,066,475	1,957,274
EXPENDITURE ON:					
Charitable Activities					
Raising Funds	3	25,532		25,532	24,558
Charitable Activities	4	1,797,835	223,970	2,021,805	1,787,659
TOTAL		1,823,367	223,970	2,047,337	1,812,217
NET INCOME		41,339	(22,201)	19,138	145,057
NET MOVEMENT IN FUNDS					
Balances b/fwd at 1st April 2024		874,981	52,138	927,119	782,062
Balances c/fwd at 31st March 2025		916,320	29,937	946,257	927,119

The notes on pages 42 to 53 form part of these accounts.

Balance Sheet
At 31st March 2025

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	Notes	TOTAL 2025		TOTAL 2024	
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets	9		11,908		7,252
CURRENT ASSETS					
Debtors	10	37,881		117,542	
Cash at bank and in hand		<u>1,503,525</u>		<u>1,144,577</u>	
		1,541,406		1,262,119	
Creditors due within one year	11	<u>607,057</u>		<u>342,252</u>	
NET CURRENT ASSETS			<u>934,349</u>		<u>919,867</u>
NET ASSETS			<u>946,257</u>		<u>927,119</u>
FUNDS					
Unrestricted funds			916,320		874,981
Restricted funds	13		29,937		52,138
TOTAL CHARITY FUNDS			<u>946,257</u>		<u>927,119</u>

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies. Under the Companies Act 2006 section 454, on a voluntary basis the Trustees can amend the financial statements if they prove to be defective.

Approved by the Trustees on 9 Sept 2025 and signed on their behalf by:



Sam Greenhouse – Chair of
Trustees

Charity No. 1055113

Company No. 3189443



Paul Matthews
Trustee

Cashflow Statement
At 31st March 2025

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		TOTAL 2025	TOTAL 2024
	Notes	£	£
Net cash generated by operating activities	17	<u>328,396</u>	<u>(106,715)</u>
Cash flows from investing activities:			
Purchase of Fixed assets		(10,923)	(5,580)
Interest received		<u>41,475</u>	<u>35,639</u>
Net cash provided by investing activities		<u>30,552</u>	<u>30,059</u>
Change in cash and cash equivalents in the reporting period		<u><u>358,948</u></u>	<u><u>(76,656)</u></u>
Cash and cash equivalents at the beginning of the reporting period		1,144,577	1,221,233
Cash and cash equivalents at the end of the reporting period		1,503,525	1,144,577

ACCOUNTING POLICIES

The financial statements for the entity Mary Frances Trust, which meets the definition of a public entity under FRS 102, have been prepared in accordance with the Companies Act 2006 and applicable Accounting Standards in the United Kingdom including the 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). These financial statements have been prepared under the historical cost convention.

The accounts are prepared on an accruals basis and include income and expenditure as they are earned or incurred.

INCOME

Voluntary Income

Donations under gift aid, together with the associated income tax recovery, are recognised when there is evidence of entitlement to the income and its amount can be measured reliably.

Grant and contractual Income

Grant and contractual income is recognised in the statement of financial activities when the charity is entitled to the income.

Contractual income is recognised as performance obligations are met. Grant income with performance related conditions received in advance of delivering the service, or income with a time restriction is deferred until the stipulated criteria are met.

VAT

The charity is exempt or zero rated for VAT purposes and does not charge VAT on any income. Consequently, no VAT can be reclaimed on costs and the input VAT is added to the accounts.

EXPENDITURE

General Expenditure

Expenditure liabilities are recognised when there is a legal or constructive obligation committing the charity to the expenditure and that it is probable that the settlement may be required and the amount can be measured with reasonable accuracy.

Support Costs

Support costs are those costs which enable charitable activities to be undertaken. These include finance, human resources, premises, IT legal and governance.

Governance Costs

Governance costs include those costs associated with administration of the charity and compliance with constitutional and statutory requirements and include the Audit fee.

Staff costs

These costs are allocated between service delivery and support costs on the basis of time spent by the relevant staff.

The financial value of time spent by volunteers has not been included but is described in the Trustees' Report.

Pension scheme

Defined contributions made to a group personal pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Operating leases

Leases where substantially all the risks and rewards remain with the owner are classified as operating leases.

Payments made under operating leases are recognised in the Statement of Financial Activities on a straight line basis over the period of the lease.

Notes to the Financial Statement

For Year Ending 31st March 2025

Tangible Fixed Assets used by the Charity
Depreciation of fixed assets is calculated to write off their cost over their estimated useful lives as follows:

Improvements to property	over the terms of the lease
Office equipment	33.3% straight line
Fixtures and Fittings	33.3% straight line
Computer Equipment	33.3% straight line

Additions are capitalised if their cost exceeds £500.

Cash and Cash equivalents

Cash and Cash equivalents are deposits which mature within 100 days.

Debtors

Debtors are measured at settlement amount net of any discount.

Creditors

Creditors are measured at settlement amount.

Financial Instruments

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

FUNDS

Unrestricted funds

Unrestricted funds are spent or applied in accordance with the charity's objectives.

Restricted funds

Restricted funds are funds received for undertaking activities specified by the donor.

All costs applied against the fund are in accordance with that specific purpose.

GOING CONCERN

The Trustees confirm that there are no material uncertainties about the charity's ability to continue for the foreseeable future which is defined as one year from the date of signing the financial statements.

The Trustees are of the opinion that the charity will have sufficient resources to meet liabilities as they fall due.

ESTIMATES AND JUDGEMENTS

The most significant areas of judgements that affect items in the accounts are detailed above.

CHARITABLE INCOME		2025	2025	2025	2024	2024	2024
		£	£	£	£	£	£
	Notes	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
2.	Contractual Income						
	Community Connections	510,782	-	510,782	485,073	-	485,073
	Catalyst	96,432	-	96,432	91,576	-	91,576
	Safe Haven	157,021	-	157,021	167,021	-	167,021
	GPIMS/SUN	526,211	-	526,211	520,713	-	520,713
	Recovery Connect	175,753	-	175,753	148,132	-	148,132
	In-Reach	-	-	-	124,991	-	124,991
	SMI	-	-	-	82,636	-	82,636
	CCLS	46,683	-	46,683	2,800	-	2,800
	Safe Harbour	208,306	-	208,306	-	-	-
	Social Prescribing Service	32,546	-	32,546	-	-	-
	Nature Nurtures	8,545	-	8,545	-	-	-
	Restricted Funds Income	-	201,769	201,769	-	224,645	224,645
		<u>1,762,279</u>	<u>201,769</u>	<u>1,964,048</u>	<u>1,622,942</u>	<u>224,645</u>	<u>1,847,587</u>
3.	RAISING FUNDS						
		£	£	£	£	£	£
	Staff costs	20,844	-	20,844	20,807	-	20,807
	Other direct costs	4,688	-	4,688	3,751	-	3,751
		<u>25,532</u>	<u>-</u>	<u>25,532</u>	<u>24,558</u>	<u>-</u>	<u>24,558</u>

Notes to the Financial Statement
For Year Ending 31st March 2025

4. CHARITABLE ACTIVITIES	2025			2024			
	Notes	£	£	£	£	£	
		Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
Staff costs	6	1,362,959	33,665	1,396,624	1,212,301	29,862	1,242,163
Service delivery systems		36,889	-	36,889	25,300	-	25,300
Facilities		19,313	-	19,313	8,460	-	8,460
Courses and activities		42,833	-	42,833	25,843	-	25,843
Training		9,998	-	9,998	12,023	-	12,023
Co-Production		3,480	-	3,480	1,937	-	1,937
Restricted funds expenditure		-	177,303	177,303	-	177,762	177,762
		1,475,472	210,968	1,686,440	1,285,864	207,624	1,493,488
Support costs allocated		322,363	13,002	335,365	276,016	18,155	294,171
Total		1,797,835	223,970	2,021,805	1,561,880	225,779	1,787,659
5. NET INCOME				2025			2024
Net income is stated after charging				£			£
Depreciation				6,267			5,906
Operating lease payments				42,215			42,400
Audit /Independent Examiners Fee				6,690			6,072

6. STAFF COSTS	2025				2024			
	£	£	£	£	£	£	£	£
	Service delivery	Raising Funds	Support	Total	Service delivery	Raising Funds	Support	Total
Salaries and staff costs from unrestricted funds	1,362,959	20,844	227,727	1,611,530	1,212,301	20,807	179,190	1,412,298
Salaries and staff costs from restricted funds	33,665	-	11,995	45,660	29,862	-	16,755	46,617
	<u>1,396,624</u>	<u>20,844</u>	<u>239,722</u>	<u>1,657,190</u>	<u>1,242,163</u>	<u>20,807</u>	<u>195,945</u>	<u>1,458,915</u>
Average number of employees	<u>45</u>	<u>1</u>	<u>7</u>	<u>53</u>	<u>44</u>	<u>1</u>	<u>6</u>	<u>51</u>

The key management personnel of the charity are the Leadership Team.

The total remuneration of the key management personnel was £290,102 (2024: £299,147)

No Trustees received remuneration or expenses during the year or prior year.

One employee received remuneration in excess of £60,000 either year.

7. SUPPORT COSTS	Note	2025	2025	2025	2024
		Unrestricted	Restricted	Total	Total
				£	£
Staff costs	6	227,727	11,995	239,722	195,945
Rent		42,215		42,215	42,400
Rates & Services		6,922		6,922	7,776
Software/subscription		5,111	1,007	6,118	3,144
Maintenance		8,795		8,795	10,010
Health & Safety		3,638		3,638	2,559
Stationery		2,365		2,365	2,275
Office equipment		497		497	405
Insurance		5,985		5,985	5,271
Governance costs	8	12,841		12,841	18,480
Depreciation	9	6,267		6,267	5,906
		<u>322,363</u>	<u>13,002</u>	<u>335,365</u>	<u>294,171</u>

8. GOVERNANCE COSTS	2025	2024
	£	£
Legal and professional	6,151	12,408
Audit/Independent Examiner's Fee	6,690	6,072
	<u>12,841</u>	<u>18,480</u>

9. FIXED ASSETS		Improvements	Office	Fixtures &	Computer	Total
		to property	Equipment	Fittings	Equipment	
				£	£	£
Cost						
1st April 2024	-		1,104	-	32,900	34,004
Additions	-		-	-	10,923	10,923
Disposals	-		(1,104)	-	(17,611)	(18,715)
31st March 2025	-		-	-	26,212	26,212
Depreciation						
1st April 2024	-		1,104	-	25,648	26,752
Charge for year	-		-	-	6,267	6,267
Disposals	-		(1,104)	-	(17,611)	(18,715)
31st March 2025	-		-	-	14,304	14,304
Net book value						
31st March 2025	-		-	-	11,908	11,908
31st March 2024	-		-	-	7,252	7,252

Notes to the Financial Statement
For Year Ending 31st March 2025

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	2025	2024
10. DEBTORS	£	£
Amounts falling due within one year:		
Trade debtors	7,828	42,734
Accrued income and prepayments	<u>30,053</u>	<u>74,808</u>
	<u><u>37,881</u></u>	<u><u>117,542</u></u>
11. CREDITORS	2025	2024
	£	£
Amounts falling due within one year:		
Trade creditors	13,679	13,533
Accruals	24,117	18,584
Deferred income	536,893	284,570
Taxation and social security	32,368	25,565
Other creditors	-	-
	<u>607,057</u>	<u>342,252</u>
12. DEFERRED INCOME ANALYSIS	2025	2024
	£	£
GPIMHS/SUN	283,500	270,000
Recovery Connect	115,863	-
Safe Haven	-	5,000
CCLS	-	9,570
Safe Harbour	104,153	
Nature Nurtures	<u>33,377</u>	
	<u><u>536,893</u></u>	<u><u>284,570</u></u>

Income which has been deferred relates to contracts to be performed, and income earned, in the next financial year

13.	RESTRICTED FUNDS	Balance 01/04/2024 £	Incoming Resources £	Expenditure £	Balance 31/03/2025 £
a)	Brickfield Community Fund	113	160	(273)	0
b)	Oisín Reid Fund	7,489			
c)	Nature Nurtures Project	3,262	375	(319)	7,545
d)	Arnold Clark Community Fund	1,850	-	(3,262)	0
e)	Wates Family Enterprise Trust	2,285	-	(1,150)	700
f)	The Community Foundation for Surrey	3,040	-	(2,285)	0
g)	East Surrey Eagles	425	-	(3,040)	0
h)	National Lottery Community Fund - Financial & Wellbeing Support Service	0	163,884	(163,884)	0
i)	R C Sherriff	735	1,248	(1,983)	0
j)	All-Age Autism Strategy Better Care	5,800	-	(2,530)	3,270
k)	Elmbridge BC Annual Grant	1,421	-	(1,421)	0
l)	Saint Peter's Church	500	850	(1,148)	202
m)	Banstead Neighbourhood Fund	814	-	(814)	0
n)	East London NHS Foundation Trust	2,735	6,000	(4,921)	3,814
o)	Football Training and Team (SCC)	1,000	-	(1,000)	0
p)	Freemasons of Surrey	3,532	950	(1,266)	3,216
q)	Toyota Community Fund	1,162	-	(1,162)	0
r)	The Childwick Trust	12,000	-	(3,895)	8,105
s)	Elmbridge Partnership Fund	3,975	-	(3,806)	169
t)	Freemasons of Surrey		500	(500)	0
u)	End Stigma Surrey		24,768	(24,768)	0
v)	Football Fundraiser		3,034	(499)	2,534
		<u>52,138</u>	<u>201,769</u>	<u>(223,970)</u>	<u>29,937</u>

- a) Brickfield Community Fund - Brickfield peer support group
- b) Oisín Reid Fund - Activities and support for young people and their parents
- c) Nature Nurtures Project - Surrey County Council Funding. Workshops to help people connect with nature in their environment
- d) Arnold Clark Community Fund - Funding for Parenting Groups
- e) Wates Family Enterprise Trust - Funding towards 16-25 year old mental health support packages
- f) The Community Foundation for Surrey - Young People's Project
- g) East Surrey Eagles - Funds for East Surrey Eagles football team activities and equipment
- h) National Lottery - Financial & Wellbeing Support Service - Joint project between MFT, Catalyst, CA Epsom & Ewell and CA Surrey Heath. Support with finances and emotional wellbeing
- i) R C Sherriff - Art activities in Elmbridge
- j) All-Age Autism Strategy Better Care Fund - Support group for autistic clients
- k) Elmbridge BC Annual Grant - Art and craft activities in Elmbridge
- l) Saint Peter's Church - Coffee and craft activities in Woodmansterne
- m) Banstead Neighbourhood Fund - Wellbeing activities in Banstead

- n) East London NHS Foundation Trust - Consultation and training of East London staff in the SUN model
- o) Football Training and Team (SCC) - Football training sessions
- p) Freemasons of Surrey - Let's Talk programme
- q) Toyota Community Fund - Football training and match funding
- r) The Childwick Trust - Activities to support men's wellbeing
- s) Elmbridge Partnership Fund - Peer support in Hersham
- t) Freemasons of Surrey - Football training sessions
- u) End Stigma Surrey - Interactive dramas
- v) Football Fundraiser - Football training and match funding

14. ANALYSIS OF NET ASSETS BY FUND

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Fixed assets	11,908	-	11,908
Current assets	1,511,469	29,937	1,541,406
Current liabilities	<u>(607,057)</u>	<u>-</u>	<u>(607,057)</u>
Net current Assets	904,412	29,937	934,349
Net Assets by Fund 2025	<u><u>916,320</u></u>	<u><u>29,937</u></u>	<u><u>946,257</u></u>
Net assets by Fund 2024	<u><u>874,981</u></u>	<u><u>52,138</u></u>	<u><u>927,119</u></u>

15. OPERATING LEASE COMMITMENTS

At 31 March 2025 the charity had annual aggregate commitments under non cancellable operating leases as set out below:

	2025 £	2024 £
Within one year		
Land & Buildings	<u>42,215</u>	<u>42,400</u>
Between one and five years	441	530
Other	<u>42,656</u>	<u>42,930</u>

16. LIMITED BY GUARANTEE

The charity is limited by guarantee and has no share capital. On winding up each statutory member is liable to contribute a sum not exceeding £1.00

17. RECONCILIATION OF NET MOVEMENTS IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025	2024
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	19,138	145,057
Adjustments for:		
Depreciation charges	6,267	5,906
Interest	(41,475)	(35,639)
Decrease/(increase) in debtors	79,661	86,295
Increase/(decrease) in creditors	<u>264,805</u>	<u>(308,334)</u>
Net cash generated by operating activities	<u><u>328,396</u></u>	<u><u>(106,715)</u></u>

18. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2025	2024
	£	£
Cash at bank and in hand	<u>1,503,525</u>	<u>1,144,577</u>
Total cash and cash equivalents	<u><u>1,503,525</u></u>	<u><u>1,144,577</u></u>

19. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITY

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 st MARCH 2024	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds Year Ended 2024 £
INCOME AND ENDOWMENTS FROM:			
<i>Donations</i>	27,798	-	27,798
<i>Legacies</i>	46,250	-	46,250
<i>Income from charitable activities</i>	1,622,942	224,645	1,847,587
<i>Income from Investments</i>	35,639	-	35,639
TOTAL	<u><u>1,732,629</u></u>	<u><u>224,645</u></u>	<u><u>1,957,274</u></u>
EXPENDITURE ON:			
<i>Charitable costs</i>	1,561,880	225,779	1,787,659
<i>Other trading costs</i>	24,558	-	24,558
TOTAL	<u><u>1,586,438</u></u>	<u><u>225,779</u></u>	<u><u>1,812,217</u></u>
NET INCOME	146,191	(1,134)	145,057
NET MOVEMENT IN FUNDS			
Balances b/fwd at 1st April 2023	728,790	53,272	782,062
Balances c/fwd at 31st March 2024	<u><u>874,981</u></u>	<u><u>52,138</u></u>	<u><u>927,119</u></u>

THE MARY FRANCES TRUST

England & Wales - Charity number 1055113

Accounts



Inspiring Mental Wellbeing

Annual Report and Accounts

From 1 April 2023 to 31 March 2024

The Mary Frances Trust

23 The Crescent

Leatherhead

Surrey

KT22 8DY

01372 375 400

www.maryfrancestrust.org.uk

info@maryfrancestrust.org.uk

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Company Information

CHAIR:	Sam Greenhouse
VICE CHAIR:	Jeremy Ross (until 20/11/23)
TRUSTEES:	Fergus Addison Susan Grant Paul Matthews - Treasurer Claire Nethersole Heather Ward Steven Rowley Rupert Gowrley Tommy Edwards
CEO & COMPANY SECRETARY:	Patrick Wolter
REGISTERED OFFICE:	23 The Crescent Leatherhead Surrey KT22 8DY
CHARITY REGISTRATION:	1055113
COMPANY REGISTRATION:	3189443

Company Information

2

AUDITORS:

Andrew Skilton
Brewers Chartered Accountants
Bourne House
Queen Street
Gomshall
GU5 9LY

BANKERS:

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4TA

Introduction

As a mental health charity, our priority is always to dedicate our time and efforts to supporting the wellbeing of all our clients – something that all our staff have proudly carried on doing throughout the year. We are delighted that this year several of our key service contracts have been renewed, including Community Connections, Service User Network (SUN), GPimhs and Recovery & Connect. This is important as these contracts provide a significant proportion of our income, enabling us to continue to provide quality community mental health services as a trusted partner in the mental health system in Surrey.

Alongside partner organisations in the NHS and voluntary sector, Mary Frances Trust continues to play an essential part in the Community Mental Health Transformation Programme which is happening across Surrey but also nationwide. Not only do we deliver pilot services that are designed to pioneer new ways of delivering mental health support, but we also participate in monitoring, reviewing and developing those services.

Working in partnership is one of the key areas of focus of our strategy, which is now in its first year of implementation. This report sets out our strategic priorities, which all staff, volunteers and Trustees are working together to turn into reality.

Finally, it's hard not to mention that 2024 marks the year of our 30th anniversary as a charity. That's 30 years since our founders, Mary and Frances, started out our organisation on a flipchart and launched the suitably named Mary Frances Trust in the very building where our head office is still based today.

Since then, the charity has grown from strength to strength from a local support group in Leatherhead to become a leading mental wellbeing charity in Surrey with a growing workforce of 46 staff members, offering eight different services online and face-to-face and supporting on average 2,300 residents every month in Surrey Downs* with mental health issues of all kinds.

We are very proud of our rich history and want to continue to strengthen our legacy for many years to come – an ambition our new strategy is there to support, and which our staff and Trustees are all excited to embrace, so we can continue to serve the wellbeing of the Surrey community.

Sam Greenhouse
Chair of Trustees

*Surrey Downs comprises of the following areas: Epsom, Ewell & Banstead, Mole Valley and Elmbridge.

Aims & Objectives

Mary Frances Trust (MFT) is a charitable organisation established in 1994 by people who used mental health services, carers and professionals to support people with any mental health issues. It is a non-medical service set up to address the social consequences of mental health issues on the lives and wellbeing of people who use mental health services.

These include the following (but are not limited to):

- Low self-esteem and self-confidence (compounded by the negative attitudes in our society towards those with mental health issues);
- Social isolation and exclusion from many areas of community life (including leisure, volunteering and education);
- Low income because of long-term reliance on benefits (people using mental health services have the lowest rate of employment of any group of disabled people);
- Poorer physical health compared to the general population.

Until 2006, our services were based strictly on the Clubhouse Model (a model of social rehabilitation started in New York in the 1950's) which was an excellent starting point for development of user-led services. With time, however, MFT has adapted to the changing approach to mental health, and the way services are being delivered, while at the same time staying faithful to our main values and principles.

Our vision

We believe anyone experiencing any kind of mental or emotional health issues should feel confident to ask for help, receive appropriate support for as long as

they need, and feel inspired to develop the skills that will help them to restore and/or maintain their own wellbeing.

Our mission

Our mission is to:

- Work alongside people experiencing any kind of emotional or mental health issues for as long as they need, and inspire them to develop the skills that will help them to restore and maintain their emotional wellbeing.
- Involve people with lived experience of mental health at every level of the charity so they can help us design, deliver, monitor and review our services to ensure they respond to their changing needs.
- Consistently challenge stigma attached to mental illness and raise awareness of the importance for everyone to look after their mental wellbeing.
- Lead and co-ordinate the development and delivery of first-class, voluntary mental health services in Surrey.
- Maintain sufficient funding streams to be able to provide person-centred services to people experiencing any kind of emotional or mental issues.

Over the years, we have developed a range of activities which support people using our services with their wellbeing and recovery, to access opportunities within the community, to set their own achievable goals and to have the best possible quality of life.

Our Strategic Priorities

We are in the first year of implementing our three-year strategy, working on the following four focus areas, as identified through consultation with staff, our Advisory Group, volunteers and some of our clients:

MFT FOCUS AREAS

Ready for Now and for the Future
 We want to make sure that with the current dynamic landscape in mental health and NHS, whilst continuing to manage effectively in the here-and-now, we prepare the organisation for what the future brings - considering workforce financial stability and systems & processes.

Strategic Communications
 We know how important communication is in a modern, prospering organisation. We will work not only on raising our profile and establishing MFT as a local mental health expert. We will also improve our internal comms to give all our staff a deep sense of belonging and we will use comms to improve our fundraising opportunities.

Live and Breathe Co-production
 We have made progress in this area over the years. It is our unique and very important value to be guided by the people we serve. We want to have clear and visible evidence co-production is understood and represented appropriately at all levels of our organisation.

Strategic Relationships and Partnership Working
 We recognise MFT is an important element of a wider system. We embrace our existing partnerships and we are going to review and strengthen them, as well as build new ones to represent a positive voice for the voluntary sector and people with lived experience in how services are designed and delivered.

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Progress on our Strategic Objectives

- **Ready for Now and for the Future**

We've reviewed different key aspects of the organisation (our values, organisational structure, staff welfare and benefits, staff training and staff satisfaction) as well as conducted some Strength, Weakness, Opportunity, and Threats (SWAT) Analysis and Political, Economic, Social, Technological and Environmental Analysis to get a better understanding of the mental health landscape now and in the future.

- **Strategic Communications**

Updates on this objective can be found in the Communications and Fundraising sections of this report on pages 45-50.

- **Live and Breathe Co-Production**

An update on this objective can be found in the Co-Production section of this report on pages 41-45.

- **Strategic Relationships and Partnership Working**

We've started by setting up a working group and doing an audit of our current partnerships. Next steps will involve an action plan to develop each partnership as well as identify new partnerships that we would like to pursue.

Trustees' Report

The Trustees present their report with the financial statement of the Company for the year ending 31 March 2024.

The Trustees, who are also Directors of the Company under company law and under the Company's Articles are known as the "Board of Trustees", 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). They provide their services free of charge.

Mary Frances Trust is incorporated as a company limited by guarantee. The Trust was incorporated in April 1996 using a model form of a governing document created by the Charity Commission in 1995. At our Annual General Meeting (AGM) on 20 November 2023, our Members approved changes to the governing document (Memorandum and Articles of Association) to reflect changes to legislation and guidance from the Charity Commission (as reflected in their Model Articles 2017) and changes to the way people and communities interact and conduct business.

The principal object of the Charity is to support people with mental health issues, particularly through the use of user-led, psycho-social interventions.

Membership of the charity is open to anyone with lived experience of emotional or mental health issues as well as their carers. These Members

register before our Annual General Meeting (AGM) for the duration of one year. They then have the right to elect the Board of Trustees at our AGM, approve our financial accounts, elect our auditors as well as vote on important changes regarding the charity. In the event of the Company being wound up, every Member undertakes to contribute such amount as may be required (not exceeding £10) to MFT's assets.

Trustees involved with MFT during the year under review are listed in our Company Information on page 1 of this report. Members approved the election of the most recently appointed Trustees: Rupert Gowrley, Steven Rowley and Tommy Edwards at the AGM in November 2023. In accordance with the Articles of Association, one third of the Trustees retire by rotation at the AGM each year and have the opportunity to stand for re-election. Heather Ward and Paul Matthews both wished to stand again and were re-elected by Members at the 2023 AGM. At the upcoming 2024 AGM, Susan Grant, Claire Nethersole and Fergus Addison will be retiring and all would like to offer themselves for re-election.

We bade a fond farewell to Jeremy Ross, who stood down at the 2023 AGM following nine years of committed service as a Trustee.

Company law requires the Trustees to prepare financial statements for each financial year, which 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 those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charity Statement of Recommended Practice (SORP);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed, and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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 confirm that:

- as far as they are aware, there is no relevant audit information of which the charitable company's auditors are unaware; and
- they have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information. Under the Memorandum and Articles of Association, the Trustees have the power to invest funds as they see fit.

The Trustees are aware of their responsibility, under SORP (FRS102), for undertaking a risk management review. The Risk Committee (consisting of at

least three of our Trustees, our CEO and Head of Operations) meets on a six-monthly basis to review current and upcoming risk and risk assessments, as well as the plans to mitigate these. The Risk Register which incorporates these was regularly discussed by the Board in 2023/24.

Trustees' Recruitment

The Board of Trustees seeks to recruit its members to balance various skills required to manage the Charity. Traditional business skills are required as well as experience in the mental health field, which is so important to our work. We recruit new members to the Board by advertising via national recruitment agencies such as REACH as well as through local contacts.

All new Trustees are invited to visit MFT and spend time meeting people who use our services and staff, to understand the character and ethos of the charity. Training is, by necessity, tailored to individual needs depending on the knowledge gaps and experience of the individuals involved.

It is extremely important for all the Trustees to fully understand and be able to implement, in all their work with MFT, our special way of working with people, as well as the values and ethos of our charity.

The charity is led by Patrick Wolter, Chief Executive of the Charity who is also the Company Secretary. The Trustees have control over and responsibility for the charity and, during the year, they delegate day-to-day responsibility to Patrick Wolter. The operations are carried out by a staff team and a group of volunteers working closely with people who use the service.

As much as possible, we also try to involve people with lived experience of mental health issues in the development of our charity and in defining our short and long-term objectives. MFT employs two Co-production and Community Engagement Workers who are responsible for working with our Advisory Group, consisting of volunteers with experience of mental health issues as well as supporting our strategic objectives.

Achievements & Performance

Our Services

Community Connections

Community Connections is a service offering face-to-face, online and telephone individual goal setting support, as well as access to activities, groups and courses delivered in small groups (online and face-to-face). All activities are designed to promote peer support and community integration, boost motivation and enjoyment, reduce loneliness and give people the tools to maintain and restore mental wellbeing over the long term. Activities include Peer Support Groups, Arts & Crafts, Physical Activities, Wellbeing and Self-Help Courses, Nature-based activities and Interest Groups.

Our Community Connections team has continued to work hard to support our clients, with 2,823 people open for support on our database, including 1,074 new referrals through the year.

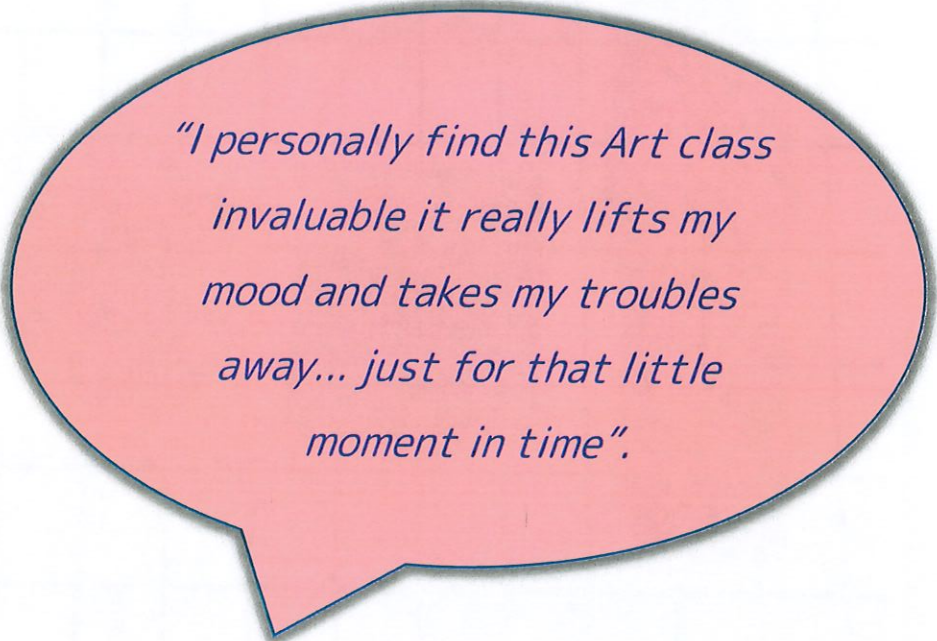
Our programme was developed further to reach new audiences, both online and face-to-face. We now have a peer support group for people with Autism, a bereavement support group, circuit training, parenting courses, and peer support in Hersham amongst other new ventures.

There was a successful programme of activities in both Dorking and Banstead as well, as part of an initiative to support people in centres that are nearer to their homes and therefore more accessible.



Above: photo of clay tiles made by Community Connection clients during our new Arts & Crafts group in Tadworth (Banstead).

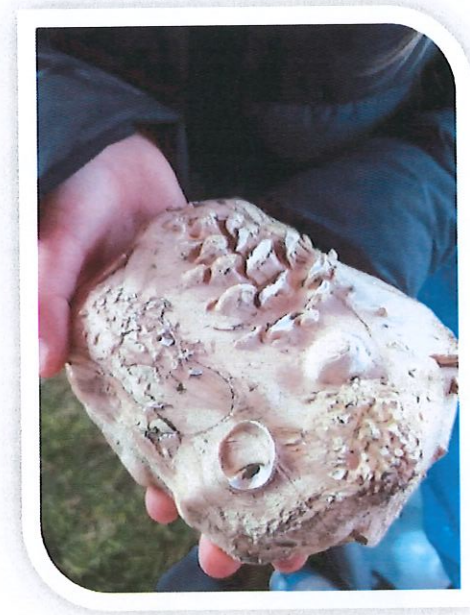
A client who regularly takes part in the class said:



"I personally find this Art class invaluable it really lifts my mood and takes my troubles away... just for that little moment in time".

Work continued on reaching out to groups of people with protected characteristics to support their mental health, including those from the Travelling Community, people with neurodiverse traits and those with sensory impairments. Our team is undertaking training to ensure the support offered is appropriate and is meeting the needs of the community.

During the last year, our Community Connections team had continued to raise awareness of the service by attending various events, including the Hedgerow Day at West Horsley Place, Romany Day, and the Rosebery School open day.



Photos of craft activities offered by the Community Connections team at the Hedgerow Festival including guess the texture and plaster moulding.

The team continue to make plans for new activities as emerging needs are identified and more partnerships develop.

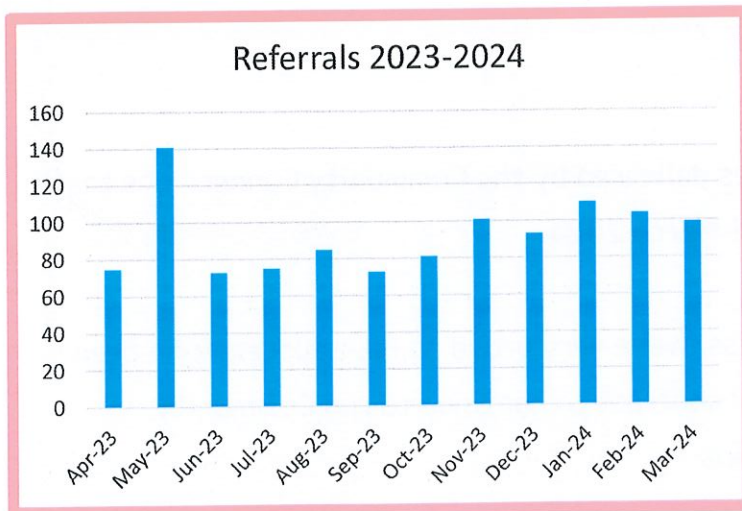


Chart 1 – Number of referrals to Community Connections from 1 April 2023 until 31 March 2024.

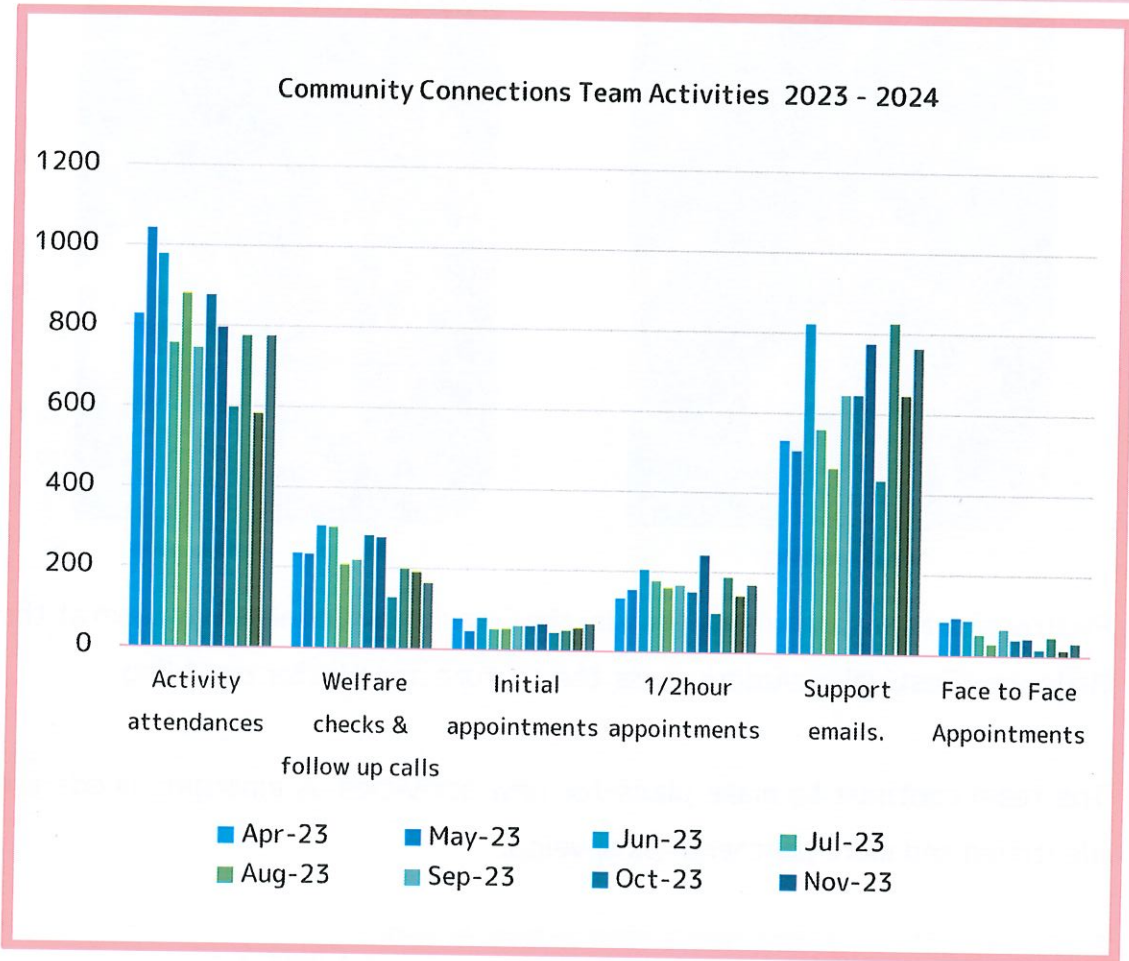


Chart 2 (above) – Types of support activities delivered by the Community Connections team from 1 April 2023 until 31 March 2024.

After a long bidding process, we’re very proud to have successfully been awarded another five-year contract to continue to run Community Connections in Surrey Downs.

Wellbeing Advice & Information

This service is offered solely online and via telephone support (not face-to-face) to support clients with a variety of practical issues affecting their

wellbeing including: housing, benefits, finances, carers issues, advocacy and relationships.

Our Wellbeing Advice and Information Officer worked hard alongside our Community Connections team to deliver over 1,600 appointments, giving people advice and information about a number of issues including benefits, housing, finances, complaints, form filling and domestic abuse.

The service post-pandemic has led to a marked increase in complex referrals, with both social and financial elements. A larger proportion of referrals have been related to the possibility of becoming homeless and clients being unable to support themselves financially. In addition to the complex health conditions which some people are experiencing, coupled with their financial situation (requiring support through the benefits process, support to keep them housed, foodbank vouchers and support to balance their budgets due to difficult economic conditions), additional emotional support and time was also needed to support their health and wellbeing.

This means that collaborative work with other service providers and other members of our team is now part of the supportive framework offered to allow wraparound, sustainable future health and wellbeing. All referrals require intensive follow-ups which may be short or long term. There is an ongoing caseload of around 100 to 130 people which involve consistent work to reach a successful, tailor-made outcome for each individual.

Financial & Wellbeing Support Service (Epsom & Ewell)

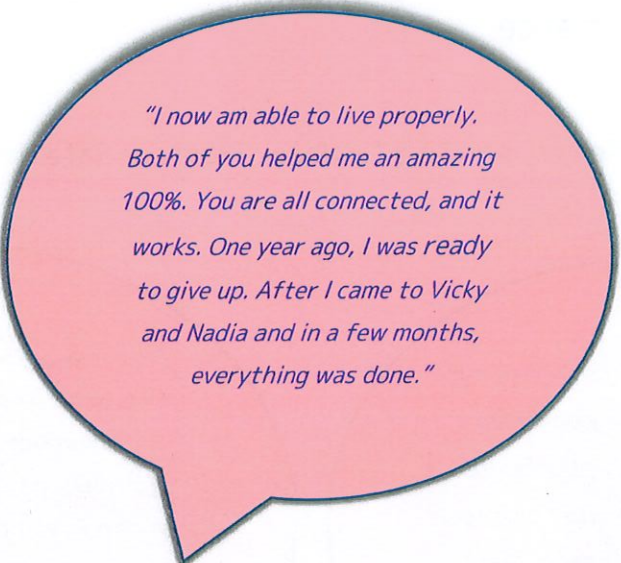
This service, funded by the National Lottery Community Fund, is a new three-year pilot to support people with both financial and emotional wellbeing issues in two areas of Surrey: Epsom & Ewell and Surrey Heath. We have partnered with Citizens Advice Epsom & Ewell who provide the money and debt advice, while we offer mental wellbeing support to people who live and work in Epsom & Ewell.

Citizens Advice provide assistance with budgeting, accessing benefits and managing debt. MFT offer emotional wellbeing support, providing strategies to manage stress and anxiety linked to financial concerns.

The service was soft-launched in July 2023 when we worked with some existing Community Connections clients we knew could benefit from the service which allowed us to fine tune the service, before the official launch on 2 October 2023. We received 59 referrals in the year to April 2024 and successfully closed seven cases. Client files are not closed until they have finished working with both Citizens Advice and MFT. The range of wellbeing issues we have supported our clients with has been broad, encompassing challenges related to relationships, job searching, work/life balance, family matters, health, accommodation, money management, debt and benefits.

The client satisfaction reviews we have conducted overall reflect the positive impact our service has had on individuals' lives, with one client expressing profound improvement in their life quality after receiving support from our teams.

The feedback below underscores the effectiveness of our interconnected approach to financial and emotional wellbeing with one client saying:



"I now am able to live properly. Both of you helped me an amazing 100%. You are all connected, and it works. One year ago, I was ready to give up. After I came to Vicky and Nadia and in a few months, everything was done."

Safe Haven - Epsom

Safe Haven is a crisis service provided in partnership with Surrey and Borders Partnership NHS Foundation Trust (SABP). The main aim of this service is to provide an out-of-hours safe space for people in mental health crisis as an alternative to Accidents & Emergencies (A&E).

This year has been productive at the Epsom Safe Haven. Some of our main highlights include:

- Making our working environment a better place for people in crisis to access, with the addition of soft seating, soft furnishings, blinds and sensory lighting.
- Continuing to see people virtually, using Attend Anywhere (an online platform) which has been a great help to those not able to travel to the Brickfield Centre, Epsom where our Safe Haven is based.
- Supporting 1,310 people over the past 12 months to 31 March 2024. 48% of these were virtual callers and over half of the people who accessed the service were new.

We received some very positive feedback from our Safe Haven clients:

"I can't believe you're here every evening. Such a wonderful service and lovely people who listen, support me and I now feel I can keep myself safe. I feel safer just knowing you're here 365 days a year in the evening."

"Your support with my work issue meant I was able to have an assessment, which now means I have a diagnosis of Aspergers, which has really helped with my work relationships, as they are now making adjustments for me. Without your support and kindness, I would not have explored this and I will be eternally grateful for your help."

General Practice Integrated Mental Health Service (GPIMHS)

GPimhs (General Practice Integrated Mental Health Service) is a service delivered in partnership with Surrey and Borders Partnership NHS Foundation Trust (SABP) and Primary Care Networks (PCN). This is an emotional wellbeing service where clients are offered extended consultation times, quick and easy access to practical advice and tailored support for their mental health needs from different specialists in the service as part of their personalised mental health and wellbeing plan. This service is offered via telephone, face-to-face, and online.

We have staff working in GPimhs teams across six Primary Care Networks (PCN) areas in East Elmbridge, Leatherhead, Dorking, Banstead, Epsom, and the Epsom Integrated Care Partnership (ICP).

Some of the team achievements include:

- Our Community Connectors offered 3,619 appointments in the period April 2023-March 2024. See our first chart below.
- 63% of those appointments were delivered via telephone, 36% in person within GP surgeries, and 1% virtual (online). See our second chart below.
- Dorking GPimhs began taking referrals in August 2023.
- Our Lived Experience Practitioners (LExPs), who are employed to offer peer support (sharing their own experiences of accessing support and recovery to help others) as well as support clients with more practical aspects of their lives so they can receive better support, continue to develop and establish their roles and offer of support within the GPimhs teams.
- Our LExPs offered 337 appointments in the period April 2023-March 2024. See our third chart below.
- 80.5% of those appointments were delivered face-to-face in the community, in locations such as the client's home, local cafés and community centres. 19.5% of attended appointments were delivered via telephone. See our fourth chart below.
- In January 2024, our LExPs attended Surrey's first "Lived Experience Conference" at Dorking Halls, representing MFT and networking with other professionals and partners in the co-production and lived experience fields.

Chart 1 – Number of appointments offered by our Community Connectors between 1 April 2023 and 31 March 2024

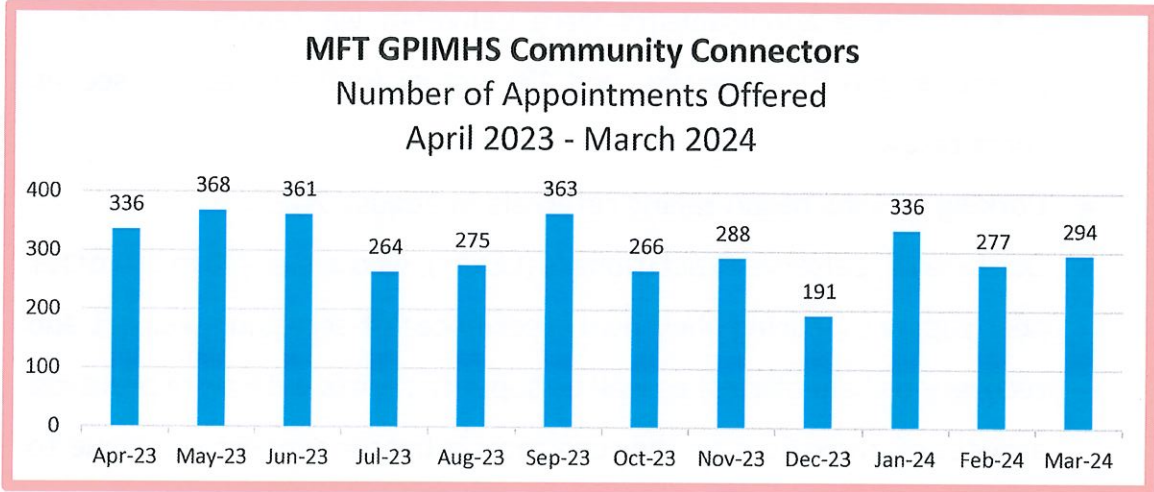


Chart 2 – Contact method of appointments delivered by our Community Connectors between 1 April 2023 and 31 March 2024.

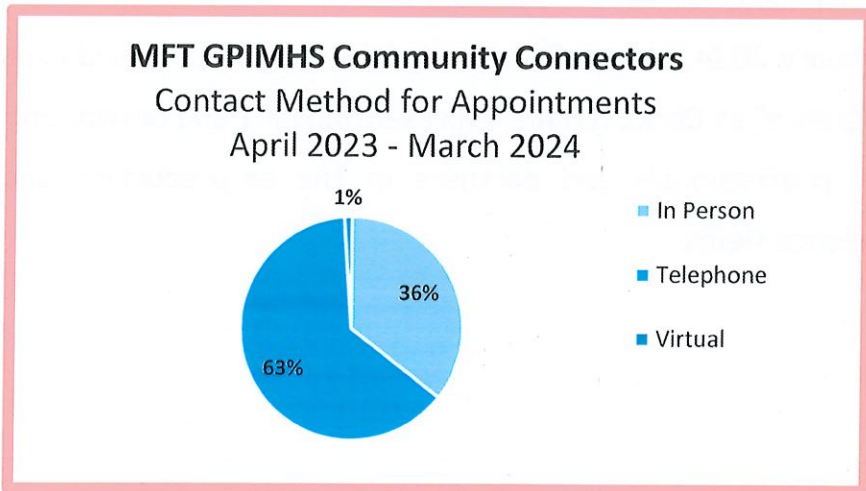


Chart 3 (below) – Number of appointments offered by our GPimhs Lived Experience Practitioners between 1 April 2023 and 31 March 2024

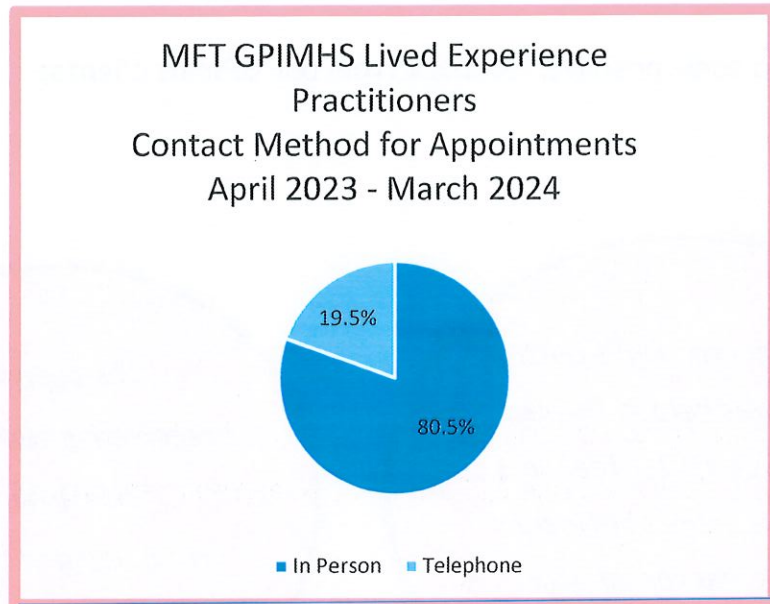
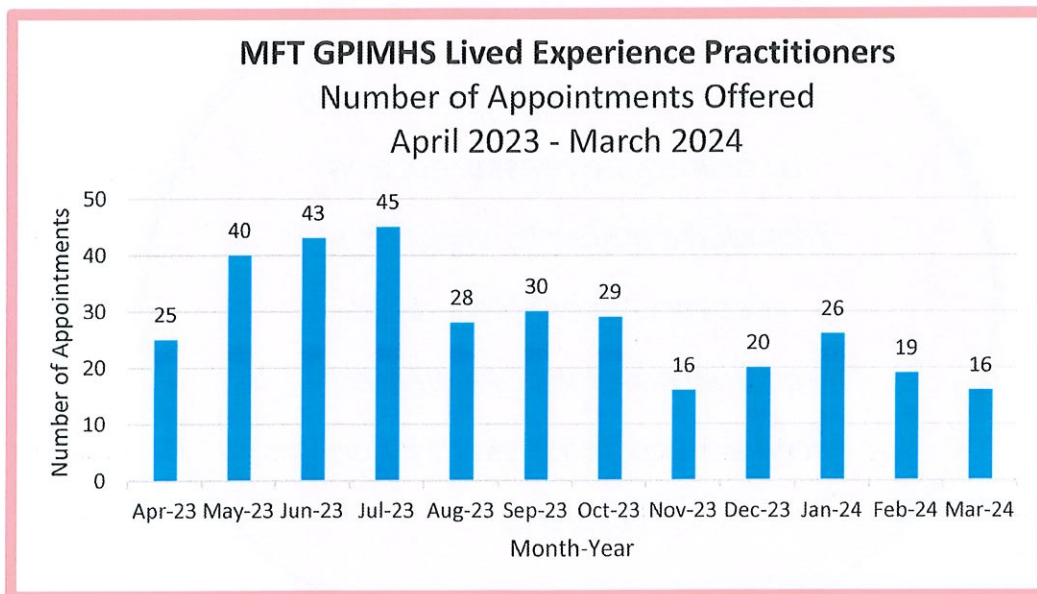


Chart 4 (below) – Contact method of appointments offered by our GPimhs Lived Experience Practitioners between 1 April 2023 and 31 March 2024.



We received some positive feedback from our GPimhs clients:

"I am on the right path now; I was helped through the worst of it. I feel very positive, more confident. Thank you for all your help"

"The support I received is turning my life around from being in the pits to want a life again."

"It was helpful to have someone to talk to, be reassured, and formulate a plan to support my recovery. It enabled me to vocalise how I was feeling and receive the help I needed to move forward."

Service User Network (SUN)

SUN (Service User Network) is an easy-to-access community-based peer support service for adults experiencing difficulties with complex emotions often associated with Personality Disorder. This service is delivered by MFT and Catalyst, in partnership with Surrey and Borders Partnership NHS Foundation Trust (SABP).

One of the main changes with the service this year was moving the Friday SUN group from Farham to Bourne Hall, Epsom as numbers were low in Farnham. We surveyed members who suggested Epsom would be a better location. Numbers have been steadily growing there ever since.

Over the past financial year, SUN can be summed up by these numbers:

- 334 SUN groups were run
- 73 active clients currently at the end of this financial year
- 279 new referrals
- As a result, 222 people were in contact with SUN overall.

This year, SUN celebrated its third anniversary, with members attending 'SunFest' at Leatherhead Theatre (see image 1). This was an opportunity to look at how the service has developed over the past three years. We also played team building games, had a bake off and had an opportunity for members of the group to show and tell things that are important to them. We also had a space to encourage members to give feedback on the groups and service.



Image 1 – Photo montage from Sun Fest showing members in attendance, speakers, workshop tables, balloons to mark our anniversary as well as cakes for the bake off.



Image 2 – The SUN Team attending their extended business meeting at Dorking Halls.

The SUN team across MFT, SABP and Catalyst also met at Dorking Halls on a separate occasion for an extended business meeting to plan how the service will be developed over the coming months. We looked at development of the service for the next year, including areas such as co-production, reviewing the groups and any changes that need to be made, looking at feedback from members 'Your Views Matter' survey and any other learning that we had from SUN groups. The service was recognised for providing the best poster at the 'BIG SPD' conference (the British and Irish Group for the Study of Personality Disorder), and they won first place!

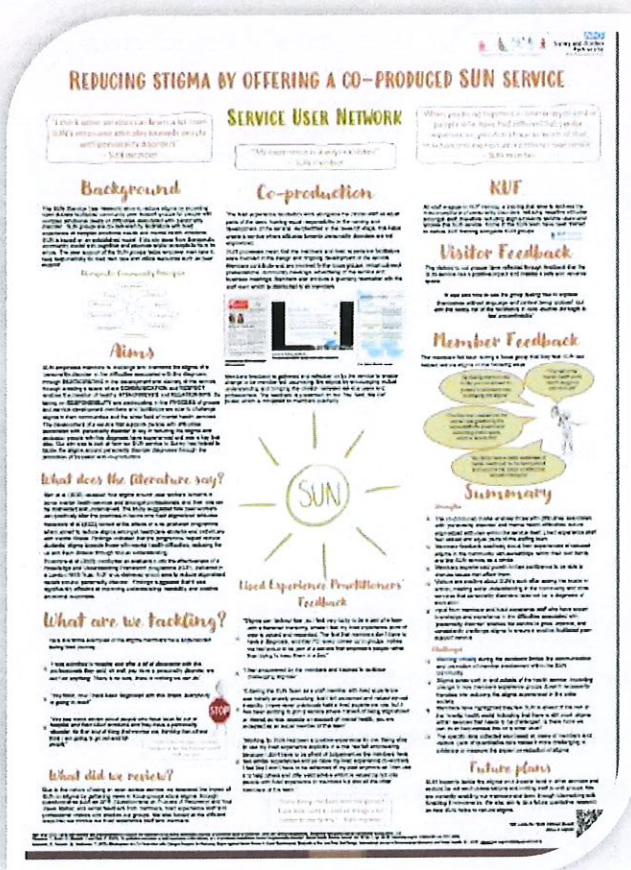


Image 3 – Poster produced by the SUN team about “Reducing Stigma by Offering A Co-Produced SUN Service” which received an award at the BIG SPD conference. For a larger image of the ‘Reducing Stigma by Offering a Co-Produced SUN Service’ poster (above), please click [here](#).

What members from the SUN community say:

"The group feels completely safe and extremely supportive, every session with both other members and facilitators showing patience and leaving room for difficult emotions. This is slowly helping me overcome some of the shame I have been feeling for a long time regarding my past experiences."

"I would recommend as a source of ongoing support, that is not time-limited like so many other sources of support are. Also, speaking to others who experience similar difficulties to myself is really helpful - it makes me feel less alone & less monstrous."

In-Reach

This project aims to support people with transition from hospital back into their homes and hopefully prevent readmission, primarily working with people to prepare for the move from hospital and then supporting them with creating links and become part of their local community. The service offers both face-to-face and virtual support. Sadly, the funding for this service ended earlier this year despite the project being a big success in terms of reducing readmissions into hospital.

Chart 1 – In-Reach Referrals Month by Month from the start of the project in June 2021 until the end of the project in January 2024.

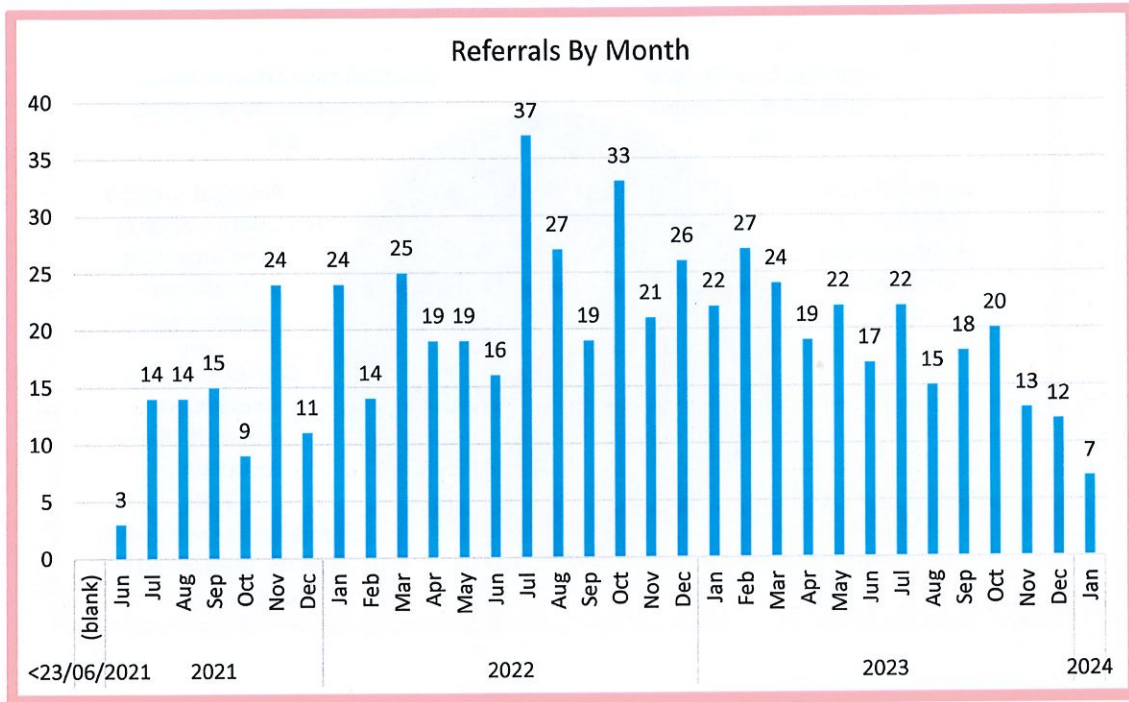


Chart 2 – In-Reach Referrals By Area from June 2021 – January 2024

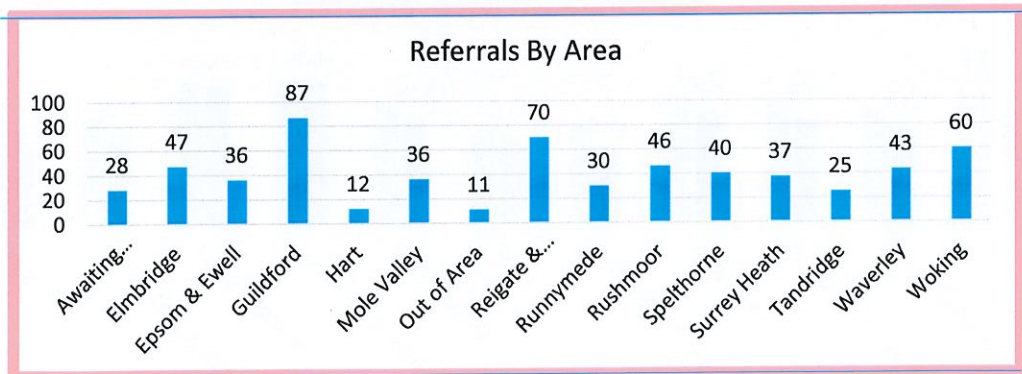


Chart 3 – Issues that the In-Reach team supported clients with from June 2021-January 2024

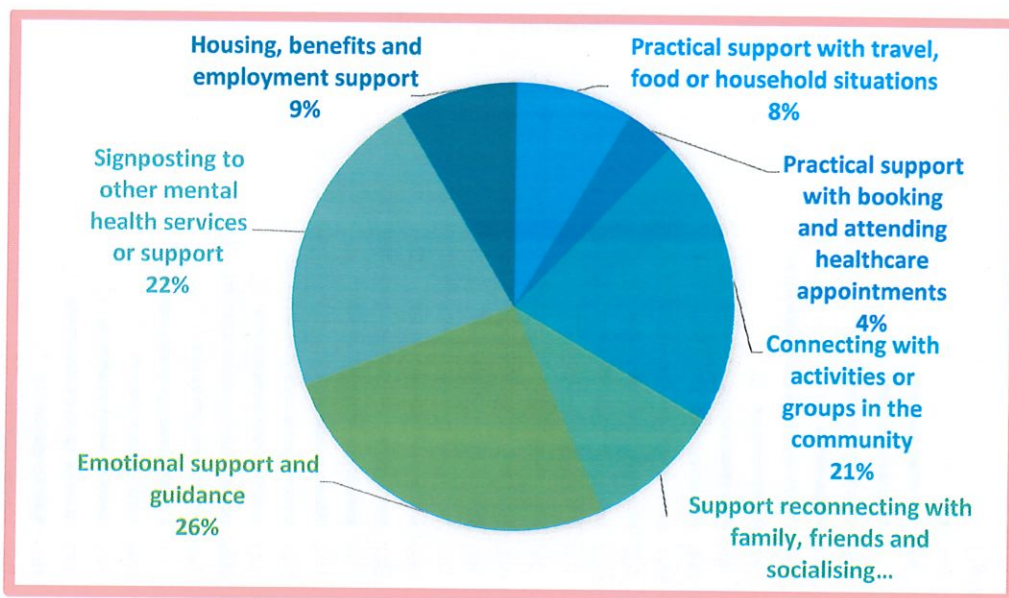
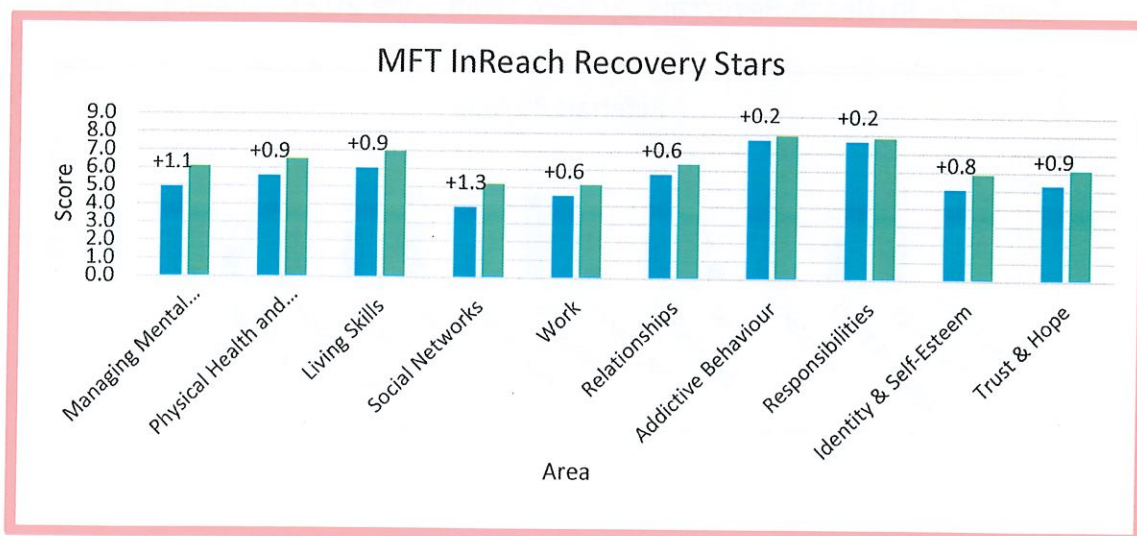



Chart 4 – Areas in which our In-Reach team supported clients according to their Recovery Stars surveys



We received some positive feedback from clients who used In-Reach:



*"Very friendly,
empathic, kind
and
compassionate."*



*"Have found the service
helpful. Really grateful
for face-to-face
appointments and the
option for phone
appointments."*

We would like to say a huge Thank You to all the team that worked hard to deliver this service and achieve the fantastic outcomes and positive impact it had on the people they supported.

Recovery & Connect

Our Recovery & Connect team are part of a new Surrey and Borders Partnership NHS Foundation Trust (SABP) initiative called HomeFirst. HomeFirst is a new multi-agency, enhanced community-support initiative being introduced in January 2023. It is underpinned by collaborative care planning across health, social care, voluntary and community sector, and local government organisations; enabling individualised packages of care to be delivered across agencies via outreach and home visits.

HomeFirst offers short-term intensive intervention and outreach services for people with long term and complex needs. The aim is to keep people well in their own community by preventing any future deterioration in their mental health and the resulting need for repeat in-patient admission.

The Recovery & Connect team also attends the Discharge Hub. The Discharge Hub is a cross system co-located Multi-Disciplinary Team (MDT) of professionals, focused on supporting our current MDT structures, to progress the safe and timely discharge of people who are currently admitted to an SABP-funded inpatient bed. The hub will be a group of people in a room who will be responsible for identifying and resolving barriers, and who are responsible for taking the practical and tangible steps to progress discharges.

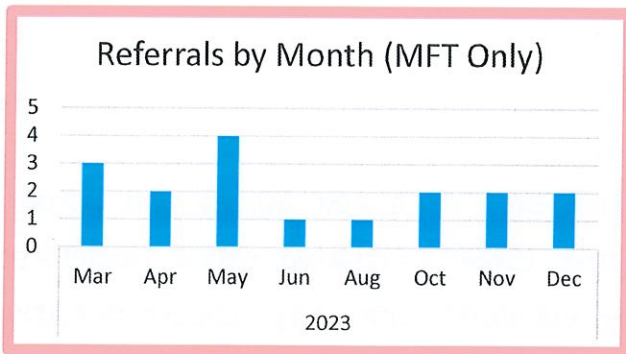


Chart 1 – Recovery & Connect Referrals by Month from Mary Frances Trust only from March until December 2023.

Chart 2 – Recovery & Connect Referrals by Borough from Mary Frances Trust only.

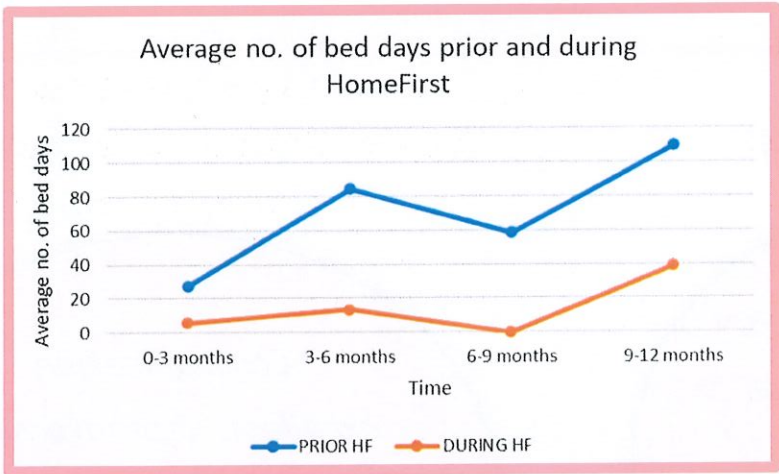
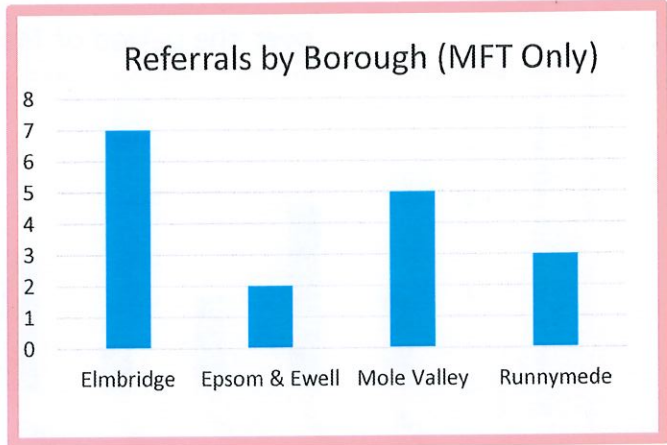
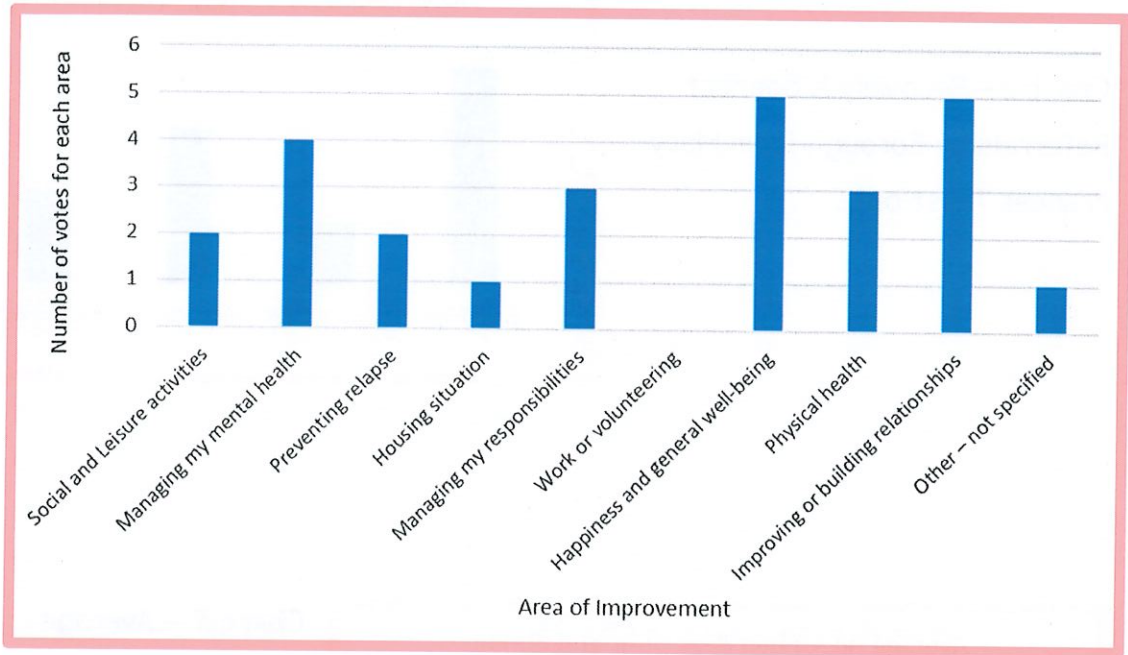


Chart 3 – Average Number of Hospital Bed Days before and after the introduction of HomeFirst.

Chart 4 – Areas of life improvement recorded by Recovery & Connect clients over the period of March 2023 to date



Quotes from our clients:

Boundaries respected, made me feel relaxed, good working relationship developed."

"Communication excellent. Kept informed of aspects of my care. Felt included in decision-making."

"Support workers kind, friendly and helpful."

Severe Mental Illness (SMI) Physical Health Liaison Service

This initiative is aimed to support the uptake of physical health checks that people with a diagnosed severe mental health illness are entitled to, but do not always access.

The Physical Health Liaison Workers work holistically, directly with individuals with a Severe Mental Illness (SMI) to increase the uptake of physical health checks and create positive lifestyle changes, in partnership with other key health and social care professionals in the Surrey Heartlands area.

Sadly, the funding for this service ended earlier this year but here are some of the successful outcomes for the service:

- The team supported several Primary Care Networks including Banstead, Dorking, and Epsom
- The team were given details of 294 patients
- The team contacted 188 patients
- 96 SMI checks were booked.

Feedback we received about the service included:

"Here at Medwyns we had made a pretty good start with the Annual Physical Health Checks or people with SMI. However, after seeing and reviewing those who easily engage with the practice, we got a little stuck....it is these patients with whom we have little or no contact that causes us the greatest anxieties - and we just weren't connecting with them. Jack and Phil made it their mission to try and bring these patients into the surgery. Some were very overdue serious physical health checks such as blood pressure, cholesterol and cancer screening which were not often seen by the patients as a priority. As well as reviewing the communications that we as a practice sent out to patients with SMI, Jack and Phil looked at our processes and connections with partners. As a result, we reworded invitations (giving greater explanations of reasons for the health checks), offered support in attending appointments and looked at more creative ways of working with other organisations to connect with patients."

We would like to say a huge Thank You to all the team that worked hard to deliver this service and achieve the results that they achieved in a short time.

Complex Care Liaison Service (CCLS)

Our new Complex Case Liaison Service (CCLS) went live on 12 February 2024 and is staffed by one Liaison Worker, who has transitioned from their role as a Lived Experience Practitioner.

CCLS provides support to individuals and family members who have experienced complex trauma resulting in a multiplicity of issues and needs. Frequently the clients under CCLS may be part of Safeguarding Adults' Review or an Inquest and require independent holistic support, which is tailored around their specific demands. Currently, the focus of this service is one family of six members. This has the potential to grow with up-and-coming families being referred by Surrey County Council Adult Safeguarding Board.

Effectiveness of the service will be judged through use of 'Recovery Star', qualitative data from client feedback and also from case studies.

End Stigma Surrey

Mary Frances Trust, Catalyst and Acting Out Productions are the three leads behind End Stigma Surrey. The three-year campaign, which was due to end in March 2024, has been recommissioned by Surrey County Council - Public Health for another year. The campaign focuses on the following objectives:

- Reducing the stigma and discrimination experienced by people with experience of mental health issues.
- Increasing the confidence and ability of people with mental health needs to address stigma and discrimination.

- Improving understanding and awareness of mental health as well as attitudes and behaviours of the local population towards people with mental health needs across different settings: Health & Social Care, Education, Workplace, Community services, Social – friends & family.

Some of the campaign's highlights this past year include:

- Launching a revised edition of our Stigma Survey to gather further views and data on stigma and discrimination in Surrey. Results from the survey will be shared externally in May 2024.
- Developing our own Stigma E-learning to educate people about stigma and discrimination. Three versions were created: for Healthcare settings, Workplace and Friends & Family. The e-learning is being tested on a group of people before being rolled out for free in the next financial year. The e-learning includes videos with actors from Acting Out Productions as well as some of our Mental Health Champions.
- Holding an Lesbian, Gay, Bisexual & Transgender (LGBT+) community Mental Health Day called 'Love Without Labels' including the Surrey LGBT choir.

Running social media campaigns on key mental health awareness days including Time to Talk day; University Mental Health Day; Self-injury awareness day, Stress awareness month, Mental H awareness week, Men's Mental Health Week, LGBTQ+ Pride month, World Suicide Prevention day, World Mental Health Day, Black History month and Movember.

Volunteering

This past year, our Volunteer Co-ordinator has completed a review of the recruiting and onboarding process including updating our Volunteer policy, Volunteer agreement, role descriptions and third-party agencies used for advertising our vacancies.

This review has seen a clear shift towards recruiting a greater number of volunteers externally with more role-specific skills and qualities, whilst also recognising the benefits to some clients (internal volunteers) in supporting our work where there is mutual benefit and no conflict of interest.

Whilst nationally, volunteering is still seeing a post-COVID slump (approx. 20% down), we have had a successful year, filling a varied list of vacancies with an increase in numbers overall to our 'active' volunteer base.

Co-production

This year has been a busy one as we continue to raise the profile of Co-Production across all at MFT. Our staff are asking more and more 'How can we Co-Produce?' in their areas of work, which is amazing!

We continue our journey of embedding Co-Production by involving people with Lived Experience in almost everything we do. Some of the year's highlights include:

Surrey Mental Health Co-Production Network

MFT set this network up 2022 which has grown from strength to strength and brings professionals across the statutory sector and the voluntary

sector together to share practices in co-production. The group has successfully expanded to 12 members, meeting monthly to explore successes and challenges in co-production. The group is presently working on an agreed definition for Co-Production across Surrey.



Image 1 – Photo of Eleanor, MFT Advisory Group Member speaking at The Lived Experience Conference in Dorking Halls.

Our biggest success this year, by far, was how the network worked together to organise their first Lived Experience Conference held at Dorking Halls on 31 January 2024. Surrey and Borders Partnership NHS Foundation Trust (SABP) coordinated the day inviting people with Lived Experience and professionals working in the field of mental health to attend. Over 100 people attended with over 70 attendees having lived experience of mental health issues. There were external speakers and group work, and our Advisory Group Member Eleanor was one of the key speakers (see image 1). The feedback was incredible, with people being happy to meet others face-to-face again. The network is starting preliminary planning for the next one in 2025. MFT and the Independent Mental Health Network (IMHN) are planning on taking on the overall coordination role.

Advisory Group Away Day

It was really a year of firsts as our Co-Production team organised the first Advisory Group's Away Day at Bourne Hall in October 2023. The programme included an external speaker from the Social Care Institute for Excellence (SCIE) and our CEO, Patrick Wolter, came along to meet the Advisory Group and explore how to further embed Co-Production at MFT (see image 2). The Advisory Group enjoyed being together face-to-face and having a voice and their ideas included. Members were so enthusiastic and motivated and had so many great ideas and were treated to a lovely lunch and some fun activities. From this, we were able to draw a plan to work towards over the coming two years for Co-Production.



Image 2 – Photo of our CEO, Patrick Wolter, speaking at our Advisory Group Away Day

Image 3 – Advisory Group members and our Co-Production team at our Advisory Group Away Day



Advisory Group meetings

Meetings with our Advisory Group continued monthly. This year we also welcomed two new members and were offered an exciting new role as an Advisory Group Finance Volunteer. This will enable the Advisory Group to have more of a say and control over their budget.

Some of the work the Advisory Group was involved with included:

- Having Advisory Group members on interview panels at MFT
- Introducing Co-Production Champions across all services within MFT.
- Attending various strategic and operational mental health meetings across Surrey
- Inviting speakers from various services within MFT to join monthly meetings including: Community Connections, GPimhs, In-Reach, SMI Physical Health Checks and Trustee Claire to talk through Ethical Fundraising Policies

- Inviting external speakers to our meetings including Healthwatch Surrey and Surrey County Council's Joint Strategic Needs Assessment (JSNA)
- One Advisory Group member completing a successful three-day volunteering programme at MFT
- Advisory Group attending training and development on Unconscious Bias Training, Peer Support/Supervision, Empowerment Training, Neurodiversity and Spotting Domestic Violence.
- Setting up of buddy scheme for new Advisory Group members
- Responding to MFT consultations.

Communications

Our small Communications Team supports the charity as a whole, making sure we all work as one team and reach people who need our care. The team also helps our clients get the information they need about services available to them via our newsletter, website and social media, as well as share advice and lived experience stories about mental health through our blogs, tips and awareness campaigns.

Making our communications more strategic is one of the pillars of our new strategy. We're proud to have made progress on our strategic objectives by:

- Developing a social media strategy to better understand our audience, ensure our posts are effective and increase engagement on all platforms.
- Celebrating our 30th anniversary by showcasing our rich legacy. In February 2024, we launched a "Did you Know?" campaign on social media sharing facts about each of our services to increase

awareness of all services in the community and with healthcare professionals.

- Training our staff on making our communications more accessible and inclusive in our newsletter, website and social media. As part of this, we launched a “talking calendar” who reads aloud our calendar to people with visual impairments or learning disabilities. We hope to launch Easy Read leaflets in the next financial year.
- Increasing the reach of our awareness campaigns by adding new topics such as ADHD, Autism, Debt Awareness, Pet Bereavement, Obsessive Compulsive Disorder (OCD), Starting University, Sugar and mental health, Hoarding, Post natal OCD, etc.
- Drawing on the expertise of our own staff by getting them to share mental health advice and information as part of our awareness campaigns.
- Engaging with social prescribers, including the SABP crisis team to ensure they know about all our services.
- Linking more with Fundraising to align objectives, increase engagement with donations and get more out of our corporate partnerships.
- Engaging with all our staff to improve internal communications and collaboration between services. This work is ongoing.

Fundraising

Unrestricted Funding

This financial year, we have been fortunate to receive unrestricted income from a variety of donors, many of them new. We are so grateful to all of them for their generosity, which allows us to spend extra money in ways we feel would benefit our clients and the organisation.

The NatWest Group made a significant donation to us via their London and South East Regional Board, which is a staff-led group committed to helping communities thrive.

We also received generous donations from:

- The Richard Davies Charitable Trust
- Both The Cheam Probus and The Epsom Probus branches
- Three Surrey Freemasons Lodges: The South West Surrey First Principle Chapter of Freemasons; The Surrey Freemasons Golden Jubilee Lodge; The Surrey Freemasons Chest Relief.
- The Blakemore Foundation
- The Woking Quaker Meeting, who chose us as their Charity of the Month.
- The Esher branch of Waitrose as part of their Community Matters quarterly funding.

A big well done and thank you must also go to some local fundraisers including:

- West Ashted Primary Academy who chose us as their charity they supported during their "Enterprise Week" fundraiser

- The Book Club Girls for their Christmas fundraiser
- Stacey's birthday fundraiser on Facebook
- The Ashtead Good Neighbours scheme
- The Word On The Street bookshop in Ashtead for their evening fundraiser with comedian Colin Hault, whose podcast "Into the Neuroverse" covers themes around neurodiversity and touches on mental health issues.

Legacy Giving

This year, we were one of the beneficiaries of a local resident's estate. Such generosity is a wonderful gesture that says a lot about the charitable nature of our legacy donor but is also a great endorsement of the continued great work we achieve here at MFT.

Charity of the Year

We were delighted to be chosen as The Charity of the Year by a number of different businesses, organisations, sporting clubs and groups.

Thanks all round for such committed and successful fundraising must go to:

- The Epsom Golf Club
- The Reigate Heath Golf Club
- Tangent Womens Group
- Menzies LLP in Leatherhead
- Lavender Catering
- Surrey Police's Chief's Charity of the Year which spans both this and next financial year.

Challenge Events

We had some sporty fundraisers supporting our cause – a big pat on the back must go to the teams who completed the following: The Big Half, The Three

Peaks Challenge and a 100km Ultramarathon (on possibly the hottest day of the year!). It takes planning and dedication to take part in such challenge events, and we are grateful for your energy, determination and fundraising.

We have also received support from AtkinRéalisis in the form of match-funding for their staff who completed a half marathon for MFT, and they have also let us use their office space (free of charge) in Epsom for some of our meetings.

Restricted Funding

We would like to say thank you to the following funders for the vital restricted funding they have granted us this year for either one-off projects or enhancing some of the existing support we offer.

These include:

- The National Lottery Community Fund who funded our Financial & Wellbeing Support Service
- The Community Foundation for Surrey on behalf of The Gatwick Foundation
- Surrey County Council for the All Age Autism Strategy Better Care Fund
- R C Sherriff
- Elmbridge Annual Grant
- The Clothworkers' Foundation

- Banstead Neighbourhood Fund
- Tim Hall, Surrey County Council member for Mole Valley
- Elmbridge Partnership Fund
- The Childwick Trust
- Toyota GB for Toyota Community Fund
- The Surrey Freemasons
- The Masonic Charitable Foundation
- The Leatherhead Lions
- St Peter's Church, Woodmansterne

We can truly say that this financial year has been a busy one for fundraising, perhaps the busiest we've ever experienced in the last 30 years. Hats off to all our supporters, and a big thank you too from all our staff, Trustees and clients.

PUBLIC BENEFIT STATEMENT

The Trustees are satisfied that these activities are carried out for the public benefit, having due regard for the guidance given by The Charity Commission. All Trustees on the Board give their time freely and no remuneration was paid to them.

FUNDING

Nearly all of our income is received from statutory funders. In our case, approximately 83% of our overall income for 2023-2024 came from Surrey County Council and NHS Surrey. MFT is directly contracted to deliver services on behalf of: Surrey County Council Social Care, Surrey Heartlands Integrated Care Board, and Surrey and Borders Partnership NHS Foundation Trust (SABP).

Over the course of the year, MFT secured funding grants and generous donations for specific purposes, which are classified as 'restricted funds'. These are highlighted in the Fundraising section of this report. This source of funding carries some external condition(s), set by the grantor or donor, governing how it is used. These 'restricted funds' are just as valuable to MFT and the people we support, but we must take care to ensure these are separated from our unrestricted funds and spent only to meet the specific purpose for which they were provided.

In the financial year 2023-2024, we received approximately £225,000 of restricted income, with a large proportion of this from the National Lottery Community Fund, along with donations of unrestricted income totalling approximately £28,000, and a legacy of £46,250.

We received an amount of funding for services to be provided in the next financial year. This can only be booked as income once the contracted services have been performed. In the meantime, the funding received has been recorded as a deferred income liability on our balance sheet as at 31 March 2024.

We are required to prepare our financial accounts in accordance with the Statement of Recommended Practice (SORP) and to adhere to the 'Accruals' principle. This allows easier comparison of our performance from one year to the next (because the accounts are not impacted by variability in the exact timing of cash inflows and outflows).

Furthermore, as our gross income exceeded £1 million, we are required to submit our accounts for scrutiny via an independent audit.

The Charity receives funds from multiple sources and to meet our objectives, we must spend money for many different purposes. The majority of our income carries no external restriction on how it is spent, though this must always be in accordance with the Charity's objects. These 'unrestricted funds' are the lifeblood of the Charity.

Income and expenditure in the last financial year are explained in detail in the annual Statement of Financial Activities. Given the differences between unrestricted and restricted funds, the income and expenditure for each are presented separately.

The Trustees view the operational surplus, or deficit, in unrestricted funding for the year to be a key indicator of the financial strength of MFT. A surplus can be invested for the benefit of the people who use our services, or to

bolster our reserves. These reserves provide us with a buffer in the event of adverse impacts from unforeseen events, so we can continue our normal operations. A major deficit, or series of smaller deficits, could damage the Charity's finances, though this may also be planned for when we seek to invest in furthering our objects.

Our overall net incoming resources for the financial year 2023-2024 were £145,057, comprising unrestricted net income of £146,191 offset by £1,134 of restricted net expenditure. This compares with overall net incoming resources for 2022-2023 of £60,623.

Our operational surplus can principally be attributed to unforeseen increases in funding from statutory funders during the year, agreement by some donors to us utilising their grants to fund courses, and savings on operating expenses. This was achieved despite our decision to make a one-off cost of living support payment to our staff midway through the financial year. The approved budget for 2024-2025 anticipates a modest further operational surplus.

RESERVES POLICY

The Charity is primarily funded through 'fixed-price' contracts with the local Clinical Commissioning Group, and Surrey and Borders NHS Foundation Trust (SABP), while we have a cost base that we expect to increase in overall terms with time. The Charity must also consider the wide range of risks it faces in the course of its operations and retain sufficient funding to manage the consequences, should one or more of these risks materialise.

For this reason, the Charity seeks to maintain a level of unrestricted free reserves equivalent to, at least, our budgeted unrestricted expenditure for a period of six months, which amounts to £912,000 based upon the approved 2024-2025 annual budget. Our unrestricted free reserves as at 31 March 2024 were £867,729.

This report has been produced in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the board:

.....*Sam Greenhouse*.....

Sam Greenhouse

.....*25/7/24*.....

Date

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE MARY FRANCES TRUST

Opinion

We have audited the financial statements of The Mary Frances Trust (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to

influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our discussions with the charity's management and the Trustees, we identified that the following laws and regulations are significant to the entity:

Those laws and regulations considered to have a direct effect on the financial statements include UK financial reporting standards and Charity Law.

Those laws and regulations for which non-compliance may be fundamental to the operating aspects of the charity and therefore may have a material effect on the financial statements include compliance with the charitable objectives, public benefit, safeguarding and health and safety legislation. These matters were discussed amongst the engagement team at the planning stage and the team remained alert to non-compliance throughout the audit.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: inquires of management and the Trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of Trustee meeting minutes; testing the appropriateness of journal entries; and the performance of analytical

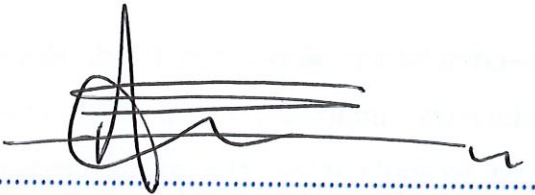
review to identify unexpected movements in account balances which may be indicative of fraud.

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities from error. As explained above there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Signed
Andrew Skilton ACA (Senior Statutory Auditor)

For and on behalf of Brewers Chartered Accountants
Bourne House
Queen Street
Gomshall
Surrey
GU5 9LY

Date: 29 July 2024

Statement of Financial Activities
For Year Ending 31st March 2024

	Notes	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds Year Ended 2024	Total Funds Year Ended 2023
		£	£	£	£
INCOME FROM:					
<i>Donations</i>		27,798	-	27,798	16,749
<i>Legacies</i>		46,250	-	46,250	-
<i>Income from charitable activities</i>	2	1,622,942	224,645	1,847,587	1,412,598
<i>Income from Investments</i>					
Interest		35,639	-	35,639	9,798
TOTAL		1,732,629	224,645	1,957,274	1,439,145
EXPENDITURE ON:					
Charitable Activities					
Raising Funds	3	24,558		24,558	22,834
Charitable Activities	4	1,561,880	225,779	1,787,659	1,355,688
TOTAL		1,586,438	225,779	1,812,217	1,378,522
NET INCOME		146,191	(1,134)	145,057	60,623
NET MOVEMENT IN FUNDS					
Balances b/fwd at 1st April 2023		728,790	53,272	782,062	721,439
Balances c/fwd at 31st March 2024		874,981	52,138	927,119	782,062

The notes on pages 58 to 69 form part of these accounts.

Balance Sheet
At 31st March 2024

		TOTAL 2024		TOTAL 2023	
	Notes	£	£	£	£
FIXED ASSETS					
Tangible fixed assets	9		7,252		7,578
CURRENT ASSETS					
Debtors	10	117,542		203,837	
Cash at bank and in hand		<u>1,144,577</u>		<u>1,221,233</u>	
		1,262,119		1,425,070	
Creditors due within one year	11	<u>342,252</u>		<u>650,586</u>	
NET CURRENT ASSETS			<u>919,867</u>		<u>774,484</u>
NET ASSETS			<u><u>927,119</u></u>		<u><u>782,062</u></u>
FUNDS					
Unrestricted funds			874,981		728,790
Restricted funds	13		52,138		53,272
TOTAL CHARITY FUNDS			<u><u>927,119</u></u>		<u><u>782,062</u></u>

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies. Under the Companies Act 2006 section 454, on a voluntary basis the Trustees can amend the financial statements if they prove to be defective.

Approved by the Trustees on 25 July 2024 and signed on their behalf by:

Sam Greenhouse
Sam Greenhouse – Chair of Trustees
Charity No. 1055113
Company No. 3189443

Paul Matthews
Paul Matthews
Trustee

Cashflow Statement

At 31st March 2024

	TOTAL 2024	TOTAL 2023
Notes	£	£
Net cash generated by operating activities	17 <u>(106,715)</u>	<u>(89,224)</u>
Cash flows from investing activities:		
Purchase of Fixed assets	(5,580)	(4,150)
Interest received	<u>35,639</u>	<u>9,798</u>
Net cash provided by investing activities	<u>30,059</u>	<u>5,648</u>
Change in cash and cash equivalents in the reporting period	<u><u>(76,656)</u></u>	<u><u>(83,576)</u></u>
Cash and cash equivalents at the beginning of the reporting period	1,221,233	1,304,809
Cash and cash equivalents at the end of the reporting period	1,144,577	1,221,233

1. ACCOUNTING POLICIES

The financial statements for the entity Mary Frances Trust, which meets the definition of a public entity under FRS 102, have been prepared in accordance with the Companies Act 2006 and applicable Accounting Standards in the United Kingdom including the 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). These financial statements have been prepared under the historical cost convention.

The accounts are prepared on an accruals basis and include income and expenditure as they are earned or incurred.

INCOME

Voluntary Income

Donations under gift aid, together with the associated income tax recovery, are recognised when there is evidence of entitlement to the income and its amount can be measured reliably.

Grant and contractual Income

Grant and contractual income is recognised in the statement of financial activities when the charity is entitled to the income.

Contractual income is recognised as performance obligations are met. Grant income with performance related conditions received in advance of delivering the service, or income with a time restriction is deferred until the stipulated criteria are met.

VAT

The charity is exempt or zero rated for VAT purposes and does not charge VAT on any income. Consequently, no VAT can be reclaimed on costs and the input VAT is added to the accounts.

EXPENDITURE

General Expenditure

Expenditure liabilities are recognised when there is a legal or constructive obligation committing the charity to the expenditure and that it is probable that the settlement may be required and the amount can be measured with reasonable accuracy.

Support Costs

Support costs are those costs which enable charitable activities to be undertaken. These include finance, human resources, premises, IT legal and governance.

Governance Costs

Governance costs include those costs associated with administration of the charity and compliance with constitutional and statutory requirements and include the Audit fee.

Staff costs

These costs are allocated between service delivery and support costs on the basis of time spent by the relevant staff. The financial value of time spent by volunteers has not been included but is described in the Trustees' Report.

Pension scheme

Defined contributions made to a group personal pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Operating leases

Leases where substantially all the risks and rewards remain with the owner are classified as operating leases.

Payments made under operating leases are recognised in the Statement of Financial Activities on a straight line basis over the period of the lease.

Notes to the Financial Statement For Year Ending 31st March 2024

Tangible Fixed Assets used by the Charity
Depreciation of fixed assets is calculated to write off their cost over their estimated useful lives as follows:

Improvements to property	over the terms of the lease
Office equipment	33.3% straight line
Fixtures and Fittings	33.3% straight line
Computer Equipment	33.3% straight line

Additions are capitalised if their cost exceeds £500.

Cash and Cash equivalents
Cash and Cash equivalents are deposits which mature within 100 days.

Debtors
Debtors are measured at settlement amount net of any discount.

Creditors
Creditors are measured at settlement amount.

Financial instruments

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

FUNDS

Unrestricted funds
Unrestricted funds are spent or applied in accordance with the charity's objectives.

Restricted funds
Restricted funds are funds received for undertaking activities specified by the donor.
All costs applied against the fund are in accordance with that specific purpose.

GOING CONCERN

The Trustees confirm that there are no material uncertainties about the charity's ability to continue for the foreseeable future which is defined as one year from the date of signing the financial statements.

The Trustees are of the opinion that the charity will have sufficient resources to meet liabilities as they fall due.

Notes to the Financial Statement For Year Ending 31st March 2024

ESTIMATES AND JUDGEMENTS

The most significant areas of judgements that affect items in the accounts are detailed above.

CHARITABLE INCOME

	Notes	2024		2024		2023		2023	
		£	Unrestricted	Restricted	Total	£	Unrestricted	Restricted	Total
2. Contractual Income									
Community Connections		485,073	-	-	485,073	447,484	-	-	447,484
Catalyst		91,576	-	-	91,576	84,480	-	-	84,480
Safe Haven		167,021	-	-	167,021	167,021	-	-	167,021
GPIMS/SUN		520,713	-	-	520,713	414,844	-	-	414,844
Recovery Connect		148,132	-	-	148,132	105,774	-	-	105,774
In-Reach		124,991	-	-	124,991	146,369	-	-	146,369
SMI		82,636	-	-	82,636	-	-	-	-
CCLS		2,800	-	-	2,800	-	-	-	-

Restricted Funds Income

	13	-	224,645	-	224,645	-	46,626	-	46,626
		1,622,942	224,645	-	1,847,587	1,365,972	46,626	-	1,412,598

3. RAISING FUNDS

	Notes	2024		2024		2023		2023	
		£	Unrestricted	Restricted	Total	£	Unrestricted	Restricted	Total
Staff costs		20,807	-	-	20,807	20,557	-	-	20,557
Other direct costs		3,751	-	-	3,751	2,277	-	-	2,277
		24,558	-	-	24,558	22,834	-	-	22,834

Notes to the Financial Statement For Year Ending 31st March 2024

4. CHARITABLE ACTIVITIES	Notes	2024		2024		2023		2023		
		£	Unrestricted	Restricted	£	Total	£	Unrestricted	Restricted	£
Staff costs	6		1,212,301	29,862	1,242,163		976,222	10,035	986,257	
Service delivery systems			25,300	-	25,300		19,604	-	19,604	
Facilities			8,460	-	8,460		11,482	-	11,482	
Courses and activities			25,843	-	25,843		21,014	-	21,014	
Training			12,023	-	12,023		10,200	-	10,200	
Co-Production			1,937	-	1,937		1,325	-	1,325	
Restricted funds expenditure			-	177,762	177,762		-	37,011	37,011	
			1,285,864	207,624	1,493,488		1,039,847	47,046	1,086,893	
Support costs allocated			276,016	18,155	294,171		267,510	1,285	268,795	
Total			1,561,880	225,779	1,787,659		1,307,357	48,331	1,355,688	
5. NET INCOME										
Net income is stated after charging										
Depreciation					5,906					5,158
Operating lease payments					42,400					45,007
Audit /Independent Examiners Fee					6,072					5,520

Notes to the Financial Statement

For Year Ending 31st March 2024

6. STAFF COSTS

	2024		2024		2024		2023		2023		2023	
	£	£	£	£	£	£	£	£	£	£	£	£
	Service delivery	Raising Funds	Support	Total	Service delivery	Raising Funds	Support	Total	Service delivery	Raising Funds	Support	Total
Salaries and staff costs from unrestricted funds	1,212,301	20,807	179,190	1,412,298	976,222	20,557	179,482	1,176,262	976,222	20,557	179,482	1,176,262
Salaries and staff costs from restricted funds	29,862	-	16,755	46,617	10,035	-	-	10,035	10,035	-	-	10,035
	<u>1,242,163</u>	<u>20,807</u>	<u>195,945</u>	<u>1,458,915</u>	<u>986,257</u>	<u>20,557</u>	<u>179,482</u>	<u>1,186,297</u>	<u>986,257</u>	<u>20,557</u>	<u>179,482</u>	<u>1,186,297</u>
Average number of employees	44	1	6	51	35	1	6	42	35	1	6	42

The key management personnel of the charity are the Leadership Team.

The total remuneration of the key management personnel was £299,147 (2023: £255,514)

No Trustees received remuneration or expenses during the year or prior year.

One employee received remuneration in excess of £60,000 either year.

Notes to the Financial Statement
For Year Ending 31st March 2024

7. SUPPORT COSTS	Note	2024		2024	2023
		Unrestricted	Restricted	Total	Total
				£	£
Staff costs	6	179,190	16,755	195,945	179,482
Rent		42,400		42,400	41,400
Rates & Services		7,776		7,776	6,747
Subscription		1,744	1,400	3,144	7,706
Maintenance		10,010		10,010	8,768
Health & Safety		2,559		2,559	2,411
Stationery		2,275		2,275	1,883
Office equipment		405		405	978
Insurance		5,271		5,271	4,267
Governance costs	8	18,480		18,480	9,995
Depreciation	9	5,906		5,906	5,158
		<u>276,016</u>	<u>18,155</u>	<u>294,171</u>	<u>268,795</u>

8. GOVERNANCE COSTS	2024	2023
	£	£
Legal and professional	12,408	4,475
Audit/Independent Examiner's Fee	6,072	5,520
	<u>18,480</u>	<u>9,995</u>

9. FIXED ASSETS		Improvements to property	Office Equipment	Fixtures & Fittings	2024	2023
					Computer Equipment	Total
				£	£	£
Cost						
1st April 2023	-		1,140	-	31,417	32,557
Additions	-		-	-	5,580	5,580
Disposals	-		(36)	-	(4,097)	(4,133)
31st March 2024	-		1,104	-	32,900	34,004
Depreciation						
1st April 2023	-		1,104	-	23,875	24,979
Charge for year	-		36	-	5,870	5,906
Disposals	-		(36)	-	(4,097)	(4,133)
31st March 2024	-		1,104	-	25,648	26,752
Net book value						
31st March 2024	-		-	-	7,252	7,252
31st March 2023	-		36	-	7,542	7,578

Notes to the Financial Statement
For Year Ending 31st March 2024

	2024	2023
10. DEBTORS	£	£
Amounts falling due within one year:		
Trade debtors	42,734	184,336
Accrued income and prepayments	74,808	19,501
	<u>117,542</u>	<u>203,837</u>
11. CREDITORS	2024	2023
	£	£
Amounts falling due within one year:		
Trade creditors	13,533	2,208
Accruals	18,584	15,892
Deferred income	284,570	607,469
Taxation and social security	25,565	25,017
Other creditors	-	-
	<u>342,252</u>	<u>650,586</u>
12. DEFERRED INCOME ANALYSIS	2024	2023
	£	£
GPIMHS/SUN	270,000	270,000
Recovery Connect	-	109,842
Safe Haven	5,000	20,000
In-Reach	-	124,991
SMI	-	82,636
CCLS	9,570	-
	<u>284,570</u>	<u>607,469</u>

Income which has been deferred relates to contracts to be performed, and income earned, in the next financial year.

13.	RESTRICTED FUNDS	Balance 01/04/2023 £	Incoming Resources £	Expenditure £	Balance 31/03/2024 £
a)	Brickfield Community Fund	173	-	(60)	113
b)	Grow the Game	573	-	(573)	0
c)	Music in Nork Park Fund	1,265	-	(1,265)	0
d)	Return to Football	1,000	-	(1,000)	0
e)	Oisin Reed Fund	8,943	386	(1,840)	7,489
f)	Nature Nurtures Project	8,485	-	(5,223)	3,262
g)	The Hope Project	3,296	-	(3,296)	0
h)	Foundational Skills for Independence	13,911	-	(13,911)	0
i)	Arnold Clark Community Fund	2,000	-	(150)	1,850
j)	Wates Family Enterprise Trust	5,000	-	(2,715)	2,285
k)	The Community Foundation for Surrey	5,000	-	(1,960)	3,040
l)	Dorking Project	2,000	-	(2,000)	0
m)	Tesco Community Fund	1,000	-	(1,000)	0
n)	East Surrey Eagles	626	-	(201)	425
o)	National Lottery Community Fund - Financial & Wellbeing Support Service	0	167,957	(167,957)	0
p)	Leatherhead & District Lions	0	1,000	(1,000)	0
q)	Asylum Seekers Support Programme	0	5,000	(5,000)	0
r)	R C Sherriff	0	1,500	(765)	735
s)	All-Age Autism Strategy Better Care	0	6,200	(400)	5,800
t)	Elmbridge BC Annual Grant	0	2,350	(929)	1,421
u)	Saint Peter's Church	0	500	0	500
v)	Banstead Neighbourhood Fund	0	3,096	(2,282)	814
w)	East London NHS Foundation Trust	0	4,000	(1,265)	2,735
x)	Action for Carers West Horsley Place	0	2,106	(2,106)	0
y)	The Clothworkers Foundation	0	6,400	(6,400)	0
z)	Football Training and Team (SCC)	0	1,000	0	1,000
aa)	Freemasons of Surrey	0	5,400	(1,868)	3,532
bb)	Toyota Community Fund	0	1,750	(588)	1,162
cc)	The Childwick Trust	0	12,000	0	12,000
dd)	Elmbridge Partnership Fund	0	4,000	(25)	3,975
		53,272	224,645	(225,779)	52,138

- a) Brickfield Community Fund - Brickfield peer support group
b) Grow the Game - Funding for two local football teams
c) Music in Nork Park Fund - Parenting project and activities local to Banstead
d) Return to Football - Football activities
e) Oisin Reed Fund - Activities and support for young people and their parents

- f) Nature Nurtures Project - Surrey County Council Funding. Workshops to help people connect with nature in their environment
- g) The Hope Project - Surrey County Council Funding. Using a community development approach to explore the theme of 'hope' in the community, through a variety of workshops and activities
- h) Foundational Skills for Independence - Funding received from Surrey County Council to provide a skills and personal development short course for anyone wanting to improve their independence
- i) Arnold Clark Community Fund - Funding for Parenting Groups
- j) Wates Family Enterprise Trust - Funding towards 16-25 year old mental health support packages
- k) The Community Foundation for Surrey - Young People's Project
- l) Dorking Project - Funding received from Shanly Homes to deliver a programme designed to improve the emotional wellbeing of local people close to their homes
- m) Tesco Community Fund - Funding for art supplies, venue hire and physical fitness instructor
- n) East Surrey Eagles - Funds for East Surrey Eagles football team activities and equipment
- o) National Lottery - Financial & Wellbeing Support Service - Joint project between MFT, Catalyst, CA Epsom & Ewell and CA Surrey Heath. Support with finances and emotional wellbeing
- p) Leatherhead & District Lions - Venue hire for Mole Valley coffee mornings
- q) Asylum Seekers Support Programme - Delivery of Esol tuition to asylum seekers
- r) R C Sherriff - Art activities in Elmbridge
- s) All-Age Autism Strategy Better Care Fund - Support group for autistic clients
- t) Elmbridge BC Annual Grant - Art and craft activities in Elmbridge
- u) Saint Peter's Church - Coffee and craft activities in Woodmansterne
- v) Banstead Neighbourhood Fund - Wellbeing activities in Banstead
- w) East London NHS Foundation Trust - Training & activities for the Surrey SUN (Service User Network) Community
- x) Action for Carers West Horsley Place - Wellbeing course for Action for Carers
- y) The Clothworkers Foundation - Painting of Leatherhead office premises
- z) Football Training and Team (SCC) - Football training sessions
- aa) Freemasons of Surrey - Let's Talk programme
- bb) Toyota Community Fund - Football training and match funding
- cc) The Childwick Trust - Activities to support men's wellbeing
- dd) Elmbridge Partnership Fund - Peer support in Hersham

14. ANALYSIS OF NET ASSETS BY FUND

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Fixed assets	7,252	-	7,252
Current assets	1,209,981	52,138	1,262,119
Current liabilities	<u>(342,252)</u>	<u>-</u>	<u>(342,252)</u>
Net current Assets	867,729	52,138	919,867
Net Assets by Fund 2024	<u>874,981</u>	<u>52,138</u>	<u>927,119</u>
Net assets by Fund 2023	<u>728,790</u>	<u>53,272</u>	<u>782,062</u>

15. OPERATING LEASE COMMITMENTS

At 31 March 2024 the charity had annual aggregate commitments under non cancellable operating leases as set out below:

	2024 £	2023 £
Within one year		
Land & Buildings	<u>42,400</u>	<u>41,400</u>
Between one and five years	530	588
Other	<u>42,930</u>	<u>41,988</u>

16. LIMITED BY GUARANTEE

The charity is limited by guarantee and has no share capital. On winding up each statutory member is liable to contribute a sum not exceeding £1.00

Notes to the Financial Statement
For Year Ending 31st March 2024

17. RECONCILIATION OF NET MOVEMENTS IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024	2023
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	145,057	60,623
Adjustments for:		
Depreciation charges	5,906	5,158
Interest	(35,639)	(9,798)
Decrease/(increase) in debtors	86,295	(164,488)
Increase/(decrease) in creditors	<u>(308,334)</u>	<u>19,281</u>
Net cash generated by operating activities	<u><u>(106,715)</u></u>	<u><u>(89,224)</u></u>

18. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2024	2023
	£	£
Cash at bank and in hand	<u>1,144,577</u>	<u>1,221,233</u>
Total cash and cash equivalents	<u><u>1,144,577</u></u>	<u><u>1,221,233</u></u>

Notes to the Financial Statement
For Year Ending 31st March 2024

19. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITY

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31st MARCH 2023	Unrestricted Funds	Restricted Funds	Total Funds Year Ended
	2023	2023	2023
	£	£	£
INCOME AND ENDOWMENTS FROM:			
<i>Donations</i>	15,889	860	16,749
<i>Income from charitable activities</i>	1,365,972	46,626	1,412,598
<i>Income from Investments</i>	9,798	-	9,798
<i>Other Income</i>	-	-	-
TOTAL	<u><u>1,391,659</u></u>	<u><u>47,486</u></u>	<u><u>1,439,145</u></u>
EXPENDITURE ON:			
<i>Charitable costs</i>	1,307,357	48,331	1,355,688
<i>Other trading costs</i>	22,834	-	22,834
TOTAL	<u><u>1,330,191</u></u>	<u><u>48,331</u></u>	<u><u>1,378,522</u></u>
NET INCOME	61,468	(845)	60,623
NET MOVEMENT IN FUNDS			
Balances b/fwd at 1st April 2022	667,322	54,117	721,439
Balances c/fwd at 31st March 2023	<u><u>728,790</u></u>	<u><u>53,272</u></u>	<u><u>782,062</u></u>

THE MARY FRANCES TRUST

England & Wales - Charity number 1055113

Accounts



Annual Report and Accounts

From 1 April 2022 to 31 March 2023

The Mary Frances Trust

23 The Crescent

Leatherhead

Surrey

KT22 8DY

01372 375 400

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Company No: 3189443 Charity no: 105511

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Company Information

CHAIR:	Sam Greenhouse
VICE CHAIR:	Jeremy Ross
TRUSTEES:	Fergus Addison Susan Grant Paul Matthews Claire Nethersole Heather Ward Steven Rowley – appointed 22/11/2022 Rupert Gowrley – appointed 22/11/2022 Tommy Edwards – appointed 16/1/2023
CEO & COMPANY SECRETARY:	Patrick Wolter
REGISTERED OFFICE:	23 The Crescent Leatherhead Surrey KT22 8DY
CHARITY REGISTRATION:	1055113
COMPANY REGISTRATION:	3189443
AUDITORS:	Andrew Skilton Brewers Chartered Accountants Bourne House Queen Street Gomshall GU5 9LY

BANKERS:

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4TA

Introduction

Now that we seem to be stepping further and further away from the pandemic and we have all adapted to this new reality of online and face-to-face interactions, at Mary Frances Trust (MFT) we have been busy getting our charity in the right shape for the next chapter in our future.

Because our charity has been growing at a rapid pace, we felt the need to pause, take stock of where we were and redefine our objectives. We did this so that our growth does not dilute the essence of what truly matters – that Surrey residents feel confident to ask for and get the mental health support that they need, for as long as they need it.

Over the summer of 2022, we went through a large consultation involving our staff, volunteers, Trustees, Advisory Group and some of our clients to get their views on where they felt our charity needed to go next and where to focus our efforts. We're now ready to share our new strategic focus areas with you in this annual report.

In the last financial year, we expected to concentrate our energy and resources on renewing our Community Connections contract. However, due to some changes within the re-commissioning process, the decision was made by the commissioners to extend our contract for another year and postpone the bidding until summer 2023.

Instead, we continued focusing on setting up the Adults Mental Health Alliance (AMHA). The Alliance is an exciting new joint venture agreement between mental health providers in Surrey (including the National Health Service (NHS), Surrey County Council and Voluntary Community and Social Enterprise) to work together to deliver more integrated and comprehensive mental health services for Surrey residents. The number

one priority for the Alliance next year is to make it easier for people to get help as soon as they need it.

We're very excited to be an active player in the wider system and to be contributing to such positive developments. A particular proud moment for MFT was when one of our Advisory Group members got elected to sit on the Board of the AMHA. This sends a strong message that, when it comes to designing services, the most important part is to ensure the voices of people with lived experience of mental health issues are always at the heart of the conversation, as they should be.

Annual Report

MFT is a charitable organisation established in 1994 by people who used mental health services, carers and professionals to support people with any mental health issues. It is a non-medical service set up to address the social consequences of mental health issues on the lives and wellbeing of people who use mental health services.

These include the following:

- Low self-esteem and self-confidence (compounded by the negative attitudes in our society towards those with mental health issues);
- Social isolation and exclusion from many areas of community life (including leisure, volunteering and education);
- Low income because of long-term reliance on benefits (people using mental health services have the lowest rate of employment of any group of disabled people);
- Poorer physical health compared to the general population.

Until 2006, our services were based strictly on the Clubhouse Model (a model of social rehabilitation started in New York in 1950's) which was an excellent starting point for development of user-led services. With time, however, MFT had to adapt to the changing approach to mental health, and the way services are being delivered, while at the same time staying faithful to our main values and principles.

Our vision

We believe anyone experiencing any kind of mental or emotional health issues should feel confident to ask for help, receive appropriate support for as long as they need, and feel inspired to develop the skills that will help them to restore and/or maintain their own wellbeing.

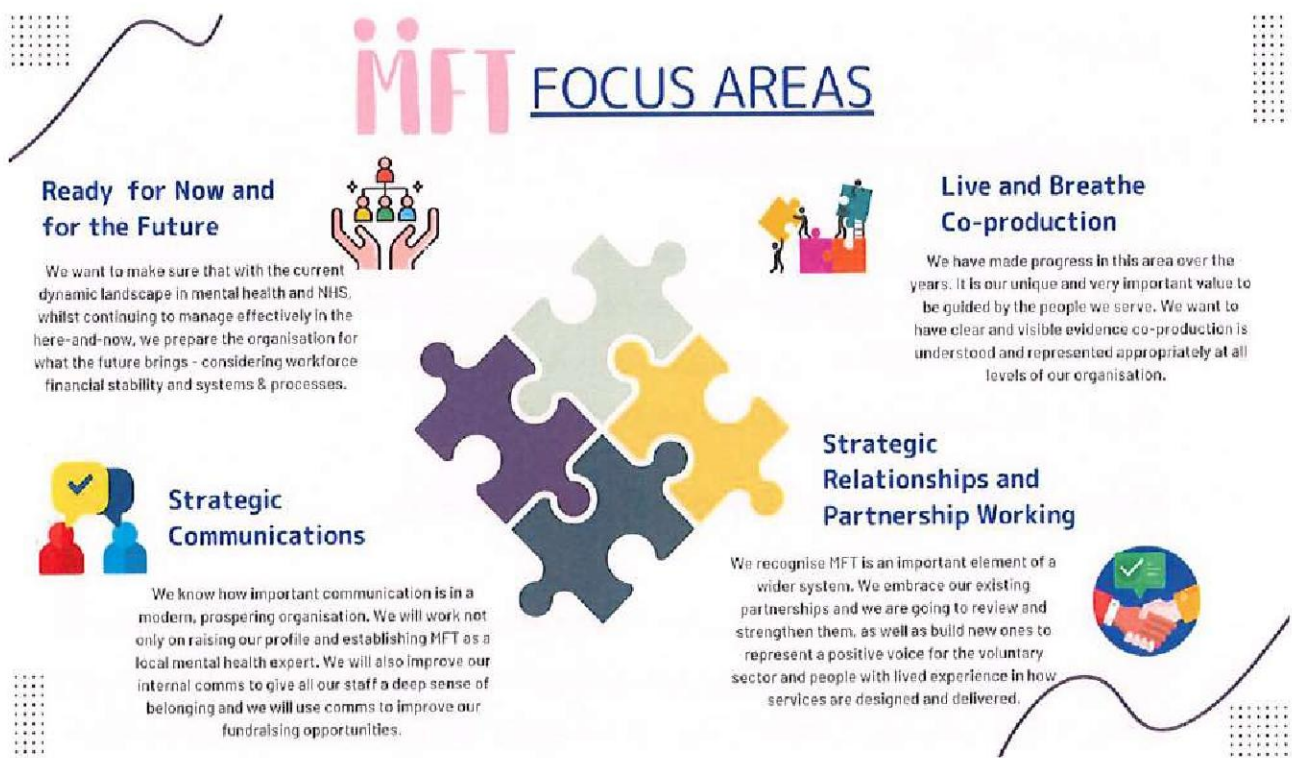
Our mission

Our mission is to:

- Work alongside people experiencing any kind of emotional or mental health issues for as long as they need, and inspire them to develop the skills that will help them to restore and maintain their emotional wellbeing.
- Involve people with lived experience of mental health at every level of the charity so they can help us design, deliver, monitor and review our services to ensure they respond to their changing needs.
- Consistently challenge stigma attached to mental illness and raise awareness of the importance for everyone to look after their mental wellbeing.
- Lead and co-ordinate the development and delivery of first-class, voluntary mental health services in Surrey.
- Maintain sufficient funding streams to be able to provide person-centred services to people experiencing any kind of emotional or mental issues.

Over the years, we have developed a range of activities which support people using our services with their wellbeing and recovery, to access opportunities within the community, to set their own achievable goals and to have the best possible quality of life.

This year, the Board has undertaken a review of strategic priorities. After a large consultation with staff, our Advisory Group, volunteers and some of our clients, they have approved the following four focus areas for the Charity:



Ready for Now and for the Future

We want to make sure that with the current dynamic landscape in mental health and NHS, whilst continuing to manage effectively in the here-and-now, we prepare the charity for what the future brings - considering workforce financial stability and systems & processes.

Strategic Communications

We know how important communication is in a modern, prospering organisation. We will work not only on raising our profile and establishing MFT as a local mental health expert. We will also improve our internal comms to give all our staff a deep sense of belonging and we will use communications to improve our fundraising opportunities.

Live and Breathe Co-Production

We have made progress in this area over the years. It is our unique and very important value to be guided by the people we serve. We want to have clear and visible evidence co-production is understood and represented appropriately at all levels of our organisation.

Strategic Relationships and Partnership Working

We recognise MFT is an important element of a wider system. We embrace our existing partnerships and we are going to review and strengthen them, as well as build new ones to represent a positive voice for the voluntary sector and people with lived experience in how services are designed and delivered.

SERVICES CURRENTLY PROVIDED BY MFT

➤ **Community Connections** – Face-to-face, online and telephone individual goal setting support, as well as access to activities, courses and groups delivered in small groups (online and face-to-face). All activities are designed to promote peer support and community integration, boost motivation and enjoyment, reduce

loneliness and give people the tools to maintain and restore mental wellbeing over the long term. Activities include: Peer Support Groups and Coffee Mornings, Arts & Crafts, Physical Activities, Wellbeing and Self-Help Courses and Interest Groups. This service is available to Surrey residents (aged 16+) in need of emotional or mental health support. No diagnosis is needed, there are no waiting lists and no time limits - people are free to use us for as long as they need and register again at any point through an online registration form on our website.

➤ **Wellbeing Information and Advice** – As of 8 November 2022 this service was offered solely online and via telephone support as our Wellbeing and Information Officer relocated. Clients are supported with a variety of issues in different areas of concern, including: housing, benefits, relationships and working with other professional organisations. People can access this service by contacting our office or filling in our online registration form on our website.

➤ **Epsom Safe Haven** – a crisis service provided in partnership with Surrey and Borders Partnership NHS Foundation Trust (SABP). The main aim of this service is to provide an out-of-hours safe space for people in mental health crisis as an alternative to A&E. Our Epsom service runs 6pm-11pm, 365 days a year including weekends and bank holidays (other Safe Havens are available elsewhere in Surrey with different opening hours, as a drop in). Since the pandemic, we also offer a virtual Safe Haven to enable people to access the service from home.

➤ **GPimhs (General Practice Integrated Mental Health Service)** – a service delivered in partnership with Surrey and Borders Partnership NHS Foundation Trust (SABP) and Primary Care Networks (PCN). This is an emotional and wellbeing service for adults over 18 years old who are registered with a GP in Surrey. Through a referral from their GP, patients are offered extended consultation

times, quick and easy access to practical advice and tailored support for their mental health needs from Mental Health Practitioners or Community Link Workers who are based within GP surgeries in Surrey. This has continued to operate during the pandemic as a virtual service and has now returned to face-to-face as well.

➤ **SUN (Service User Network)** - An easy-to-access community-based peer support service for adults experiencing difficulties with complex emotions often associated with Personality Disorder. This service, launched early 2021, is delivered by MFT and Catalyst, in partnership with Surrey and Borders Partnership NHS Foundation Trust (SABP). It was first launched and delivered virtually and is now offering both online and face-to-face groups in Surrey. People can register with or without a diagnosis via the SABP Administration team.

➤ **In-Reach** – Working with hospital staff, In-Reach workers aim to smooth the transition of the patient from the ward to the community and reduce the chance of revolving door re-admissions. This is to be achieved by providing a person-centred wrap-around provision, aimed at addressing the individual needs of each patient before and after hospital discharge, as well as working closely with their carers. This service was launched in June 2021 as a one-year pilot and has since been extended.

➤ **Recovery & Connect** - This team works in an outreach capacity with a caseload of individuals for up to three months who are identified through meetings with and referrals from the Single Point of Access (SPA) Crisis line. They support individuals to develop resilience and manage their mental health more effectively, enabling them to transition to and engage with community services

rather than solely relying on crisis resources. After the initial one-year pilot, during which Recovery Connect was set up to receive referrals from Single Point of Access (SPA), it has been recommissioned for another year and reassigned from the crisis to the rehabilitation pathway - now receiving referrals from Community Mental Health Recovery Services (CMHRS).

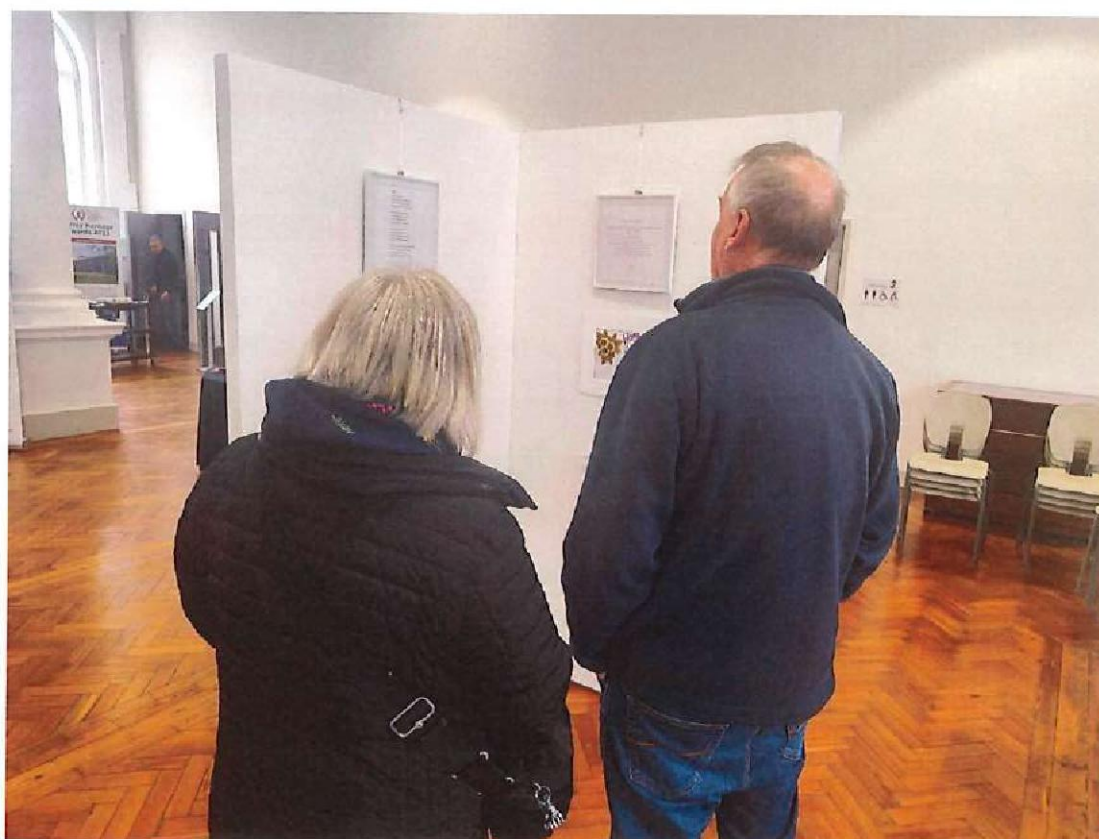
➤ **Severe Mental Illness (SMI) Physical Health Liaison.** People diagnosed with a severe mental illness face one of the greatest health inequality gaps in England, dying approximately 20 years earlier than the general population, in most part due to preventable physical health diseases. Our new service, launched in March 2023, aims to support the uptake of physical health checks that people with a diagnosed severe mental health illness (SMI) are entitled to but do not always access, as well as promote healthy lifestyle changes.

ACHIEVEMENTS AND PERFORMANCE

COMMUNITY CONNECTIONS

This was another busy year, when the Community Connections team delivered over 1,450 activities. For the first time since March 2020, we delivered more face-to-face activities than online. There were 11,142 attendances to these activities recorded. We also offered one-to-one support in the form of phone calls, face-to-face meetings and virtual support, amounting to over 4,500 appointments of varying lengths and purpose (see chart 1).

We ran a very successful project entitled Hope – funded by Surrey County Council, which culminated in an art exhibition at the Horton Gallery in Epsom, and another in Elmbridge.



All photos above were taken during our Hope exhibition at the Horton Art Gallery in Epsom in March 2022. All artwork was produced by our clients who were asked to express what hope meant to them in the medium they wanted (mosaics, drawing with collage, poem etc).

We also completed the Green Social Prescribing project, part of an international initiative to encourage people to include nature in their recovery journey. This has led to some very active nature-based activities being embedded into our programme permanently. Both projects were very popular and have helped people to look beyond traditional ways to help improve their wellbeing.





The above photos are artwork created during our Summer Blooms class in August 2022 where clients used fresh plant matter to make beautiful creations inspired by Japanese artist Raku Inoue's Insects series. This class was part of our Green Social Prescribing series to connect clients with nature through art.

Throughout the year, we have been working hard to update our Welcome Pack from the pre-pandemic version which we developed in co-production with our Advisory Group. It will be sent to all new clients in future. We've also developed "Let's Talk", an in-house course that will give people an in-depth insight into the Recovery star system, planning steps towards recovery and building their own wellbeing resource that will give personal information about their mental health which they may want to share with others in the event of the becoming unwell.

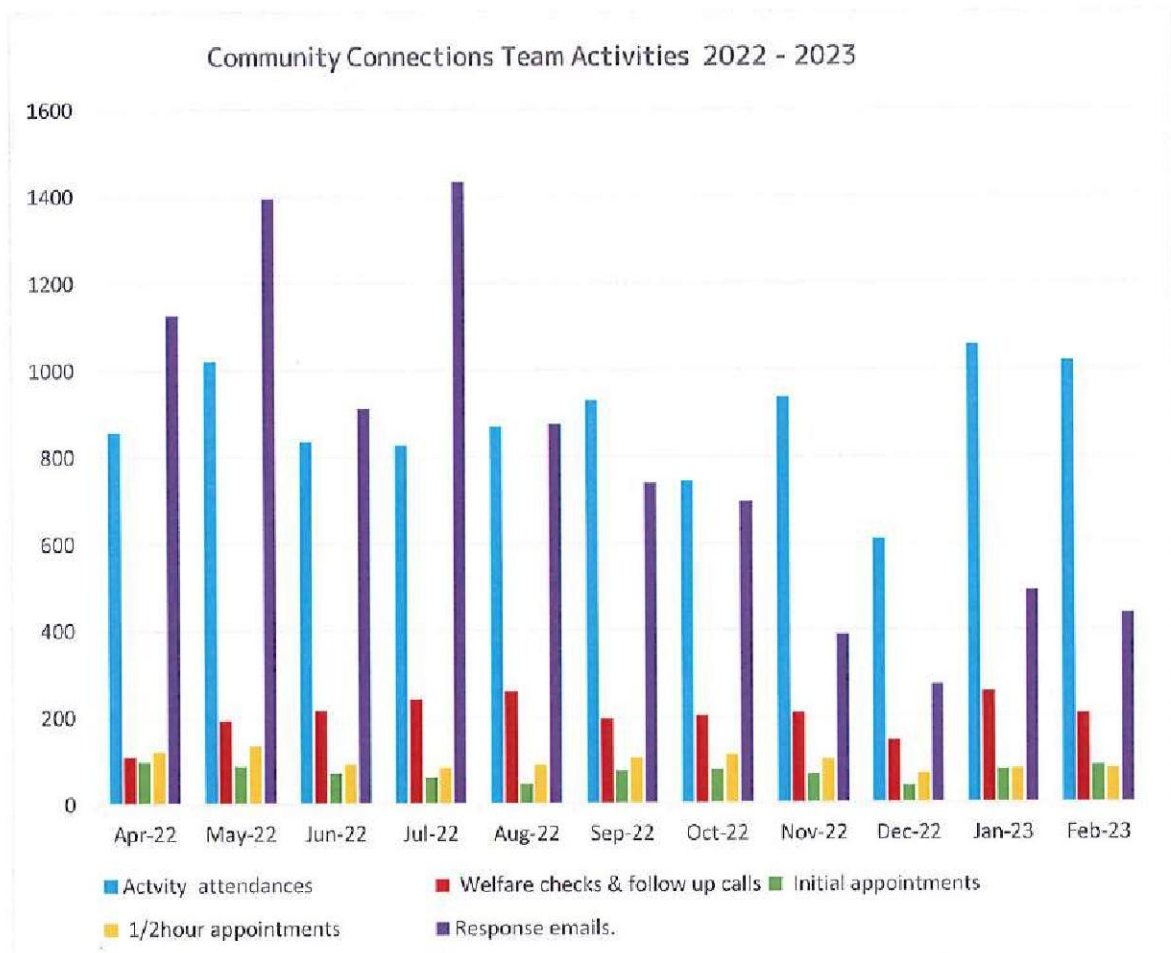


Chart 1 – Support delivered by the Communications Team between 1 April 2022 and 31 March 2023.

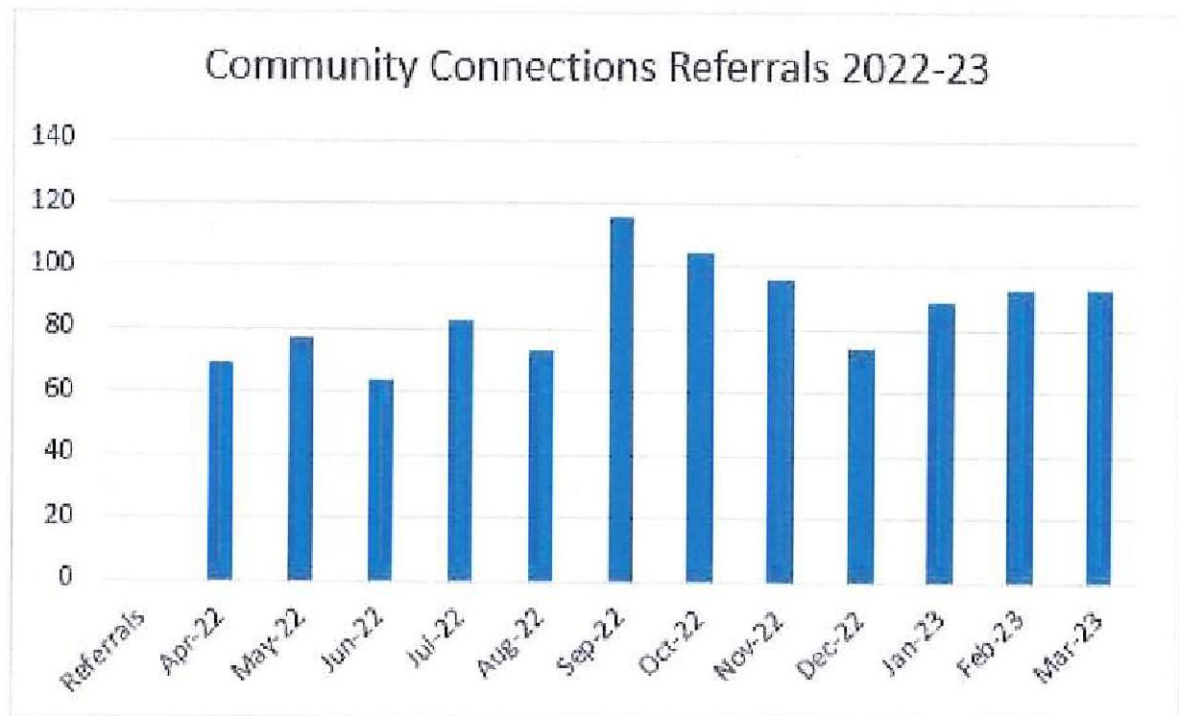


Chart 2 – Community Connections referrals from 1 April 2022 and 31 March 2023.

WELLBEING ADVICE AND INFORMATION

Our Wellbeing Advice and Information Officer also worked hard alongside the Community Connections team and during the year has had over 1,100 appointments, giving people advice and information about a number of issues including benefits, housing, finances and domestic abuse.

The service post-pandemic has led to a marked increase in complex referrals, with both social and financial elements. A larger proportion of referrals have been related to the possibility of becoming homeless and clients being unable to support themselves financially. In addition to the complex health conditions which some people are experiencing, coupled with their financial

situation (requiring support through the benefits process, support to keep them housed, foodbank vouchers and support to balance their budgets due to difficult economic conditions), additional emotional support and time was also needed to support their health and wellbeing. This means that collaborative work with other service providers and other members of the MFT team is now part of the supportive framework offered to allow wraparound, sustainable future health and wellbeing. All referrals require intensive follow-ups which may be short term or long term. There is an ongoing caseload of around 80 to 100 people which involve consistent work to reach a successful, tailor-made outcome for each individual.

SAFE HAVEN

This has been another productive year at our Epsom Safe Haven. The Safe Haven team have kept the service moving forward and we have managed a move to the Brickfield Centre during this financial year.

Our MFT team have been as flexible as ever and we have added to the number of bank workers. We managed to provide a consistent service throughout the year, mainly due to a really flexible team and our good relationship with our Surrey and Borders Partnership NHS Foundation (SABP) partners.

The move to the Brickfield Centre, following an extensive period of exploration alongside the Advisory Group, happened in May 2022 and has been a really positive one for us. We have plentiful parking, a strong and consistent Wi-Fi signal, more confidential spaces that enable us to offer more support to those in crisis and their families, and generally a nicer environment for the team to work in. We have worked hard to turn the main room we use into a

low stimulus, non- clinical, calming environment with soft lighting, nature-based artwork and soft seating. The feedback we've received about the environment has been positive, especially by those in crisis.

The service continues to be offered solely to those experiencing crisis or needing support to prevent a crisis and to the people accompanying them. Following the guidelines set by SABP and MFT, staff and people accessing the service had to wear masks for part of this financial year. Safety measures, such as the cleanliness of the premises remained paramount for the safety of staff and visitors, and there was a stringent and monitored regime in place to enable us to keep everyone safe.

During this period, we also employed a Lived Experience Support Worker who has added value and brought a different perspective to the support we can offer. Their role is continually being developed. Our Safe Haven Manager and Lived Experience Support Worker both enrolled and completed the Implementing Recovery through Organisational Change course (IMROC) and, in the next financial year, plan to pilot themed Safe Haven workshops during the hours in which Safe Haven operates, using our Lived Experience Support Worker and the wider team to facilitate them.

Our Safe Haven team have been able to access training on a range of subjects relating to their work, to continue their Continuous Professional Development (CPD) journey, develop their skills and enable them to support people in crisis in the best way possible.

Our Safe Haven visitor numbers are still down on pre-pandemic numbers, but we feel we have been able to offer a really supportive and comprehensive service to those experiencing crisis and to their families.

“Attend Anywhere” - our online platform enabling us to support people virtually, has become part of our offer permanently, as it enables us to work with our partners from other Safe Havens to provide a consistent service across all of the Surrey Safe Havens.

GENERAL PRACTICE INTEGRATED MENTAL HEALTH SERVICE (GPIMHS)

Our GPimhs service has continued to grow and develop with the service moving to Dorking in June 2023. Epsom and Banstead have continued to be involved with the Transformation Project which has brought about significant changes for the service. We are now based in all six of our Primary Care Network (PCN) areas with our team of Community Connectors.

The service has become busier over the last 12 months and our Community Connectors have offered over 3,000 appointments in the last year. We also welcomed new colleagues to the service with the recruitment of our new Lived Experience Practitioners. The team have been on their own recovery journey from their experiences of mental health difficulties. While working with a client they explicitly draw on their own lived experiences; telling their recovery story to inspire hope, model recovery, improve their sense of community belonging and support clients to find their own path to recovery. They will provide support and proactive bridging to (outreach) services and

interventions. They will also provide peer support and practical assistance to help clients regain control over their lives and support them to achieve a better quality of life despite their mental health difficulties.

SERVICE USER NETWORK (SUN)

SUN is our service for people experiencing difficulties with complex emotions often associated with personality disorder. Launched in January 2021, it is now a valuable resource recognised by several professional organisations. SUN has seen a steady development in its client base (clients are called members) and since April 2022, there have been 289 new referrals to the service. The service currently offers seven groups weekly – four of which are online and three which are face-to-face.

The service continues to develop and there are now monthly SUN community meetings and focus groups where members have a say and can get involved in service development. The service has co-produced a newsletter with SUN members and has published two to date. The service is also offering a face-to-face preparation workshop on the last Thursday of every month to support and encourage members to access face-to-face groups.

We have welcomed two new SUN facilitators with Lived Experience to the staff team, in June 2022 and in December 2022.

SUN has received some very positive qualitative feedback, from the people using the service (see below) showing how invaluable they find the service.

CONTENT WARNING: One of the comments below mentions self-harm which some readers may find triggering or upsetting.

WHAT OUR CLIENTS SAY

"I would definitely recommend this service. I have found it very useful for helping me with my mental health. I can only talk about the online group as I've not been to a face-to-face group but it's something that other members speak highly of and I hope that when I build up enough confidence I will try to attend one myself. I feel that the group gives me lots of support which I feel keeps me grounded. It's important to me that the help I receive is from people who understand which also includes the facilitators. I can honestly say that I would recommend it to anyone who is struggling or even just needing everyday support. It's a first-class experience."

"Before my last attempt of suicide, I had a feeling that I never experienced before and that was an emptiness inside. I realised at one of the group meetings that the emptiness was people. I was actually lonely but didn't realise it. It's something that I address by going back to the group every week. I hope to attend more often in the future."

IN-REACH

Our In-Reach service also continues to be an innovative and responsive service based within mental health hospital wards, working alongside the ward staff. The service aims to support people with the transition from

hospital back into their homes and hopefully prevent readmission. The service has received 456 referrals to date and has some clear goals and aims, primarily working with people to prepare for the move from hospital and then supporting with creating links in the community and be part of their local community. The service has been extremely successful and there have been very few people readmitted to hospital after receiving this service. The service has offered both face-to-face and virtual support and the team have developed positive working relationships with the ward staff.

WHAT OUR CLIENTS SAY

"Have found the service helpful. Really grateful for face-to-face appointments and the option for phone appointments."

"Very friendly, empathic, kind and compassionate."

The on-going success and the value to the people receiving this support continues to be recognised. The service has been funded for an additional 12 months. Alongside providing the In-Reach service, our In-Reach team are working alongside our Surrey and Borders Partnership NHS Foundation Trust (SABP) colleagues in another SABP new initiative – "The Discharge Hub".

The Discharge Hub is a cross system co-located multi-disciplinary team (MDT) of professionals, focused on supporting our current MDT structures, to progress the safe and timely discharge of people who are currently admitted to an SABP funded inpatient bed. The hub will be a group of people in a room who will be responsible for identifying and resolving barriers and are

responsible for taking the practical and tangible steps to progress discharges.

RECOVERY & CONNECT

Our Recovery & Connect service continues to be an innovative and responsive service supporting individuals whose primary need is mental health. The team offer a non-clinical person-centred support package. The initial pilot was linked to the Single Point of Access and was specifically targeted at those who were frequent callers. The service was then funded for an additional 12 months to work alongside three pilot Community Mental Health Recovery Services (CMHRS) teams. The team worked assertively in an outreach capacity with a caseload of individuals for up to three months who were identified through meetings with and referrals from the pilot CMHRS sites. Our Recovery & Connect team worked with a caseload and worked intensively, creating and adding to any existing support plans. The team attended joint meetings and actively ensured individuals could practically access any community resources. They supported individuals to develop resilience and manage their mental health more effectively, enabling them to transition to and engage with community services. The initial team in this pilot changed due to a staff member leaving but we were pleased to welcome a great new addition to our team recently.

WHAT OUR CLIENTS SAY

"Lynne [one of our Recovery & Connect Workers] always makes sure I have a safe space to talk about any concerns about anything and help me navigate them. Most of things may be small things to others but huge things for me. I can honestly say without Lynne supporting me I'd probably still be hiding away with my head in the sand and simply trying to survive. I'll never be able to thank the service and Lynne for all they've done for me. It really has saved my life".

The service has now been funded for an additional 12 months but has now been refocused to work alongside our SABP colleagues in a new initiative called "HomeFirst". HomeFirst is a new multi-agency, enhanced community-support initiative that was introduced in January 2023. It is underpinned by collaborative care planning across health, social care, VCSE, and local government organisations; enabling individualised packages of care to be delivered across agencies via outreach and home visits.

HomeFirst will offer short-term intensive intervention and outreach services for people with long term and complex needs. The aim is to keep people well in their own community by preventing any future deterioration in their mental health and the resulting need for repeat in-patient admission.

The HomeFirst approach is an extension of the Recovery and Connect service which was successfully piloted in three Adult Community Mental Health Recovery teams during 2022.

SEVERE MENTAL ILLNESS (SMI) PHYSICAL HEALTH LIAISON

We have also recently launched our new Severe Mental Illness (SMI) service. People living with so-called severe mental illness (such as bipolar, schizophrenia or psychosis) face one of the greatest health inequality gaps in England, dying approximately 20 years earlier than the general population in most part due to preventable physical health diseases.

This new initiative aims to reduce this inequality by supporting the uptake of physical health checks that people with a diagnosed severe mental health illness are entitled to but do not always access. Our Physical Health Liaison Workers will work holistically and directly with individuals on the SMI register to increase the uptake of physical health checks and create positive lifestyle changes. This will be in partnership with other key health and social care professionals in the Surrey Heartlands area.

VOLUNTEERING

In June 2022, we recruited a new Volunteering Co-Ordinator who, upon joining MFT, has contacted all our volunteers (active and dormant) to introduce themselves and get an understanding of their individual volunteering requirements as part of their overall volunteer journey with MFT. This has resulted in a more streamlined, focused and active volunteer group. In addition, they have been reviewing the entirety of our volunteer programme including the culture of how we use volunteers (both clients and non-clients) and has implemented a new volunteer database, volunteer agreement and application form. They are partway through updating the

recruitment and onboarding process, making it more 'in tune' with current volunteering good practise and the legal aspect of working with volunteers.

CO-PRODUCTION AND COMMUNITY ENGAGEMENT

This year we have continued to embed Co-production at every level of the organisation and improve our knowledge and understanding of how to create a culture whereby we involve people with lived experience of using mental health services in everything that we do.

This year, our Advisory Group has been involved with us in more ways than ever before:

- Interviewing candidates for new positions.
- Leading on our Safe Haven relocation stakeholder consultation.
- Designing our Welcome Pack for all clients.
- Advising on the development of our new strategy.
- Getting on the Board of the newly formed Adult Mental Health Alliance (see further information on pages 4-5, in our introduction).
- Working together with MFT and other service providers to evaluate and design services such as the Community Connections Programme.
- Planning and contributing to Mental Health Awareness Week.
- Working with the Chief Executive Officer (CEO) and Chair of Trustees on the revision of the Charity Objects.

CO-PRODUCTION EVALUATION

Co-production is an ever-evolving concept and practice that require continuous review and evaluation to improve and learn from. This year, we were committed to evaluating how well Co-production is embedded in our organisation by piloting Surrey and Borders Partnership NHS Foundation Trust's (SABP) Co-production Toolkit. This assessment tool was completed by our Advisory Group, staff and Trustees. The results showed that we have made significant progress with integrating Co-production principles and involving people with lived experience at every level within the charity. It also highlighted areas for improvement, such as education and communication around Co-production, and created direction for further development and growth.

MFT is heavily influenced by the principles and theories of Co-production, where professionals and people with lived experience work together to create solutions. However, Co-production is not always an easy concept to put into practice. This year we have continued to build relationships and make connections with other organisations within the mental health sector in Surrey who are also practising Co-production. These connections and sharing of practices have led to the creation of the Surrey Mental Health Co-production Network, in which professionals from these organisations can come together and share tools, experiences and developments around Co-production. This is an exciting development that we look forward to expanding on in the year ahead.

FUNDRAISING

We have had some generous support from many partners in our locality this year, some of whom are new to us. Five different Waitrose stores (Dorking, Epsom, Esher, Hersham and Leatherhead) donated to MFT as part of their Community Matters local funding scheme. We were also delighted to receive funding from The Co-op Community Fund as well as being selected for and then taking part in the Tesco Community Grant (blue token scheme in-store).

We also received some donations from two different choirs – The Ladybird Choir and The Weybridge Choir - putting on three fundraising choral events over the course of the year. We were also thrilled to be the charity to receive the donations made to Councillor Charu Sood's "Colour Festival" which she organizes each year to celebrate Holi. The Inclusion Initiative also took part in some festive fundraising for MFT by wearing their Christmas jumpers during one of their training sessions, in support of our "Christmas Jumper" campaign.

We have had quite a sporty year of fundraising with:

- Our new superstar marathon runner Sam who smashed her fundraising target when she ran The London Marathon for MFT.
- Local estate agents Elizabeth Hunt Associates who completed a very successful sponsored 26-mile walk on one of the coldest days of the year!
- Our very own football team, The East Surrey Eagles, who were top fundraisers in their own sponsored walk in October;

- Surrey and Borders Partnership NHS Foundation Trust (SABP) donated their fundraising from their sponsored walk to MFT too.
- Local business, Unily, who chose MFT as the recipient of their fundraising for their annual 'Cornhole Challenge' competition.

Some of our local schools were busy fundraising for us too:

- Therfield School won the prize in the 'First Give' competition advocating for MFT.
- students at St John's Leatherhead held some fundraising activities at school.
- Monty House at St John's held a fundraising dinner and race night with the proceeds going to MFT.
- The sixth form at Howard of Effingham donated their Rag Week collection to MFT.

As well as thanking private anonymous donors who make a one-off or regular monthly donations, we'd like to thank many local groups and societies for choosing MFT as the recipient of their generosity including: The Banstead Rotary Club; The Epsom Rotary Club; the Bookhams, Fetcham and Effingham Nursing Association; The Ashted Women's Register and lastly The Leatherhead Lions for sponsoring our football team, The East Surrey Eagles, with a new football kit!

We have received some vital restricted funding for projects from Tim Hall, County Councillor for Leatherhead & Fetcham; The Arnold Clark Community Fund; The Wates Family Enterprise Trust; Community Foundation for Surrey;

and The Shanly Foundation. We would like to thank them all for their valued support.

END STIGMA SURREY

End Stigma Surrey (formerly known as Time to Change Surrey) is a campaign commissioned by Surrey County Council and delivered by a partnership of Surrey community mental health not-for-profit providers: Mary Frances Trust, Catalyst and Acting Out Productions. The aim is simple: to raise awareness of and reduce mental health stigma and discrimination.

Here are the highlights of the campaign for the year:

- We transitioned from Time to Change Surrey to our new name and brand: End Stigma Surrey in October 2022 (see new logo in illustration 1 below).
- We created a new website created with content including results from a mental health stigma survey, Mental Health champions' stories and blogs, an anti-stigma toolkit to help people identify and reduce stigma.
- Our networks extend across all areas of diversity and equality, and harder to reach groups – good links with Gypsy Roma Traveller; LGBTQIA+; young adults and men. Work is ongoing to engage Black, Asian and Minority Ethnic (BAME) community.
- We engaged organisations to sign up to the national Time to Change Employers Pledge including local councils; colleges / universities and workplaces in Surrey.

- Training sessions on mental health anti-stigma for End Stigma Surrey champions have been delivered by Jo Loughran, former director of the national campaign Time to Change.



Illustration 1 – New End Stigma Surrey logo, developed by all three partners with the support of our Advisory Group.

PUBLIC BENEFIT STATEMENT

The Trustees are satisfied that these activities are carried out for the public benefit, having due regard for the guidance given by The Charity Commission. All Trustees on the Board give their time freely and no remuneration was paid to them.

FUNDING

Nearly all of MFT's income is received from statutory funders. In our case, approximately 95% of overall MFT income for 2022-2023 came from Surrey County Council and NHS Surrey. MFT is directly contracted to deliver services

on behalf of: Surrey County Council Social Care, Public Health, Surrey Downs Clinical Commissioning Group (CCG) and Surrey and Borders Partnership NHS Foundation Trust.

Over the course of the year, MFT secured funding grants and generous donations for specific purposes, which are classified as 'restricted funds'. These are highlighted in the Fundraising section of this report. This source of funding carries some external condition(s), set by the grantor or donor, governing how it is used. These 'restricted funds' are just as valuable to MFT and the people we support, but we must take care to ensure these are separated from our unrestricted funds and spent only to meet the specific purpose for which they were provided.

In the financial year 2022/2023, we received approximately £48,000 of restricted income, from these sources, along with donations of unrestricted income totalling approximately £16,000.

For the second year running, we received a significant level of funding for services to be provided in the next financial year. This can only be booked as income once the contracted services have been performed. In the meantime, the funding received has been recorded as a deferred income liability on our balance sheet as at 31 March, 2023.

We are required to prepare our financial accounts in accordance with the Statement of Recommended Practice (SORP) and to adhere to the 'Accruals' principle. This allows easier comparison of our performance from one year to the next (because the accounts are not impacted by variability in the exact timing of cash inflows and outflows).

Furthermore, as our gross income exceeded £1 million, we are required to submit our accounts for scrutiny via an independent audit.

The Charity receives funds from multiple sources and to meet our objectives we must spend money for many different purposes. The majority of our income carries no external restriction on how it is spent, though this must always be in accordance with the Charity's objects. These 'unrestricted funds' are the lifeblood of the Charity.

Income and expenditure in the last financial year are explained in detail in the annual Statement of Financial Activities. Given the differences between unrestricted and restricted funds, the income and expenditure for each are presented separately.

The Trustees view the operational surplus, or deficit, in unrestricted funding for the year to be a key indicator of the financial strength of MFT. A surplus can be invested for the benefit of the people who benefit from our services, or to bolster our reserves. These reserves provide us with a buffer in the event of adverse impacts from unforeseen events, so we can continue our normal operations. A major deficit, or series of smaller deficits, could damage the Charity's finances, though this may also be planned for when we seek to invest in furthering our objects.

MFT's overall net incoming resources for the financial year 2022/23 were £60,623, comprising unrestricted net income of £61,468 offset by £845 of restricted net expenditure. This compares with overall net incoming

resources for 2021/22 of £123,817, of which £100,053 was unrestricted net income and £23,764 was restricted net income.

Our operational surplus can principally be attributed to unforeseen increases in funding from statutory funders during the year, agreement by some donors to us utilising their grants to fund courses, and savings on operating expenses. This was achieved despite our decision to make a one-off cost of living support payment to our staff midway through the financial year. The approved budget for 2023/24 anticipates a modest further operational surplus.

RESERVES POLICY

The Charity is primarily funded through 'fixed-price' contracts with the local Clinical Commissioning Group and Surrey and Borders NHS Foundation Trust (SABP), while we have a cost base that we expect to increase in overall terms with time. The Charity must also consider the wide range of risks it faces in the course of its operations and retain sufficient funding to manage the consequences, should one or more of these risks materialise.

For this reason, the Charity seeks to maintain a level of unrestricted free reserves equivalent to, at least, our budgeted unrestricted expenditure for a period of six months, which amounts to £809,000 based upon the approved 2023/24 annual budget. Our unrestricted free reserves as at 31 March 2023 were £721,212.

This report has been produced in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the board:

Sam Greenhouse

Sam Greenhouse

10/7/23

Date

Audited Accounts (for the year ending 31-3-23)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE MARY FRANCES TRUST

Opinion

We have audited the financial statements of The Mary Frances Trust (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cashflows and notes to the financial statements, including a summary of significant accounting policies and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and

- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our Auditor's Report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report prepared for company law purposes, for the financial year for which

the financial statements are prepared is consistent with the financial statements; and

- the Directors' Report included within the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees' were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a strategic report

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement set out on page 6 the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Based on our discussions with the charity's management and the Trustees, we identified that the following laws and regulations are significant to the entity:

Those laws and regulations considered to have a direct effect on the financial statements include UK financial reporting standards and Charity Law.

Those laws and regulations for which non-compliance may be fundamental to the operating aspects of the charity and therefore may have a material effect on the financial statements include compliance with the charitable objectives, public benefit, data protection, safeguarding and health and safety legislation.

These matters were discussed amongst the engagement team at the planning stage and the team remained alert to non-compliance throughout the audit.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: inquires of management and the Trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of Trustee meeting minutes; testing

the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud.

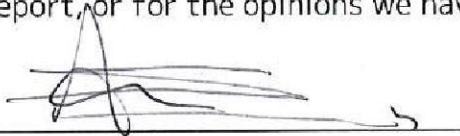
No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities from error. As explained above there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our Auditor's Report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable

company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Signed 
Andrew Skilton (Senior Statutory Auditor)

For and on behalf of Brewers, Statutory Auditor
Bourne House
Queen Street
Gomshall
Surrey
GU5 9LY

Date: 10 July 2023

Statement of Financial Activities
For Year Ended 31st March 2023

	Notes	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds Year Ended 2023	Total Funds Year Ended 2022
		£	£	£	£
INCOME FROM:					
<i>Donations</i>		15,889	860	16,749	29,551
<i>Income from charitable activities</i>	2	1,365,972	46,626	1,412,598	1,170,405
<i>Income from Investments</i>					
Interest		9,798	-	9,798	2,306
TOTAL		1,391,659	47,486	1,439,145	1,202,262
EXPENDITURE ON:					
Charitable Activities					
Raising Funds	3	22,834		22,834	12,404
Charitable Activities	4	1,307,357	48,331	1,355,688	1,066,041
TOTAL		1,330,191	48,331	1,378,522	1,078,445
NET INCOME		61,468	(845)	60,623	123,817
NET MOVEMENT IN FUNDS					
Balances b/fwd at 1st April 2022		667,322	54,117	721,439	597,622
Balances c/fwd at 31st March 2023		728,790	53,272	782,062	721,439

The notes on pages 48 to 59 form part of these accounts.

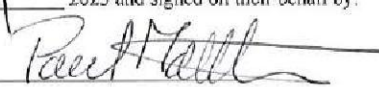
Balance Sheet
At 31st March 2023

		TOTAL 2023		TOTAL 2022	
	Notes	£	£	£	£
FIXED ASSETS					
Tangible fixed assets	9		7,578		8,586
CURRENT ASSETS					
Debtors	10	203,837		39,349	
Cash at bank and in hand		1,221,233		1,304,809	
		1,425,070		1,344,158	
Creditors due within one year	11	650,586		631,305	
NET CURRENT ASSETS			774,484		712,853
NET ASSETS			782,062		721,439
FUNDS					
Unrestricted funds			728,790		667,322
Restricted funds	13		53,272		54,117
TOTAL CHARITY FUNDS			782,062		721,439

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies. Under the Companies Act 2006 section 454, on a voluntary basis the Trustees can amend the financial statements if they prove to be defective.

Approved by the Trustees on 10 July 2023 and signed on their behalf by:


Sam Greenhouse – Chair of
Trustees


Paul Matthews
Trustee

Charity No. 1055113
Company No. 3189443

Cashflow Statement
At 31st March 2023

		TOTAL 2023	TOTAL 2022
	Notes	£	£
Net cash generated by operating activities	17	<u>(89,224)</u>	<u>556,407</u>
Cash flows from investing activities:			
Purchase of Fixed assets		(4,150)	(5,559)
Interest received		<u>9,798</u>	<u>2,306</u>
Net cash provided by investing activities		<u>5,648</u>	<u>(3,253)</u>
Change in cash and cash equivalents in the reporting period		<u>(83,576)</u>	<u>553,154</u>
Cash and cash equivalents at the beginning of the reporting period		1,304,809	751,655
Cash and cash equivalents at the end of the reporting period		1,221,233	1,304,809

Notes to the Financial Statement

For Year Ended 31st March 2023

1. ACCOUNTING POLICIES

The financial statements for the entity Mary Frances Trust which meets the definition of a public entity under FRS 102 have been prepared in accordance with the Companies Act 2006 and applicable Accounting Standards in the United Kingdom including the 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). These financial statements have been prepared under the historical cost convention.

The accounts are prepared on an accruals basis and include income and expenditure as they are earned or incurred.

INCOME

Voluntary Income

Donations under gift aid, together with the associated income tax recovery, are recognised when there is evidence of entitlement to the income and its amount can be measured reliably.

Grant and contractual Income

Grant and contractual income is recognised in the statement of financial activities when the charity is entitled to the income. Contractual income is recognised as performance obligations are met. Grant income with performance related conditions received in advance of delivering the service, or income with a time restriction is deferred until the stipulated criteria are met.

VAT

The charity is exempt or zero rated for VAT purposes and does not charge VAT on any income. Consequently, no VAT can be reclaimed on costs and the input VAT is added to the accounts.

EXPENDITURE

General Expenditure

Expenditure liabilities are recognised when there is a legal or constructive obligation committing the charity to the expenditure and that it is probable that the settlement may be required and the amount can be measured with reasonable accuracy.

Support Costs

Support costs are those costs which enable charitable activities to be undertaken. These include finance, human resources, premises, IT legal and governance.

Governance Costs

Governance costs include those costs associated with administration of the charity and compliance with constitutional and statutory requirements and include the Audit fee.

Staff costs

These costs are allocated between service delivery and support costs on the basis of time spent by the relevant staff.

The financial value of time spent by volunteers has not been included but is described in the Trustees' Report.

Pension scheme

Defined contributions made to a group personal pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Operating leases

Leases where substantially all the risks and rewards remain with the owner are classified as operating leases.

Payments made under operating leases are recognised in the Statement of Financial Activities on a straight line basis over the period of the lease.

Notes to the Financial Statement
For Year Ended 31st March 2023

Tangible Fixed Assets used by the Charity

Depreciation of fixed assets is calculated to write off their cost over their estimated useful lives as follows:

Improvements to property	over the terms of the lease
Office equipment	33.3% straight line
Fixtures and Fittings	33.3% straight line
Computer Equipment	33.3% straight line

Additions are capitalised if their cost exceeds £500.

Cash and Cash equivalents

Cash and Cash equivalents are deposits which mature within 100 days.

Debtors

Debtors are measured at settlement amount net of any discount.

Creditors

Creditors are measured at settlement amount.

Financial Instruments

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

FUNDS

Unrestricted funds

Unrestricted funds are spent or applied in accordance with the charity's objectives.

Restricted funds

Restricted funds are funds received for undertaking activities specified by the donor. All costs applied against the fund are in accordance with that specific purpose.

GOING CONCERN

The Trustees confirm that there are no material uncertainties about the charity's ability to continue for the foreseeable future which is defined as one year from the date of signing the financial statements.

The Trustees are of the opinion that the charity will have sufficient resources to meet liabilities as they fall due.

Notes to the Financial Statement
For Year Ended 31st March 2023

ESTIMATES AND JUDGEMENTS

The most significant areas of judgements that affect items in the accounts are detailed above.

CHARITABLE INCOME	2023		2022	
	2023	2022	2023	2022
	£	£	£	£
2. Contractual Income				
Community Connections	447,484	-	429,160	-
Catalyst	84,480	-	84,480	-
Safe Haven	167,021	-	152,021	-
SECAMB	-	-	2,000	-
GPMS/SUN	414,844	-	253,563	-
Recovery Connect	105,774	-	116,000	-
In-Reach	146,369	-	97,096	-
Restricted Funds Income	-	46,626	-	36,085
	1,365,972	46,626	1,134,320	36,085
				1,170,405
3. RAISING FUNDS				
	2023	2023	2022	2022
	£	£	£	£
Staff costs	20,557	-	10,986	-
Other direct costs	2,277	-	1,4018	-
	22,834	-	12,404	-
				1418
				10,986
				12,404

Notes to the Financial Statement
For Year Ended 31st March 2023

4. CHARITABLE ACTIVITIES	Notes	2023		2022		2022	
		Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
		£	£	£	£	£	£
Staff costs	6	976,222	10,035	986,257	768,922	-	768,922
Service delivery systems		19,604	-	19,604	15,646	-	15,646
Facilities		11,482	-	11,482	24,295	-	24,295
Courses and activities		21,014	-	21,014	18,070	-	18,070
Training		10,200	-	10,200	6,674	-	6,674
Co-Production		1,325	-	1,325	-	-	-
Restricted funds expenditure		-	37,011	37,011	-	20,512	20,512
		1,039,847	47,046	1,086,893	833,607	20,512	854,119
Support costs allocated		267,510	1,285	268,795	211,922	-	211,922
Total		1,307,357	48,331	1,355,688	1,045,529	20,512	1,066,041

5. NET INCOME	2023	2022
	£	£
Net income is stated after charging		
Depreciation	5,158	4,870
Operating lease payments	45,007	45,007
Audit /Independent Examiners Fee	5,520	4,800

Notes to the Financial Statement
For Year Ended 31st March 2023

6. STAFF COSTS	2023				2022			
	2023	2023	2023	2023	2022	2022	2022	2022
	£	£	£	£	£	£	£	£
Service delivery					Service delivery			
Raising Funds					Raising Funds			
Support					Support			
Total					Total			
Salaries	826,900	13,611	133,851	976,362	650,587	8,268	101,592	760,447
National Insurance	72,919	624	11,759	85,301	54,383	404	8,653	63,420
Pension costs	57,719	6,322	13,472	77,512	47,754	2,314	11,975	62,043
Other costs	957,537	20,557	161,081	1,139,176	752,724	10,986	122,200	885,910
	18,685	-	18,401	37,086	16,198	-	10,574	26,722
	976,922	20,557	179,482	1,176,962	768,922	10,986	132,774	912,682
Average number of employees	35	1	6	42	27	1	4	32

Staff costs from restricted funds

Salaries	8,380
National Insurance	979
Pension Costs	676
	<u>10,035</u>

The key management personnel of the charity are the Leadership Team.

The total remuneration of the key management personnel was £255,514 (2021: £210,769)

No Trustees received remuneration or expenses during the year or prior year.

No employee received remuneration in excess of £60,000 either year.

Notes to the Financial Statement
For Year Ended 31st March 2023

7. SUPPORT COSTS	Note	2023	2022
		£	£
Staff costs	6	179,482	132,774
Rent		41,400	41,400
Rates & Services		6,747	3,645
Subscription		7,706	5,049
Maintenance		8,768	9,381
Health & Safety		2,411	1,975
Stationery		1,883	1,639
Office equipment		978	908
Insurance		4,267	3,439
Governance costs	8	9,995	6,842
Depreciation	9	5,158	4,870
		<u>268,795</u>	<u>211,922</u>

Support costs include £1,285 allocated to restricted expenditure (2022: £NIL)

8. GOVERNANCE COSTS	2023	2022
	£	£
Legal and professional	4,475	2,042
Audit/Independent Examiner's Fee	5,520	4,800
	<u>9,995</u>	<u>6,842</u>

9. FIXED ASSETS	Improvements to property	Office Equipment	Fixtures & Fittings	Computer Equipment	Total
Cost			£	£	£
1st April 2022	-	1,794	4,254	30,251	36,299
Additions	-	-	-	4,150	4,150
Disposals	-	(654)	(4,254)	(2,983)	(7,891)
31st March 2023	-	1,140	-	31,417	32,557
Depreciation					
1st April 2022	-	1,398	4,254	22,061	27,713
Charge for year	-	360	-	4,798	5,158
Disposals	-	(654)	(4,254)	(2,983)	(7,891)
31st March 2023	-	1,104	-	23,876	24,979
Net book value					
31st March 2023	-	36	-	7,542	7,578
31st March 2022	-	396	-	8,190	8,586

10. DEBTORS	2023	2022
	£	£
Amounts falling due within one year:		

Notes to the Financial Statement
For Year Ended 31st March 2023

	2023	2022
10. DEBTORS	£	£
Amounts falling due within one year:		
Trade debtors	184,336	-
Accrued income and prepayments	19,501	39,349
	<u>203,837</u>	<u>39,349</u>
11. CREDITORS	2023	2022
	£	£
Amounts falling due within one year:		
Trade creditors	2,208	1,405
Accruals	15,892	12,249
Deferred income	607,469	523,035
Taxation and social security	25,017	17,831
Other creditors	-	76,785
	<u>650,586</u>	<u>631,305</u>
12. DEFERRED INCOME ANALYSIS	2023	2022
	£	£
GPIMHS/SUN	270,000	225,000
Recovery Connect	109,842	116,666
Safe Haven	20,000	35,000
In-Reach	124,991	146,369
SMI	82,636	-
	<u>607,469</u>	<u>523,035</u>

Income which has been deferred relates to contracts to be performed, and income earned, in the next financial year.

Notes to the Financial Statement
For Year Ended 31st March 2023

13. RESTRICTED FUNDS	Balance 01/04/2022 £	Incoming Resources £	Expenditure £	Balance 31/03/2023 £
a) Brickfield Community Fund	330	-	(157)	173
b) Elmbridge Partnership/Walton Charity	3,879	-	(3,879)	0
c) Grow the Game	1,892	-	(1,319)	573
d) Men on Bikes	2,916	-	(2,916)	0
e) Bridging the Gap	975	-	(975)	0
f) Music in Nork Park Fund	2,545	-	(1,280)	1,265
g) Return to Football	1,000	-	-	1,000
h) C-19 Phase 3 Funding	7,655	-	(7,655)	0
i) MVDC Small Grant Community Fund	1,260	-	(1,260)	0
j) Oisín Reed Fund	8,165	860	(82)	8,943
k) Nature Nurture Project	17,500	-	(9,015)	8,485
l) The Hope Project	6,000	-	(2,704)	3,296
m) Foundational Skills for Independence	-	30,000	(16,089)	13,911
n) Leatherhead Coffee Mornings	-	1,000	(1,000)	0
o) Arnold Clark Community Fund	-	2,000	-	2,000
p) Wates Family Enterprise Trust	-	5,000	-	5,000
q) The Community Foundation for Surrey	-	5,000	-	5,000
r) Dorking Project	-	2,000	-	2,000
s) Tesco Community Fund	-	1,000	-	1,000
t) East Surrey Eagles	-	626	-	626
	<u>54,117</u>	<u>47,486</u>	<u>(48,331)</u>	<u>53,272</u>

- a) Brickfield Community Fund - Brickfield peer support group.
- b) Elmbridge Partnership/Walton Charity - Provision of free transport to access local leisure centre (extended to include local activities).
- c) Grow the Game - Funding for two local football teams.
- d) Men on Bikes - Physical activities to support men's mental health.
- e) Bridging the Gap - Young person's project in Epsom.
- f) Music in Nork Park Fund - Parenting project and activities local to Banstead.
- g) Return to Football - Football activities.
- h) C-19 Phase 3 Funding - Provision of online courses during and post Covid.
- i) MVDC Small Grant Community Fund - Grant for office equipment in the Mole Valley area.

Notes to the Financial Statement
For Year Ended 31st March 2023

- j) Oisín Reed Fund - Activities and support for young people and their parents.
- k) Nature Nurtures Project – Surrey County Council Funding. Workshops to help people connect with nature in their environment.
- l) The Hope Project – Surrey County Council Funding. Using a community development approach to explore the theme of 'hope' in the community, through a variety of workshops and activities.
- m) Foundational Skills for Independence – Funding received from Surrey County Council to provide a skills and personal development short course for anyone wanting to improve their independence.
- n) Leatherhead Coffee Mornings – Community Partnerships and Engagement Team, Surrey County Council funding to host coffee mornings covering venue hire, facilitator fees and refreshments.
- o) Arnold Clark Community Fund – Funding for parenting groups.
- p) Wates Family Trust Enterprise – Costs towards 16–25-year-old mental health support packages.
- q) The Community Foundation for Surrey – Young people's project.
- r) Dorking Project – Funding received from Shanly Homes to deliver a programme designed to improve emotional wellbeing of local people close to their homes.
- s) Tesco Community Fund – Funding for art supplies, venue hire and physical fitness instructor.
- t) East Surrey Eagles – Funds for East Surrey Eagles football team activities and equipment.

Notes to the Financial Statement
For Year Ended 31st March 2023

14. ANALYSIS OF NET ASSETS BY FUND

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Fixed assets	7,578	-	7,578
Current assets	1,371,798	53,272	1,425,070
Current liabilities	<u>(650,586)</u>	<u>-</u>	<u>(650,586)</u>
Net current Assets	721,212	53,272	774,484
Net Assets by Fund 2023	<u>728,790</u>	<u>53,272</u>	<u>782,062</u>
Net assets by Fund 2022	<u>667,322</u>	<u>54,117</u>	<u>721,439</u>

15. OPERATING LEASE COMMITMENTS

At 31 March 2023 the charity had annual aggregate commitments under non cancellable operating leases as set out below:

	2023 £	2022 £
Within one year		
Land & Buildings	<u>41,400</u>	<u>41,400</u>
Between one and five years		
Other	<u>588</u>	<u>588</u>
	<u>41,988</u>	<u>41,988</u>

16. LIMITED BY GUARANTEE

The charity is limited by guarantee and has no share capital. On winding up each statutory member is liable to contribute a sum not exceeding £1.00

Notes to the Financial Statement
For Year Ended 31st March 2023

17. RECONCILIATION OF NET MOVEMENTS IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023	2022
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	60,623	123,817
Adjustments for:		
Depreciation charges	5,158	4,870
Interest	(9,798)	(2,306)
Decrease/(increase) in debtors	(164,488)	27,682
Increase/(decrease) in creditors	19,281	402,344
Net cash generated by operating activities	(89,224)	556,407

18. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2023	2022
	£	£
Cash at bank and in hand	1,221,233	1,304,809
Total cash and cash equivalents	1,221,233	1,304,809

Notes to the Financial Statement
For Year Ended 31st March 2023

19. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITY

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31st MARCH 2022	Unrestricted Funds	Restricted Funds	Total Funds Year Ended
	2022	2022	2022
	£	£	£
INCOME AND ENDOWMENTS FROM:			
<i>Donations</i>	21,360	8,191	29,551
<i>Income from charitable activities</i>	1,134,320	36,085	1,170,405
<i>Income from investments</i>	2,306	-	2,306
<i>Other income</i>	-	-	-
TOTAL	<u>1,157,986</u>	<u>44,276</u>	<u>1,202,262</u>
EXPENDITURE ON:			
<i>Charitable costs</i>	1,045,529	20,512	1,066,041
<i>Other trading costs</i>	12,404	-	12,404
TOTAL	<u>1,057,933</u>	<u>20,512</u>	<u>1,078,445</u>
NET INCOME	100,053	23,764	123,817
NET MOVEMENT IN FUNDS			
Balances b/fwd at 1st April 2021	567,269	30,353	597,622
Balances c/fwd at 31st March 2022	<u>667,322</u>	<u>54,117</u>	<u>721,439</u>

TRUSTEES' REPORT

The Trustees present their report with the financial statement of the Company for the year ending 31 March 2023.

The Trustees, who are also Directors of the Company under company law and under the Company's Articles are known as the "Board of Trustees", 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). They provide their services free of charge.

Mary Frances Trust is incorporated as a company limited by guarantee. The Trust's governing document is the Memorandum and Articles of Association incorporated 23 April 1996 as amended on 28 March 2018, based on the Charity Commission's model (1995).

The principal object of the Charity is to support people with mental health problems, particularly through the use of user-led, psycho-social interventions.

At our upcoming Annual General Meeting (AGM) in the autumn of 2023, we are planning to request our members to accept some updates to the Objects of our charity as well as amendments to the Memorandum of Articles and Association (MoA).

The Trustees during the year under review were:

Sam Greenhouse	- Chair
Jeremy Ross	- Vice-Chair
Fergus Addison	- Trustee
Tommy Edwards	- Trustee – appointed 16.01.2023
Rupert Gowrley	- Trustee – appointed 22.11.2022
Susan Grant	- Trustee
Paul Matthews	- Trustee / Treasurer
Claire Nethersole	- Trustee
Steven Rowley	- Trustee – appointed 22.11.2022
Heather Ward	- Trustee

The Trustees are responsible for running the charity and, during the year, they delegate day-to-day responsibility to Patrick Wolter, Chief Executive of the Charity who is also the Company Secretary.

The operations are carried out by a staff team and a group of volunteers working closely with people who use the service. Membership of the charity is open to anyone with lived experience of emotional or mental health issues. These Members register before our Annual General Meeting (AGM) for the duration of one year. They then have the right to elect the Board of Trustees at our AGM as well as vote on important changes regarding the charity.

As much as possible, we also try to involve people with lived experience of mental health issues in the development of our charity and in defining our short and long-term objectives. MFT employs a Co-production and Community

Engagement Worker who is responsible for working with our Advisory Group, consisting of volunteers with experience of mental health issues.

Company law requires the Trustees to prepare financial statements for each financial year which 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 the event of the Company being wound up, Members are required to contribute £1 per Member.

In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity Statement of Recommended Practice (SORP);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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 confirm that:

- as far as the Trustees are aware, there is no relevant audit information of which the charitable company's auditors are unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Under the Memorandum and Articles of Association, the Trustees have the power to invest funds as they see fit.

Trustees Recruitment

The Board of Trustees seeks to recruit its members to balance various skills required to manage the Charity. Traditional business skills are required as well as experience in the mental health field, which is so important to our work. We recruit new members to the Board by advertising via national recruitment agencies such as REACH as well as through local contacts.

During the year under review, we conducted a recruitment process and we managed to attract some incredible candidates. After the interviews we offered the role to: Tommy Edwards, Rupert Gowrley and Steven Rowley. All three are expected to be officially approved by our Members at the next AGM.

In accordance with the Articles of Association, one third of the Trustees retire by rotation at the AGM each year and have the opportunity to stand for re-election.

All new Trustees are invited to visit MFT and spend time meeting people who use our services and staff to understand the character and ethos of the charity. Training is, by necessity, tailored to individual needs depending on the knowledge gaps and experience of the individuals involved.

It is extremely important for all the Trustees to fully understand and be able to implement, in all their work with MFT, our special way of working with people as well as the values and ethos of our charity.

The Trustees are aware of their responsibility, under SORP (FRS102), for undertaking a risk management review. The Risk Committee (consisting of three Trustees, MFT CEO and Head of Operations) meets on a six-monthly basis to review current and upcoming risk and risk assessments, as well as the plans to mitigate these. The Risk Register which incorporates these was regularly discussed by the Board in 2022/23.

THE MARY FRANCES TRUST

England & Wales - Charity number 1055113

Accounts



Inspiring Mental Wellbeing

Annual Report and Accounts

From 1 April 2021 to 31 March 2022

The Mary Frances Trust
23 The Crescent
Leatherhead
Surrey
KT22 8DY

www.maryfrancestrust.org.uk

info@maryfrancestrust.org.uk

01372 375 400

Charity No. 1055113

Company No. 3189443

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CHAIR:	Mrs Sam Greenhouse
VICE CHAIR:	Mr Jeremy Ross
TRUSTEES:	Dr Fergus Addison Mrs Susan Grant Mr Paul Matthews Mrs Claire Nethersole Mrs Heather Ward
CEO & COMPANY SECRETARY:	Mr Patrick Wolter
REGISTERED OFFICE:	23 The Crescent Leatherhead Surrey KT22 8DY
CHARITY REGISTRATION:	1055113
COMPANY REGISTRATION:	3189443
AUDITORS:	Brewers Chartered Accountants Bourne House Queen Street Gomshall GU5 9LY
BANKERS:	CAF Bank Ltd P O Box 289 West Malling ME19 4TA

INTRODUCTION

Two years on since the first national lockdown, the new ways of working established in response to the pandemic seem to have become our “new normal”. Online groups are now truly part and parcel of our offer alongside face-to-face activities which have returned to the agenda. And while no-one now questions the co-existence of both models, our organisation had to work hard to plan our journey of transition and find the necessary resources to continue to deliver the quality of service our clients expect and deserve.

Meanwhile Mary Frances Trust (MFT) has continued to develop in response to the growing wellbeing needs of Surrey residents. The team now comprises 35 members of staff, our turnover is over £1 million. We’ve launched new services such as In-Reach and Recovery Connect, and our Service User Network (SUN) now offers both online and face-to-face groups. It has been a very busy year!

And like never before, MFT plays an increasingly important part in the development of the wider mental health system in Surrey. We are deeply involved in delivering the Surrey Mental Health Improvement Programme as well as Surrey County Council’s Health and Wellbeing Strategy. MFT is at the forefront of all the changes making sure that our ethos, effective ways of working and the voices of people with lived experience of mental health issues are heard and taken into account when developing the services of tomorrow. This is both hugely exciting and hugely challenging – but, as always, our team is up to the task and ready to serve our clients to the very best of our abilities.

REPORT OF THE TRUSTEES

The Trustees who are also Directors under company law present their report with the financial statement of the Company for the year ending 31 March 2022.

GOVERNING DOCUMENT

The Mary Frances Trust is incorporated as a company limited by guarantee. The Trust's governing document is the Memorandum and Articles of Association incorporated 23 April 1996 as amended on 28 March 2018, based on the Charity Commission's model (1995).

In the event of the Company being wound up, members are required to contribute £1 per member.

OBJECTS OF THE CHARITY

The principal object of the Charity is to support people with mental health problems, particularly through the use of user-led, psycho-social interventions.

TRUSTEES AND ORGANISATION

The Trustees during the year under review were:

Mrs Sam Greenhouse	- Chair
Mr Jeremy Ross	- Vice-Chair
Dr Fergus Addison	- Trustee
Mrs Susan Grant	- Trustee
Mr Paul Matthews	- Trustee / Treasurer
Mrs Claire Nethersole	- Trustee
Mrs Heather Ward	- Trustee

The Trustees are also Directors of the Charitable Company and provide their services free of charge.

The Trustees are responsible for running the organisation and, during the year, they delegate day-to-day responsibility to Mr Patrick Wolter, Chief Executive of the Charity. Mr Wolter is also the Company Secretary.

The operations are carried out by a staff team and a group of volunteers working closely with people who use the service. Membership of the organisation is open to anyone with an emotional or mental health issue. These Members register before our Annual General Meeting (AGM) for the duration of one year. They then have the right to vote and elect the Board of Trustees at our AGM.

We also do our best to make sure that people with lived experience of mental health issues participate in the organisation's development and help with

setting our short and long-term objectives. MFT employs a Co-production and Community Engagement Worker who is responsible for working with our Advisory Group consisting of people with experience of mental health issues.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the Directors of The Mary Frances Trust for the purposes of company law) are responsible for preparing the Report of the Trustees 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 which 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 those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity Statement of Recommended Practice (SORP);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed,

subject to any material departures disclosed and explained in the financial statements; and

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

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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 confirm:

- That as far as the Trustees are aware, there is no relevant audit information of which the charitable company's auditors are unaware; and
- That the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

INVESTMENT POWERS

Under the Memorandum and Articles of Association, the Trustees have the power to invest funds as they see fit.

RECRUITMENT AND APPOINTMENT OF TRUSTEES

The Directors of the Company are also Trustees for the purpose of charity law and under the Company's Articles are known as the Board of Trustees.

The Board of Trustees seeks to recruit its members to balance various skills required to manage the Charity. Traditional business skills are required as well as experience in the mental health field, which is so important to our work. We recruit new members to the Board by advertising via national recruitment agencies such as REACH as well as through local contacts.

During the year under review, Claire Nethersole was officially appointed as Trustee by MFT's Members at the AGM in November 2021.

In accordance with the Articles of Association, one third of the Trustees retire by rotation at the AGM each year. This year it means that Sam Greenhouse and Fergus Addison will be retiring. Both would like to offer themselves for re-election.

TRUSTEE INDUCTION AND TRAINING

All new Trustees are invited to visit MFT and spend time meeting people who use our services and staff to understand the character and ethos of the organisation. Training is, by necessity, tailored to individual needs depending on the knowledge gaps and experience of the individuals involved.

It is extremely important for all the Trustees to fully understand and be able to implement, in all their work with MFT, our special way of working with people and the values and organisational ethos.

RISK MANAGEMENT

The Trustees are aware of their responsibilities under SORP (FRS102) of undertaking a risk management review. The Risk Committee (consisting of three Trustees, MFT CEO and Head of Operations) meets on a six-monthly basis to review current and upcoming risk and risk assessments, as well as the plans to mitigate these. The Risk Register which incorporates these was regularly discussed by the Board in 2021/22.

REVIEW OF OBJECTIVES AND ACTIVITIES FOR PUBLIC BENEFIT

Mary Frances Trust (MFT) is a charitable organisation established in 1994 by people who used mental health services, carers and professionals to support people with any mental health issues. It is a non-medical service set up to address the social consequences of mental health issues on the lives and wellbeing of people who use mental health services.

These include the following:

- low self-esteem and self-confidence (compounded by the negative attitudes in our society towards those with mental health issues);
- social isolation and exclusion from many areas of community life (including leisure, volunteering and education);
- low income because of long-term reliance on benefits (people using mental health services have the lowest rate of employment of any group of disabled people);

- poorer physical health compared to the general population.

Until 2006, our services were based strictly on the Clubhouse Model (a model of social rehabilitation started in New York in 1950's) which was an excellent starting point for development of user-led services. With time, however, MFT had to adapt to the changing approach to mental health, and the way services are being delivered, while at the same time staying faithful to our main values and principles.

OUR VISION

We believe anyone experiencing any kind of mental or emotional health issues should be unafraid to ask for help, receive appropriate support for as long as they need, and feel inspired to develop the skills that will help them to restore and/or maintain their own wellbeing.

OUR MISSION

Our mission is to:

- work alongside people experiencing any kind of emotional or mental health issues for as long as they need and inspire them to develop the skills that will help them to restore and maintain their emotional wellbeing.
- involve people with experience of mental health at every level of the organisation so they can help us design, deliver, monitor and review our services to ensure they respond to their changing needs.
- consistently challenge stigma attached to mental illness and raise awareness of the importance for everyone to look after their mental wellbeing.

- lead and co-ordinate the development and delivery of first-class, voluntary mental health services in Surrey.
- Maintain sufficient funding streams to be able to provide person-centred services to people experiencing any kind of emotional or mental issues.

Over the years, we have evolved a range of activities which support people using our services with their wellbeing and recovery, to access opportunities within the community, to set their own achievable goals and to have the best possible quality of life.

This year, the Board maintained its focus on three strategic priorities previously agreed:

1. "Bed-in" the updated operational model and new contracts;
2. Understand the changing landscape for mental health service provision and commissioning, to inform on MFT's role within this;
3. Further development of our co-production approach and work.

SERVICES CURRENTLY PROVIDED BY MFT

➤ **Community Connections** – Face-to-face, online and telephone one-to-one support, as well as access to activities, courses and groups delivered in small groups (online and face-to-face). All activities are designed to promote peer support and community integration, boost motivation and enjoyment, reduce loneliness and give people the tools to maintain and restore mental wellbeing over the long term. Activities include: Peer Support Groups and Coffee Mornings, Arts & Crafts, Physical Activities, Wellbeing and Self-Help Courses and Interest Groups.

- **Wellbeing Information and Advice** – Face-to-face, online and telephone support regarding a variety of issues in different areas of concern, including housing, benefits, relationships and working with other professional organisations.
- **Epsom Safe Haven** – a crisis service provided in partnership with Surrey and Borders Partnership NHS Foundation Trust (SABP). The main aim of this service is to provide an out-of-hours safe space for people in mental health crisis as an alternative to A&E. Our Epsom service runs 6pm-11pm, 365 days a year including weekends and bank holidays (other Safe Havens are available elsewhere in Surrey with different opening hours). Since the pandemic, we also offer a virtual Safe Haven to enable people to access the service from home.
- **GPimhs (General Practice Integrated Mental Health Service)** – a service delivered in partnership with Surrey and Borders Partnership NHS Foundation Trust (SABP) and Primary Care Networks (PCN). This is an emotional and wellbeing service for adults over 18 years old who are registered with a GP in Surrey. Patients are offered extended consultation times, quick and easy access to practical advice and tailored support for their mental health needs from Mental Health Practitioners or Community Link Workers who are based within GP surgeries in Surrey. This has continued to operate during the pandemic as a virtual service but it is gradually returning to face-to-face.
- **SUN (Service User Network)** - an easy-to-access community-based peer support service for adults experiencing difficulties with complex emotions often associated with Personality Disorder. This service, launched early 2021, is delivered by MFT and Catalyst, in partnership with Surrey and Borders Partnership NHS Foundation Trust. It was first launched and delivered virtually and is now offering both online and face-to-face groups in Surrey.

➤ **In-Reach** – Working with hospital staff, In-Reach workers aim to smooth the transition of the patient from the ward to the community and reduce the chance of revolving door re-admissions. This is to be achieved by providing a person-centred wrap-around provision, aimed at addressing the individual needs of each patient before and after hospital discharge, as well as working closely with their carers. This service was launched in June 2021 as a one-year pilot and has since been extended.

➤ **Recovery Connect** - This team works in an outreach capacity with a caseload of individuals for up to three months who are identified through meetings with and referrals from the Single Point of Access (SPA) Crisis line. They support individuals to develop resilience and manage their mental health more effectively, enabling them to transition to and engage with community services rather than solely relying on crisis resources. After the initial one-year pilot, during which Recovery Connect was set up to receive referrals from Single Point of Access (SPA), it has been recommissioned for another year and reassigned from the crisis to the rehab pathway - now receiving referrals from Community Mental Health Recovery Services (CMHRS).

ACHIEVEMENTS AND PERFORMANCE

The period between 1 April 2021 and 31 March 2022 was again a busy time for our whole team who had to manage changes as we moved out of the pandemic period. Some of these changes have been difficult for people using our services with a lot of anxiety about returning to face-to-face activities.

COMMUNITY CONNECTIONS

Although there has been a slow but steady growth in the numbers of people attending face-to-face activities, most people still prefer one-to-one appointments to be carried out over the phone or virtually. Responses are tailored according to client need, so the majority of one-to-ones were still carried out over the phone.

Referral numbers grew, most being self-referrals with people hearing about us from an increasing number of different sources, which was encouraging. Sadly, we received very few referrals from Single Point of Access (SPA) but we have since given presentations and provided information to their team again so this may change in the future. These figures also reflect the need to work more closely with National Health Service (NHS) partners and this work has started again with team attendance at Transformation meetings and regular attendances at Community Mental Health Recovery Services (CMHRS) and Primary Care Network (PCN) meetings. Networking with other local organisations also restarted as pandemic restrictions eased.

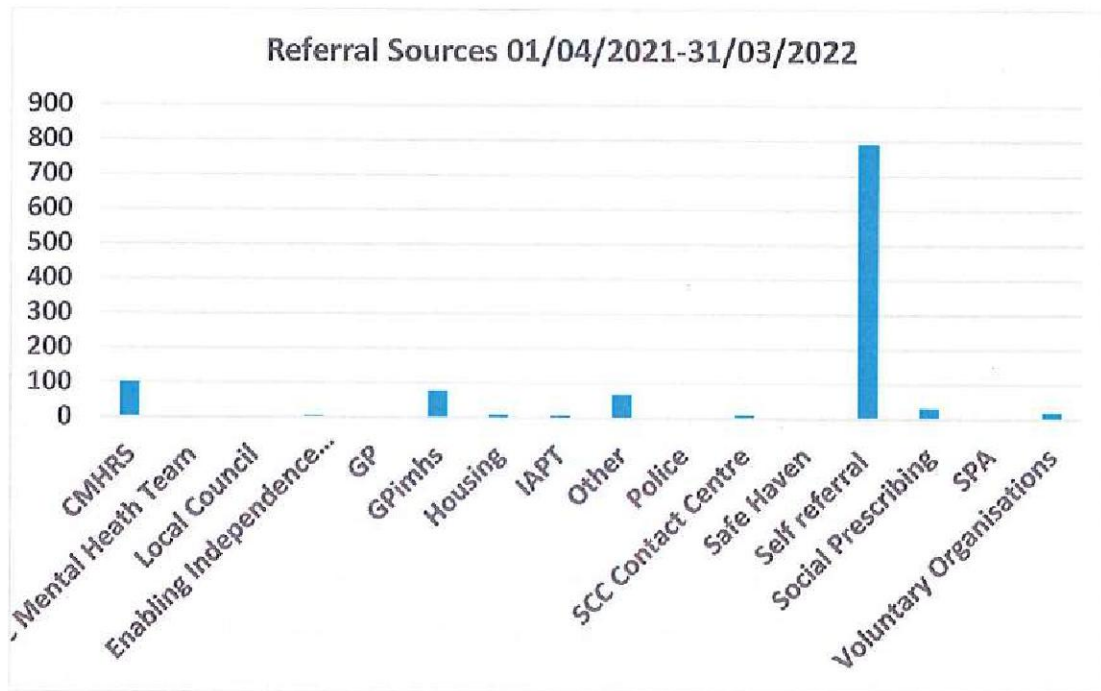


Chart 1 – Sources of referrals from 1 April 2021 until 31 March 2022.

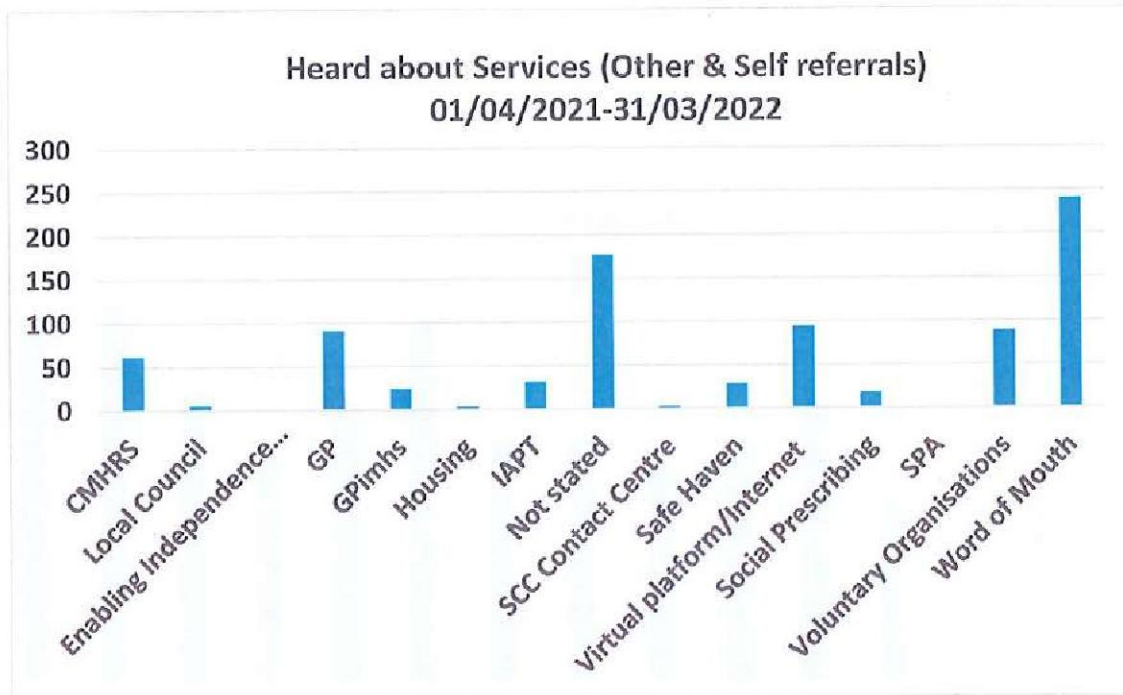


Chart 2 – How people have heard about the service which then led to self-referrals or referrals by third party organisations.

Referrals during the year were as follows:

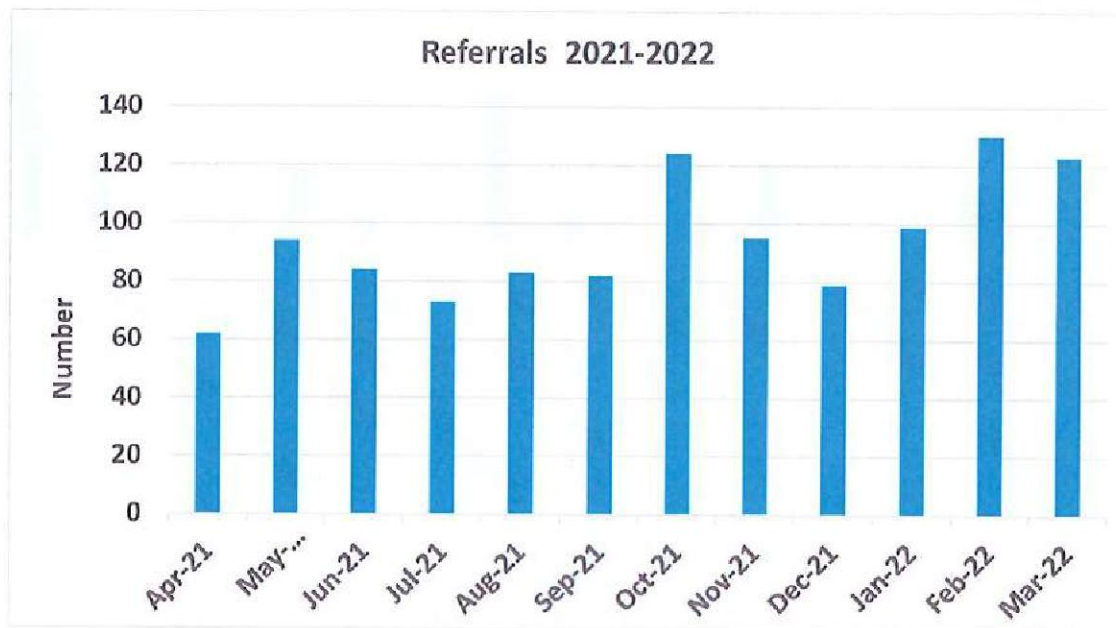


Chart 3 – Overall number of referrals from 1 April 2021 until 31 March 2022.

Total referrals were 1137, compared to 1087 the previous year.

The support offered to clients is shown below:

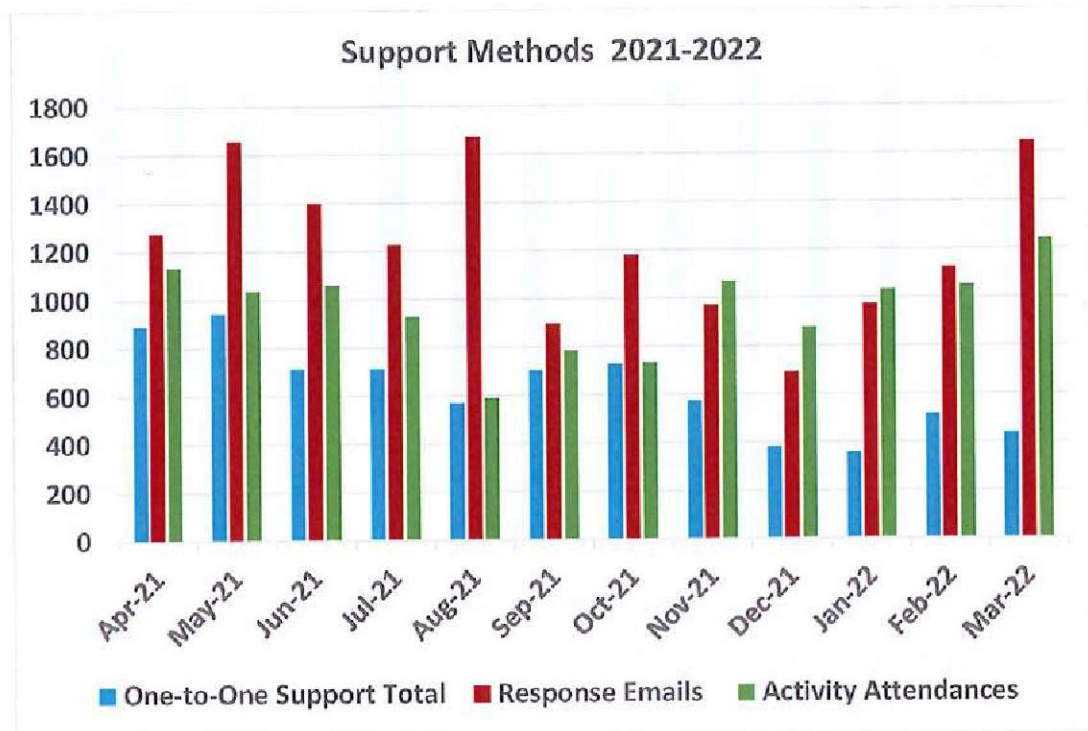


Chart 4 – Methods we used to support our clients from 1 April 2021 until 31 March 2022 (one-to-one support, email correspondence and activity attendance rates).

Activities, groups and courses were run solely online up until October 2021, when MFT were able to offer a return to face-to-face activities in all areas.

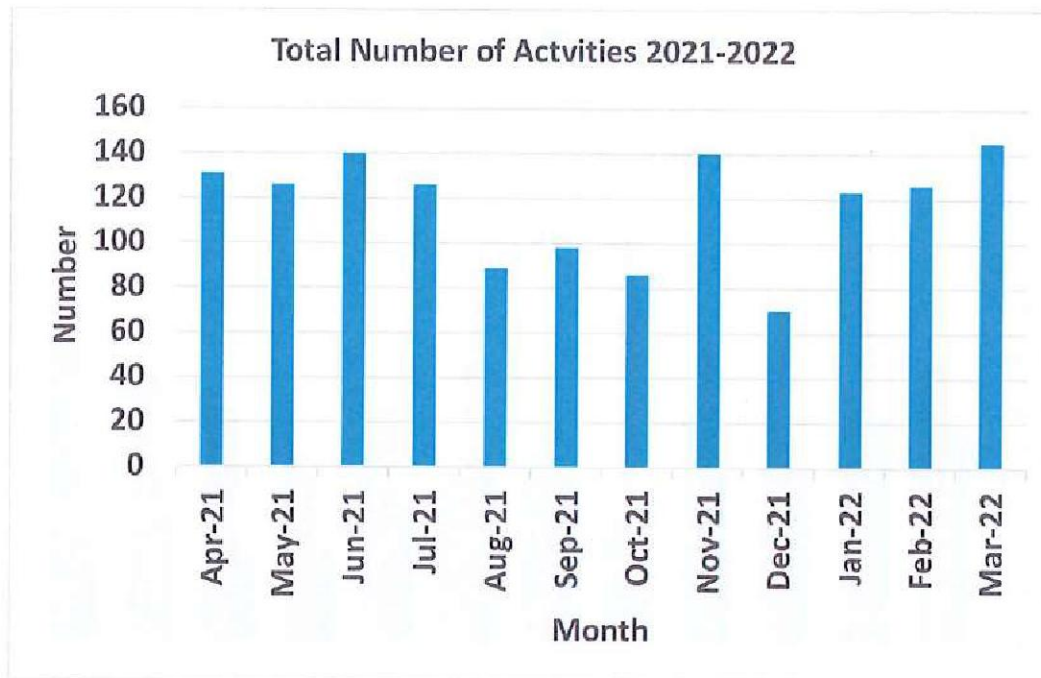


Chart 5 – Overall number of face-to-face and online activities we provided from 1 April 2021 until 31 March 2022.

After October 2021 where we resumed our face-to-face activities, attendances were split as follows:

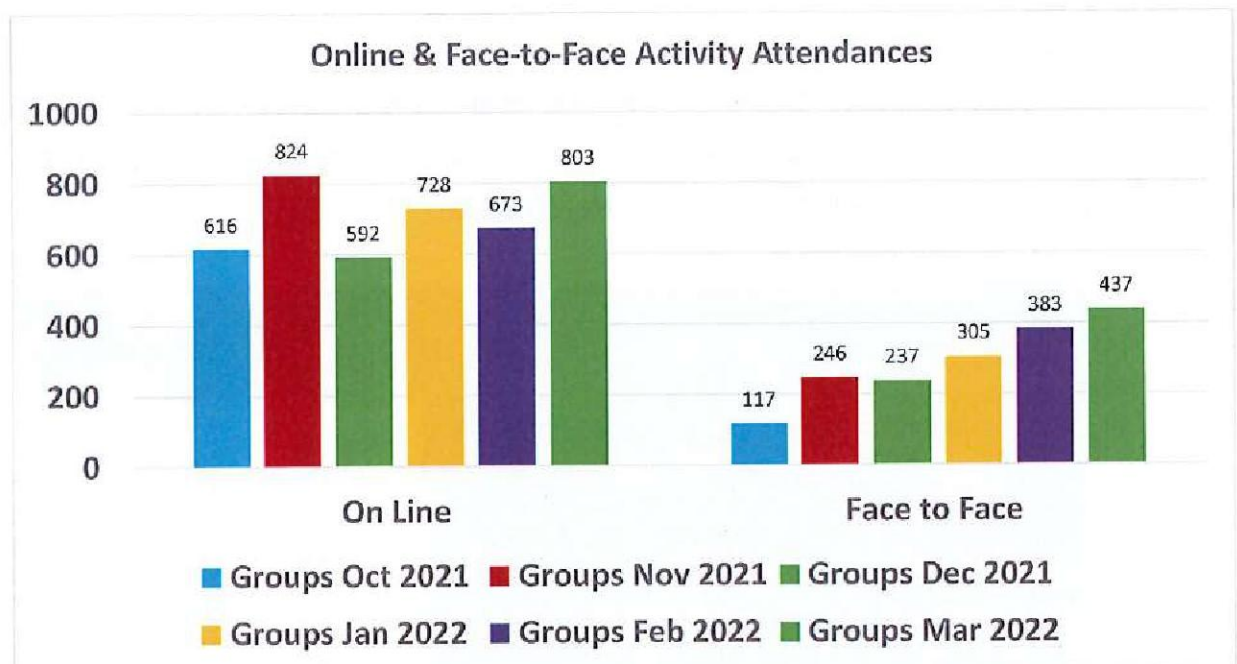


Chart 6 – Number of attendances for online and face-to-face activities delivered by MFT, month by month from October 2021 until March 2022.

MFT was successful in obtaining funding from the Community Foundation for Surrey to run online activities from the start of the pandemic and up to November 2022.

The amounts received during the last two financial years were:

- £4,313.00 April 2020
- £24,858.00 July 2020
- £10,085.00 December 2021

We would like to express thanks to the Community Foundation for Surrey for making it all possible.

Satisfaction Survey

We're very pleased to report that the level of satisfaction for our service remains high. Below are the results of our satisfaction survey covering the period from 1 April 2021 until 31 March 2022:

Satisfaction Survey Results	Very Satisfied	Satisfied
How satisfied are you that MFT has improved your overall quality of life?	53%	37%
How satisfied are you that MFT has helped you develop new skills / learn new things?	44%	36%
How satisfied are you that MFT has improved your social interaction / relationships?	35%	37%
How satisfied are you that MFT has improved your ability to manage your mental or emotional distress?	34%	43%
How satisfied are you that MFT has helped you to feel more positive about your future?	31%	42%
How satisfied are you that MFT has helped you to understand yourself and gain more control over your life?	29%	42%

Table 1 – Showing the rate of very satisfied and satisfied clients of MFT over the period of 1 April 2021 until 31 March 2022.

Future developments

An exciting new project as part of the Surrey County Council Green Social Prescribing initiative, called “Nature Nurtures” will start in April 2022, to help connect people to nature in order to improve their mental wellbeing. It will be followed by a project based on Hope which will also start in April 2022 and run for a year. A programme for parents who have anxiety or who want to support their children’s anxiety issues has been developed and has received a great deal of interest from Child and Adolescent Mental Health Services (CAMHS) and Local Family Centres.

WELLBEING ADVICE AND INFORMATION

This past financial year has been marked by an increase in referrals relating to financial issues such as social tariffs, subsidies for utilities, debt, benefits, and housing. In addition to this, we have provided support in areas such as form filling, referrals to foodbanks and Improving Access to Psychological Therapies (IAPT), and has worked with a number of people referred to her by Occupational Therapy and Social Care.

Personal Independence Payment (PIP) issues are still very common, as telephone assessments nearly always lead to withdrawal of, or reduction in benefits, and subsequently financial hardship. There are long waiting times for assessments for benefits impacting on people’s mental and emotional health.

Our work also focussed on finding additional support services for people, financial support in replacing household items, housing, and accessing additional financial support for vulnerable people put in place due to Covid-19.

Most of the referrals we receive require both short- and long-term follow-ups with an average running caseload of around 80 people.

We have continued to work collaboratively with the MFT team, GPimhs, Jobcentre, Social Prescribing, CMHRS, SPA and many other partners providing a holistic service.

SAFE HAVEN

The Safe Haven team have managed to keep the service going during the past financial year and have continued to deliver both a face-to-face and virtual service, despite the issues related to staff having to self-isolate, experiencing sickness themselves and shielding. We have managed to keep the service open, despite staff members being track and traced at quite short notice, and the contracted and bank team have been flexible, enabling us to keep the Safe Haven running smoothly.

Due to the pandemic, we were still only offering a service to those experiencing crisis, or supporting them to prevent a crisis, and to the people that support them. Safety measures, such as the cleanliness of the premises have remained paramount for the safety of staff and visitors.

Due to a range of issues we identified and which were related to the service premises at the Larches, (including the intermittent Wi-Fi, parking issues, lack of a low stimulus environment and confidential space available), we developed an engagement plan with partner organisations and our Advisory Board to identify whether the Safe Haven premises fitted the needs of an expanding service. We surveyed our staff, clients and other key local stakeholders and the main themes that came out of the engagement as the key priorities for the service were:

- the ability to park at the premises
- a calming space
- separate and confidential spaces should be available
- strong and reliable Wi-Fi signal
- good accessibility to the building.

Taking into account the feedback from the engagement plan, it was decided that the Larches was no longer fit for purpose. We were able to produce an engagement report reflecting the views of all the stakeholders in the local community. After reviewing many venues in Epsom, the Brickfield Centre was identified as a building that best fitted the needs of the service, and after many months of planning the Epsom Safe Haven successfully moved to the Brickfield Centre on 16 May 2022 following a thorough communications campaign to keep all stakeholders informed.

Understandably, our visitor numbers are down compared to pre-pandemic numbers as we are now focusing on crisis-only clients, but we feel we have

been able to offer a really supportive and comprehensive service to those experiencing crisis and to their supporters.

Attend Anywhere, the online platform enabling us to support people virtually has developed in the past year. It has been so useful and successful and will continue as part of our offer when we resume normal service, and it is now used in all the Safe Havens. It enables us to pick up calls from other Safe Havens if they are at capacity and vice versa, meaning we can support people in a timely and compassionate manner. It's been important to those who have been shielding or are generally anxious about visiting a Safe Haven in person to be able to access us virtually.

We look forward to supporting more people as we return to some version of normality in the coming year and will continue to help people, especially those who have struggled with all aspects of living through a pandemic.

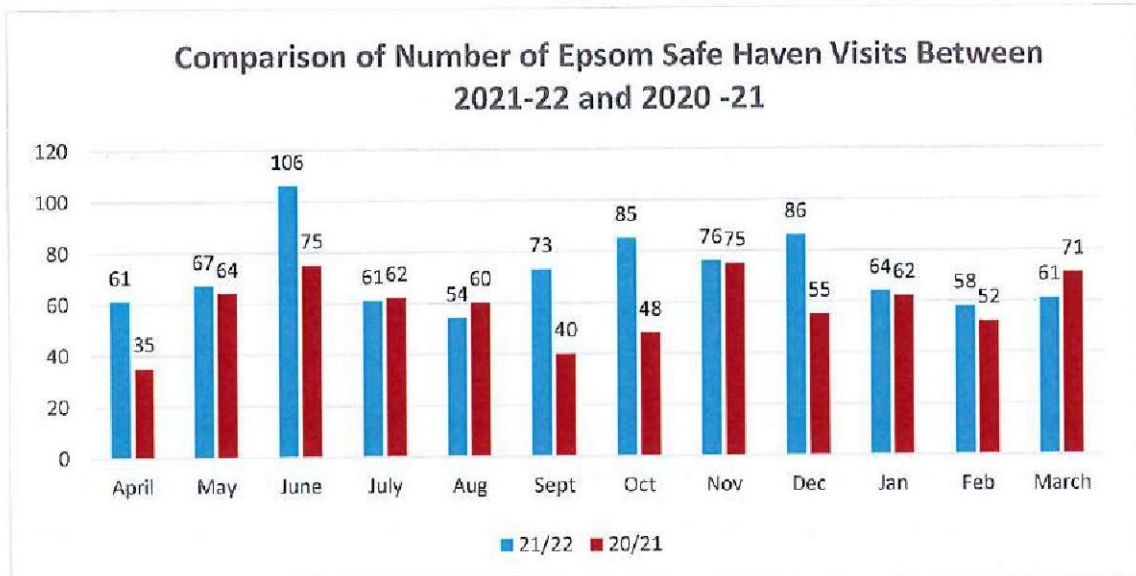


Chart 7- Number of Epsom Safe Haven visitors between 2021-22 vs 2020-21.

GENERAL PRACTICE INTEGRATED MENTAL HEALTH SERVICE (GPIMHS) / COMMUNITY CONNECTORS

The GPimhs service has continued to grow and develop, expanding into East Elmbridge earlier this year and moving into Dorking later this year. Epsom has continued to be involved with the transformation project, but this has now moved into Banstead. We are currently based in five PCNs.

There have been several key events/activities throughout the year which include:

- A. GPimhs were finalists in the Mental Health Innovation Award category of the Health Service Journal (HSJ) Awards 2021. You can read the full story on the SABP website.
- B. 27 September 2021 – Integrated Care Partnership (ICP) Community Open Day. The first of its kind, a free exhibition which was open to

local Epsom residents for them to find out about local services and agencies who support people to lead happier and healthier lives.

- C. PARTNERS3 – an implementation study looking at a particular model of working with clients with mental health difficulties. The model is a person-centred coaching intervention to supporting individuals with long term mental health problems in primary care.

The service has continued to adapt to a new way of working but most surgeries are now moving back into offering face-to-face appointments. Alternative venues are also being explored with Banstead piloting running the service from a local Family Centre, a central position on an estate enabling people easier access to the service.

The service received a total of 2084 referrals.

SUN (SERVICE USER NETWORK)

The SUN group is our service for people experiencing difficulties with complex emotions often associated with personality disorder. Launched in January 2021, it is now a valuable resource recognised by several professionals.

SUN has seen a steady development in its client base, and presently has 293 registered members. SUN has offered up to nine groups a week and is presently offering a hybrid service with face-to-face and online delivery. Presently SUN is facilitating four online and two face-to-face groups a week.

SUN has received some very positive qualitative feedback, from the people using the service. The qualitative feedback is evidencing that service is considered invaluable to its members.

Examples of positive feedback include:

- *"It has been rewarding and a grounding experience. It is important for us to find people in this world who can relate to us. SUN provides that"*
- *"Peer to peer aspect works well, mutual respect and empathy, dual facilitators bring different perspectives."*

IN-REACH

In-Reach is based within Mental Health hospital wards working alongside the ward staff. The service aims to support people with the transition from hospital back into their homes and hopefully prevent readmission. Again, this service was slow to gain momentum and did not start receiving referrals until July, however once the service become established it was quick to gain momentum. Between 1 July 2021 and 31 March 2022, the service received 168 referrals and supported 134 people following these referrals.

The service aims primarily to work with people to prepare them for moving out of hospital, then to support them by creating links in the community, enabling them to be part of their local community. The service has been extremely successful and there have been very few people readmitted to hospital after receiving this service. The service has offered both face-to-face support and virtual. The team has developed positive working relationships with the ward staff.

Given the success of the service and the recognition it has received, the service has been funded for an additional 12 months, whilst also being expanded with additional staff recruited and more wards now having access to this support.

Feedback for the service include:

- *"Thank you for being so kind and patient with me Heather. I was anxious about many things including how to move my life forwards after my hospital discharge, I really felt motivated after hearing your kind words and I am grateful that I accessed the other services that you recommended"*
- Charlie spoke very highly of the In-Reach service throughout the 5-week period. They said it was a *"godsend"* and the first time they had felt truly listened to by a service in a long time. Charlie said it is rare they are asked what they want and need, so very much appreciated this being the focus of our time together. Charlie sent the following message towards the end of our support:

"Thank you for all the time and advice you give. It is so valuable and appreciated."

RECOVERY CONNECT

The Recovery and Connect service supports individuals whose primary need is mental health. The team have offered a non-clinical person-centred support package. The initial pilot was linked to the Single Point of Access (SPA) and

was specifically targeted at those who were frequent callers. Initially the service was slow to gain momentum and we did not start to receive referrals until July 2021 but after some intensive work and communication between the two teams, the service grew.

Between 1 July 2021 and 31 March 2022, the service received 74 referrals and supported 48 individuals following these referrals. Some great work was completed by the team, with a focus on building clients' resilience. The service also had a positive impact on the number of times people were calling the SPA, with significant reduction for several people. The service has offered both face-to-face support and virtual.

The service has now been funded for an additional 12 months but has now been refocused to working alongside CMHRS teams.

Feedback for the service included:

Gerald was very grateful for our service and stated that it was *the "most support he had received in 18 months"*. He *"appreciated all that was put in over the last couple of months"* and wished the support was not coming to an end. Gerald stated that he was now feeling *"hopeful for the future"*.

VOLUNTEERING

With the start of the pandemic and our offices closing, many of our volunteer roles were no longer available and many volunteers did not feel able to volunteer online. This has meant that a smaller number of people have been

able to volunteer over the year, either online or with our walks (during the times that the walks have been able to operate).

In order to keep volunteers connected and supported we have held regular online volunteer training sessions and Zoom meetings. Training topics have included Mental Health Awareness, Equality and Diversity, Ways to Wellbeing and Covid-19 Resilience tools.

A number of volunteers have transferred to online roles, and we have also recruited some new volunteers to support our online programme. This has enabled us to offer a wider range of groups. Volunteers have helped support the Coffee Mornings, Creative Writing, Meditation, Book Club, Qigong, English support, wellbeing groups, our monthly radio show The Wellbeing Hour (which ended in September 2021) and more. We have set up a monthly online supervision group for all volunteers where volunteers can discuss any issues they come across, and feel part of the wider volunteering team.

Our loyal band of walk volunteers have enabled us to keep the weekly Epsom Downs walk going (when permitted by Government guidelines) and our garden in Leatherhead looking beautiful throughout the year.

We are very grateful to all the volunteers who have supported us through this challenging time and hope that many of the volunteers who haven't been able to volunteer during the pandemic will soon be able to return to volunteer with us to support with our face-to-face activities.

CO-PRODUCTION AND COMMUNITY ENGAGEMENT

Our Advisory Group members, all volunteers themselves with lived experience, have continued to help develop a culture across MFT that ensures members have a voice, influence, and scope to input into services throughout the organisation.

Monthly meetings are held, plus subgroups set up for specific projects. The Advisory Group decides who they wish to represent them and then report back to the Advisory Group, thus enabling more equal partnerships between those that use services, staff and other service providers.

Key areas of work include:

Advisory group skills development

The Advisory Group worked together on the revision of members' role description and application forms, both of which are now ready for the next recruitment drive.

An Advisory Group member has been trained to add articles and images to the MFT website whilst enhancing their own personal skills. Members worked together in developing an induction to Co-Production and delivered a 15-minute presentation to the MFT Annual General Meeting in November 2021.

Another success includes three members completing the Peer Support training programme along with MFT staff which is an incredible achievement!

Advisory groups work with MFT

Several members participated in interview panels at MFT, including to recruit a Service Manager, Fundraiser and more recently for the maternity cover for the Co-Production and Community Engagement Worker.

One member said: *"I was nervous, however really enjoyed it and it has given me the confidence to continue on interview panels"*.

MFT's CEO, Patrick Wolter, has attended meetings to talk with and ask for input from the group and facilitated a Q&A session. Co-Production is included as one of the MFT's strategic priorities and the Advisory Group is involved in the development of a Volunteers' strategy. Since summer 2021, Trustees, including the Chair, have been invited and attended Advisory Group meetings which has helped to embed the culture of 'doing with' and 'not doing to'.

The Advisory Group also worked on a subgroup looking at the relocation of the Epsom Safe Haven, specifically looking at extended hours. A further project/survey was set up to look at young people's engagement and these findings have led to a new 6-week course being set up, 'Managing Stress and Anxiety' for 16 to 25-year-olds.

Marketing and Awareness

Members of the Advisory Group worked as a subgroup and looked at the Advisory Group webpages on the MFT website, devised a user-friendly Welcome Pack and a poster about Co-Production.

Members also worked on the Co-Production presentation which was delivered to staff and some providers. They also took part in National Co-Production Week in July 2021, designing a new course to explain what Co-Production means and to encourage new members.

Some members took part in MFT's monthly radio show, The Wellbeing Hour, on Surrey Hills Community Radio, which ran from December 2020 until September 2021, and thoroughly enjoyed getting involved in the planning, interviewing and presenting of the show. Their involvement helped to support the show's vision to give people with lived experience of mental health issues a voice and a platform to share their stories.

FUNDRAISING

Since September 2021, we developed a new fundraising strategy for MFT and designed a new branded online fundraising platform integrated onto our website, after Virgin Money Giving (which we used before) ceased to exist. This has enabled website visitors to get a better user experience by not having to change platform in order to fundraise or donate to us.

In October 2021, we were very proud to cheer on a new supporter, Eleanor, who ran The London Marathon for us and raised £3,000 for MFT in the process! Not only did she smash her fundraising target, but she said it was *"one of the best days of [her] life"*.

We have been working with some local secondary schools as part of a citizenship and social responsibility project called "First Give". Students researched local charities and then voted for the one they wanted to work

with and fundraise for in the final phase of their project. It has been very rewarding talking to the students and telling them more about what we do at MFT, and we hope to do more of this project work in the future.

In early 2022, an "In Memory" donation fund was set up on our website for a young person, Oisin. Over £8,000 was raised in his memory, and with the permission of Oisin's family, we will be splitting this amount to support both our Young People's Project and our Parenting Group.

MFT are very grateful for the £1,500 grant received from Mole Valley District Council which was for much needed new equipment in our Leatherhead office.

As ever, we would like to thank all of our supporters (sadly there are too many of them to name them individually in this report) who raised money or made donations to us. Their generosity is always hugely appreciated.

PARTNERSHIP WORKING

During the year, MFT has worked with a number of partner organisations. These include:

- Walton Charities
- Elmbridge Borough Council
- Football Association
- The Community Foundation for Surrey (Covid-19)
- Mole Valley District Council Small Grant Community Fund
- Banstead Rotary Club

- Epsom Family Centre
- Home Start
- YMCA
- Work Stress Solutions
- Richmond Fellowship
- Catalyst
- WEA
- Drum With Us
- Be Me Project
- Leatherhead Youth Project
- St Mary's Church, East Molesey
- St Peter's West Molesey Community Hub
- Phoenix Youth Centre, Tadworth
- Leatherhead Leisure Centre
- Leatherhead Institute
- Swan Shopping Centre
- Mole Valley Skills & Employment Hub
- Surrey County Council (Nature Nurtures, Hope and Skills for Independence projects)
- Surrey and Borders Partnership NHS Foundation Trust (SABP)
- Healthy Surrey – Surrey Virtual Wellbeing Hub
- Surrey Hills Community Radio
- K22 Partnership

Despite the challenges brought on by the pandemic, they supported us in many different ways throughout the year. We'd like to thank them all for

their amazing support - we were honoured and grateful to work alongside them and benefit from their wonderful commitment.

TIME TO CHANGE SURREY

In last year's Annual Report, we shared the news that, from 1 April 2021, we were awarded the Time to Change Surrey contract alongside Acting Out Productions (affiliated to Let's Link charity) and Catalyst, by Surrey County Council / Public Health to continue to tackle mental health stigma and discrimination in Surrey. We held an online launch event in June 2021 which proved very successful.

Since then, the campaign has grown from strength to strength with the addition of a new website (www.endstigmasurrey.org.uk), the launch of a [stigma survey](#) to get an understanding of people's experience of stigma in Surrey as well as a new campaign called Get Men Talking to tackle men's suicide, and train people in the community and key trades, to have life-saving conversations with men and signpost to support services.

Lately, all three partner organisations have been working on the development of a new brand and logo as the "Time to Change" brand is coming to an end in November 2022. It was decided that the new name of the campaign will be "End Stigma Surrey" and a new logo and brand are currently being developed with some input from MFT's Advisory Group – all to be revealed later in the year!

Mary Frances Trust played a key part in all aspects of the campaign, from decision making and branding, to communications and marketing, ensuring that clients and partner organisations are up-to-date with the latest developments and engaged with the campaign.

PUBLIC BENEFIT STATEMENT

The Trustees are satisfied that these activities are carried out for the public benefit, having due regard for the guidance given by The Charity Commission. All Board Members give their time freely and no remuneration was paid to the Board Members.

FUNDING

Like many other charities of similar size to MFT, and which also provide services to people with disabilities, the majority of our income is received from statutory funders. In our case, approximately 94% of overall MFT income for 2021-2022 came from Surrey County Council and NHS Surrey. Our commissioning landscape is becoming quite complex, with some of the funds coming to the system also directly from NHS England (Transformation Fund). However, MFT is directly contracted to deliver services by: Surrey County Council Social Care, Public Health, Surrey Downs Clinical Commissioning Group (CCG) and Surrey and Borders Partnership NHS Foundation Trust.

Over the year, MFT managed to secure funding grants and generous donations for specific purposes. MFT are very grateful for the grants received from the C-19 Phase 3 Fund, Nature Nurtures Project, Oisin Reed Fund, The Hope Project, Mole Valley District Council Small Grant Community Fund and Return to Football and other private donors for their support during the year,

enabling us to enhance services and to support more people. In the financial year 2021/2022, we received approximately £20,000 of unrestricted income, and approximately £44,000 of restricted funds from these sources.

An interesting development in MFT's funding during the financial year was the receipt of a significant level of funding for services to be provided in the 2022/23 financial year. This can only be recorded as income once the contracted services have been performed. In the meantime, the cash received into our bank account, together with the deferred income these receipts represent, have been recorded on the Charity's balance sheet as at 31 March, 2022.

FINANCIAL PERFORMANCE

As is compulsory for a charity of the scale of MFT, we prepare our financial accounts in accordance with the Statement of Recommended Practice (SORP) and in line with the 'Accruals' principle. This allows easier comparison of our performance from one year to the next (because the accounts are not affected by differences in the exact timing of cash inflows and outflows) and with the accounts of similar charities.

For the first time in the history of the Charity, MFT's gross income exceeded £1 million in 2021/22. As a result, we are required to submit our accounts for scrutiny through an independent audit.

The Charity receives funds from multiple sources and, in the course of meeting our objectives, we must spend money for many different purposes. The majority of our income carries no external restriction on how it is spent,

except that this must always be in accordance with the Charity's objects. These *unrestricted* funds are the lifeblood of the Charity.

We also receive funding which carries some external condition(s), defined by the grantor or donor, on how it is used. Such *restricted* funds are just as valuable to MFT, and the people we benefit, but we must take care to ensure these are separated from our *unrestricted* funds and spent only to meet the specific purpose for which they were provided.

Income and expenditure in the last financial year are explained in detail in the annual Statement of Financial Activities.

The Trustees view the operational surplus, or deficit, in *unrestricted* funding for the year to be an important indicator of the financial performance of MFT. A surplus allows us to fund future investment, for the benefit of the people who use MFT, or to bolster our *unrestricted* reserves, with the objective of allowing the Charity to better absorb any unforeseen shocks without interruption to our operations. An unplanned deficit, or series thereof, could damage the Charity's finances, though this may also be planned during periods of raised investment.

MFT received net incoming resources in the financial year 2021/22 of £123,817 of which £100,053 was unrestricted and £23,764 restricted. This compares with net incoming resources in 2020/21 of £155,837 of which £155,979 was unrestricted and restricted net expenditure of £142. This operational surplus can be attributed, principally, to the Charity benefitting from unforeseen increases in funding from statutory funders, having to operate with a number of unfilled vacancies, agreement by donors to utilise

their grants to fund courses, plus the cost savings resulting from the changes to our operations as a result of the Covid-19 pandemic.

The approved budget for 2022/23 anticipates a further operational surplus.

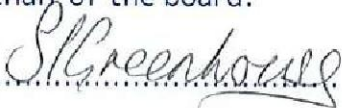
RESERVES POLICY

The Charity is primarily funded through 'fixed-level' contracts with the local Clinical Commissioning Group and Surrey and Borders NHS Foundation Trust (SABP), while we have a cost base that we expect to increase in overall terms. The Charity must also consider the wide range of risks it faces in the course of its operations and retain sufficient funding for any plans to address the consequences, should one or more of these risks come to pass.

For this reason, the Charity seeks to maintain a level of *unrestricted* free reserves equivalent to, at least, our budgeted *unrestricted* expenditure for a period of six months which amounts to £660,000 based upon the approved 2022/23 annual budget. The unrestricted free reserves held at 31 March 2022 are £660,000 which is in line with the policy.

This report has been produced in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the board:

..... 

Sam Greenhouse

Date: 11/7/22

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE MARY FRANCES TRUST

Opinion

We have audited the financial statements of The Mary Frances Trust (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of Financial Activities, Balance Sheet, Statement of Cashflows and notes to the financial statements, including a summary of significant accounting policies and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our Auditor's Report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report prepared for company law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the Directors' Report included within the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees' were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a strategic report.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement set out on page 6 the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Based on our discussions with the charity's management and the Trustees, we identified that the following laws and regulations are significant to the entity:

Those laws and regulations considered to have a direct effect on the financial statements include UK financial reporting standards and Charity Law.

Those laws and regulations for which non-compliance may be fundamental to the operating aspects of the charity and therefore may have a material effect on the financial statements include compliance with the charitable objectives, public benefit, data protection, safeguarding and health and safety legislation.

These matters were discussed amongst the engagement team at the planning stage and the team remained alert to non-compliance throughout the audit.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: inquires of management and the Trustees as to whether the entity complies with such laws and regulations; enquiries with

the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of Trustee meeting minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud.

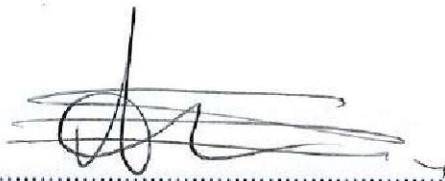
No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities from error. As explained above there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our Auditor's Report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's

report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Signed

Andrew Skilton (Senior Statutory Auditor)

For and on behalf of Brewers, Statutory Auditor

Bourne House

Queen Street

Gomshall

Surrey

GU5 9LY

Date 11 July 2022

Statement of Financial Activities
For Year Ended 31 March 2022

	Notes	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds Year Ended 2022 £	Total Funds Year Ended 2021 Unaudited £
INCOME FROM:					
<i>Donations</i>		21,360	8,191	29,551	14,900
<i>Income from charitable activities</i>	2	1,134,320	36,085	1,170,405	878,764
<i>Income from Investments</i>					
Interest		2,306	-	2,306	3,375
<i>Other Income - CJRS</i>		-	-	-	2,006
TOTAL		1,157,986	44,276	1,202,262	899,045
EXPENDITURE ON:					
Charitable Activities					
Raising Funds	3	12,404		12,404	1,423
Charitable Activities	4	1,045,529	20,512	1,066,041	741,785
TOTAL		1,057,933	20,512	1,078,445	743,208
NET INCOME		100,053	23,764	123,817	155,837
NET MOVEMENT IN FUNDS					
Balances b/fwd at 1st April 2021		567,269	30,353	597,622	441,785
Balances c/fwd at 31 st March 2022		667,322	54,117	721,439	597,622

The notes on pages 54 to 65 form part of these accounts.

Balance Sheet
At 31st March 2022

		TOTAL 2022		TOTAL 2021	
	Notes	£	£	Unaudited £	Unaudited £
FIXED ASSETS					
Tangible fixed assets	9		8,586		7,897
CURRENT ASSETS					
Debtors	10	39,349		67,031	
Cash at bank and in hand		1,304,809		751,655	
		<u>1,344,158</u>		<u>818,686</u>	
Creditors due within one year	11	631,305		228,961	
NET CURRENT ASSETS			<u>712,853</u>		<u>589,725</u>
NET ASSETS			<u><u>721,439</u></u>		<u><u>597,622</u></u>
FUNDS					
Unrestricted funds			667,322		567,269
Restricted funds	13		54,117		30,353
TOTAL CHARITY FUNDS			<u><u>721,439</u></u>		<u><u>597,622</u></u>

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies. Under the Companies Act 2006 section 454, on a voluntary basis the Trustees can amend the financial statements if they prove to be defective.

Approved by the Trustees on 11 July 2022 and signed on their behalf by:

Sam Greenhouse
Sam Greenhouse – Chair of Trustees

Paul Matthews
Paul Matthews
Trustee

Charity No. 1055113
Company No. 3189443

Cashflow Statement
At 31st March 2022

	Notes	TOTAL 2022 £	TOTAL 2021 Unaudited £
Net cash generated by operating activities	17	<u>556,407</u>	<u>325,237</u>
Cash flows from investing activities:			
Purchase of Fixed assets		(5,559)	(6,855)
Interest received		<u>2,306</u>	<u>3,375</u>
Net cash provided by investing activities		<u>(3,253)</u>	<u>(3,480)</u>
Change in cash and cash equivalents in the reporting period		<u><u>553,154</u></u>	<u><u>321,757</u></u>
Cash and cash equivalents at the beginning of the reporting period		751,655	429,898
Cash and cash equivalents at the end of the reporting period		1,304,809	751,655

Notes to the Financial Statement
For Year Ended 31st March 2022

1. ACCOUNTING POLICIES

The financial statements for the entity Mary Frances Trust which meets the definition of a public entity under FRS 102 have been prepared in accordance with the Companies Act 2006 and applicable Accounting Standards in the United Kingdom including the 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). These financial statements have been prepared under the historical cost convention.

The accounts are prepared on an accruals basis and include income and expenditure as they are earned or incurred.

INCOME

Voluntary Income

Donations under gift aid, together with the associated income tax recovery, are recognised when there is evidence of entitlement to the income and its amount can be measured reliably.

Grant and contractual Income

Grant and contractual income is recognised in the statement of financial activities when the charity is entitled to the income.

Contractual income is recognised as performance obligations are met. Grant income with performance related conditions received in advance of delivering the service, or income with a time restriction is deferred until the stipulated criteria are met.

Other Income

Other income is recognised on a receivable basis. Income of £2,006 received in the prior year under the Government job retention scheme has been included in other income.

VAT

The charity is exempt or zero rated for VAT purposes and does not charge VAT on any income. Consequently, no VAT can be reclaimed on costs and the input VAT is added to the accounts.

EXPENDITURE

General Expenditure

Expenditure liabilities are recognised when there is a legal or constructive obligation committing the charity to the expenditure and that it is probable that the settlement may be required and the amount can be measured with reasonable accuracy.

Notes to the Financial Statement
For Year Ended 31st March 2022

Support Costs

Support costs are those costs which enable charitable activities to be undertaken. These include finance, human resources, premises, IT legal and governance.

Governance Costs

Governance costs include those costs associated with administration of the charity and compliance with constitutional and statutory requirements and include the Audit fee.

Staff costs

These costs are allocated between service delivery and support costs on the basis of time spent by the relevant staff. The financial value of time spent by volunteers has not been included but is described in the Trustees' Report.

Pension scheme

Defined contributions made to a group personal pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Operating leases

Leases where substantially all the risks and rewards remain with the owner are classified as operating leases. Payments made under operating leases are recognised in the Statement of Financial Activities on a straight line basis over the period of the lease.

Tangible Fixed Assets used by the Charity

Depreciation of fixed assets is calculated to write off their cost over their estimated useful lives as follows:

Improvements to property	over the terms of the lease
Office equipment	33.3% straight line
Fixtures and Fittings	33.3% straight line
Computer Equipment	33.3% straight line

Additions are capitalised if their cost exceeds £500.

Cash and Cash equivalents

Cash and Cash equivalents are deposits which mature within 100 days.

Debtors

Debtors are measured at settlement amount net of any discount.

Creditors

Creditors are measured at settlement amount.

Notes to the Financial Statement
For Year Ended 31st March 2022

Financial instruments

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

FUNDS

Unrestricted funds

Unrestricted funds are spent or applied in accordance with the charity's objectives.

Restricted funds

Restricted funds are funds received for undertaking activities specified by the donor.

All costs applied against the fund are in accordance with that specific purpose.

GOING CONCERN

The Trustees confirm that there are no material uncertainties about the charity's ability to continue for the foreseeable future which is defined as one year from the date of signing the financial statements.

The Trustees are of the opinion that the charity will have sufficient resources to meet liabilities as they fall due.

ESTIMATES AND JUDGEMENTS

The most significant areas of judgements that affect items in the accounts are detailed above.

Notes to the Financial Statement
For Year Ended 31st March 2022

2.	CHARITABLE INCOME	Notes	2022		2022		2021		2021	
			Unrestricted	Restricted	Unrestricted	Restricted	Unrestricted	Restricted	Unrestricted	Restricted
			£	£	£	£	£	£	£	£
	Contractual Income									
	Community Connections		429,160	-	429,160	-	430,828	-	430,828	-
	Catalyst		84,480	-	84,480	-	82,000	-	82,000	-
	Safe Haven		152,021	-	152,021	-	152,021	-	152,021	-
	SECAMB		2,000	-	2,000	-	2,000	-	2,000	-
	GPIMS/SUN		253,563	-	253,563	-	176,044	-	176,044	-
	Recovery Connect		116,000	-	116,000	-	-	-	-	-
	In-Reach		97,096	-	97,096	-	-	-	-	-
	Restricted Funds Income	13	-	36,085	36,085	-	35,871	-	35,871	-
			1,134,320	36,085	1,170,405	842,893	35,871	878,764		
	3.	RAISING FUNDS								
	Staff costs	6	10,986	-	10,986	-	-	-	-	-
	Other direct costs		1,418	-	1,418	1,423	-	1,423	-	1,423
			12,404	-	12,404	1,423	-	1,423	-	1,423

Notes to the Financial Statement
For Year Ended 31st March 2022

4. CHARITABLE ACTIVITIES	Notes	2022		2022		2021		2021	
		£	£	£	£	£	£	£	£
		Unrestricted	Restricted	Restricted	Total	Unrestricted	Restricted	Unrestricted	Total
Staff costs	6	768,922	-	-	768,922	488,257	-	488,257	488,257
Service delivery systems		15,646	-	-	15,646	13,640	-	13,640	13,640
Facilities		24,295	-	-	24,295	22,449	-	22,449	22,449
Courses and activities		18,070	-	-	18,070	7,393	-	7,393	7,393
Training		6,674	-	-	6,674	7,424	-	7,424	7,424
Restricted funds expenditure		-	20,512	20,512	20,512	-	36,013	36,013	36,013
		833,607	20,512	20,512	854,119	539,163	36,013	36,013	575,176
Support costs allocated		211,922	-	-	211,922	166,609	-	-	166,609
Total		1,045,529	20,512	20,512	1,066,041	705,772	36,013	36,013	741,785

5. NET INCOME	2022	2021
Net income is stated after charging	£	£
Depreciation	4,870	5,258
Operating lease payments	57,000	57,000
Audit /Independent Examiners Fee	4,800	650

Notes to the Financial Statement
For Year Ended 31st March 2022

6. STAFF COSTS	2022				2021			
	Service delivery	Raising Funds	Support	Total	Service delivery	Raising Funds	Support	Total
Salaries	£ 650,587	£ 8,268	£ 101,592	£ 760,447	£ 424,255	-	£ 73,299	£ 497,554
National Insurance	£ 54,383	£ 404	£ 8,633	£ 63,420	£ 30,011	-	£ 5,047	£ 35,058
Pension costs	£ 47,754	£ 2,314	£ 11,975	£ 62,043	£ 31,957	-	£ 10,793	£ 42,750
Other costs	£ 752,724	£ 10,986	£ 122,200	£ 885,910	£ 486,223	-	£ 89,139	£ 575,362
	£ 16,198	-	£ 10,574	£ 26,772	£ 2,034	-	£ 9,587	£ 11,621
	£ 768,922	£ 10,986	£ 132,774	£ 912,682	£ 488,257	-	£ 98,726	£ 586,983
Average number of employees	27	1	4	32	19	-	3	22

The key management personnel of the charity are the Leadership Team.

The total remuneration of the key management personnel was £210,759 (2021: £177,109)

No Trustees received remuneration or expenses during the year or prior year.

No employee received remuneration in excess of £50,000 either year.

Notes to the Financial Statement
For Year Ended 31st March 2022

7. SUPPORT COSTS	Note	2022	2021
		£	Unaudited £
Staff costs	6	132,774	98,726
Rent		41,400	41,400
Rates & Services		3,645	3,088
Subscription		5,049	-
Maintenance		9381	7,175
Health & Safety		1,975	1,839
Stationery		1,639	1,402
Office equipment		908	852
Insurance		3,439	2,883
Governance costs	8	6,842	3,986
Depreciation	9	4,870	5,258
		<u>211,922</u>	<u>166,609</u>

All support costs were allocated to unrestricted charitable activities

8. GOVERNANCE COSTS	2022	2021
	£	£
Legal and professional	2,042	3,119
Audit/Independent Examiner's Fee	4,800	867
	<u>6,842</u>	<u>3,986</u>

9. FIXED ASSETS	Improvements to property	Office Equipment	Fixtures & Fittings	Computer Equipment	Total
Cost			£	£	£
1st April 2021	19,412	6,097	31,766	34,636	91,911
Additions	-	-	-	5,559	5,559
Disposals	(19,412)	(4,303)	(27,512)	(9,944)	(61,171)
31st March 2022	<u>-</u>	<u>1,794</u>	<u>-</u>	<u>30,251</u>	<u>36,299</u>
Depreciation					
1st April 2021	19,412	5,341	31,766	27,495	84,014
Charge for year	-	360	-	4,510	4,870
Disposals	(19,412)	(4,303)	(27,512)	(9,944)	(61,171)
31st March 2022	<u>-</u>	<u>5,701</u>	<u>-</u>	<u>22,061</u>	<u>27,713</u>
Net book value					
31st March 2022	<u>-</u>	<u>3,907</u>	<u>-</u>	<u>8,190</u>	<u>8,586</u>
31st March 2021	<u>-</u>	<u>756</u>	<u>-</u>	<u>7,141</u>	<u>7,897</u>

Notes to the Financial Statement
For Year Ended 31st March 2022

	2022	2021
	£	Unaudited £
10. DEBTORS		
Amounts falling due within one year:		
Trade debtors	-	28,871
Accrued income and prepayments	39,349	38,160
	<u>39,349</u>	<u>67,031</u>
11. CREDITORS	2022	2021
	£	Unaudited £
Amounts falling due within one year:		
Trade creditors	1,405	(2,105)
Accruals	12,249	5,321
Deferred income	523,035	213,096
Taxation and social security	17,831	12,649
Other creditors	76,785	-
	<u>631,305</u>	<u>228,961</u>
12. DEFERRED INCOME ANALYSIS	2022	2021
	£	Unaudited £
GPIMHS/SUN	225,000	-
Recovery Connect	116,666	116,000
Safe Haven	35,000	-
In-Reach	146,369	97,096
	<u>523,035</u>	<u>213,096</u>

Income which has been deferred is for contracts for the following year.

Notes to the Financial Statement
For Year Ended 31st March 2022

13. RESTRICTED FUNDS	Balance 01/04/2021 £	Incoming Resources £	Expenditure £	Balance 31/03/2022 £
a) Brickfield Community Fund	384	-	(54)	330
b) Elmbridge Partnership/Walton Charity	4,084	-	(206)	3,878
c) Grow the Game	2,461	-	(569)	1,892
d) Men on Bikes	2,966	-	(50)	2,916
e) Spelthorne Links	1,870	-	(1,870)	-
f) Goodwyn Estate Project	391	-	(391)	-
g) Bridging the Gap	5,065	-	(4,090)	975
h) Inspiring Mental Wellbeing	2,216	-	(2,216)	-
i) C-19 Phase 2 Funding	7,916	-	(7,916)	-
j) Music in Nork Park Fund	3,000	-	(455)	2,545
k) Return to Football	-	1,000	-	1,000
l) C-19 Phase 3 Funding	-	10,085	(2,430)	7,655
m) MVDC Small Grant Community Fund	-	1,500	(240)	1,260
n) Oisin Reed Fund	-	8,191	(25)	8,166
o) Nature Nurtures Project	-	17,500	-	17,500
p) The Hope Project	-	6,000	-	6,000
	30,353	44,276	(20,512)	54,117

- a) Brickfield Community Fund - Brickfield peer support group.
- b) Elmbridge Partnership/Walton Charity - Provision of free transport to access local leisure centre.
- c) Grow the Game - Funding for two local football teams.
- d) Men on Bikes - Physical activities to support men's mental health.
- e) Spelthorne Links - Venue hire for activities local to Elmbridge.
- f) Goodwyn Estate Project - Locally based activities to improve mental and physical health.
- g) Bridging the Gap - Young persons project in Epsom
- h) Inspiring Mental Wellbeing - Evening inspiring wellbeing programme.
- i) C-19 Phase 2 Funding - Grant for delivering online courses and workshops during Covid.
- j) Music in Nork Park Fund - Parenting project.
- k) Return to Football - Football activities.
- l) C-19 Phase 3 Funding - Provision of online courses during and post Covid.
- m) MVDC Small Grant Community Fund - Grant for office equipment in the Mole Valley area.
- n) Oisin Reed Fund - Activities and support for young people and their parents.
- o) Nature Nurtures Project - Workshops to help people connect with nature in their environment.
- p) The Hope Project - Using a community development approach to explore the theme of 'hope' in the community, through a variety of workshops and activities.

Notes to the Financial Statement
For Year Ended 31st March 2022

14. ANALYSIS OF NET ASSETS BY FUND

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Fixed assets	8,586	-	8,586
Current assets	1,290,041	54,117	1,344,158
Current liabilities	(631,305)	-	(631,305)
Net current Assets	658,736	54,117	712,853
Net Assets by Fund 2022	667,322	54,117	721,439
Net assets by Fund 2021	567,269	30,353	597,622

15. OPERATING LEASE COMMITMENTS

At 31 March 2022 the charity had annual aggregate commitments under non cancellable operating leases as set out below:

	2022 £	2021 Unaudited £
Within one year		
Land & Buildings	41,400	41,400
Between one and five years	588	588
Other	41,988	41,988

16. LIMITED BY GUARANTEE

The charity is limited by guarantee and has no share capital. On winding up each statutory member is liable to contribute a sum not exceeding £1.00

Notes to the Financial Statement
For Year Ended 31st March 2022

17. RECONCILIATION OF NET MOVEMENTS IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022	2021
	£	Unaudited £
Net movement in funds for the reporting period (as per the statement of financial activities)	123,817	155,837
Adjustments for:		
Depreciation charges	4,870	5,258
Interest	(2,306)	(3,375)
Decrease/(increase) in debtors	27,682	(42,362)
Increase in creditors	402,344	209,879
Net cash generated by operating activities	<u>556,407</u>	<u>325,237</u>

18. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2022	2021
	£	Unaudited £
Cash at bank and in hand	<u>1,304,809</u>	<u>751,655</u>
Total cash and cash equivalents	<u>1,304,809</u>	<u>751,655</u>

Notes to the Financial Statement
For Year Ended 31st March 2022

19. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITY

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31st MARCH 2021	Unrestricted Funds Unaudited 2021 £	Restricted Funds Unaudited 2021 £	Total Funds Year Ended Unaudited 2021 £
INCOME AND ENDOWMENTS FROM:			
<i>Donations</i>	14,900	-	14,900
<i>Income from charitable activities</i>	842,893	35,871	878,764
<i>Income from Investments</i>	3,375	-	3,375
<i>Other Income</i>	2,006	-	2,006
TOTAL	<u>863,174</u>	<u>35,871</u>	<u>899,045</u>
EXPENDITURE ON:			
<i>Charitable costs</i>	705,772	36,013	741,785
<i>Other trading costs</i>	1,423	-	1,423
TOTAL	<u>707,195</u>	<u>36,013</u>	<u>743,208</u>
NET INCOME	155,979	(142)	155,837
NET MOVEMENT IN FUNDS			
Balances b/fwd at 1st April 2020	411,290	30,495	441,785
Balances c/fwd at 31 st March 2021	<u>567,269</u>	<u>30,353</u>	<u>597,622</u>

THE MARY FRANCES TRUST

England & Wales - Charity number 1055113

Accounts



Annual Report and Accounts

From 1st April 2020 to 31st March 2021

The Mary Frances Trust
23 The Crescent
Leatherhead
Surrey
KT22 8DY

www.maryfrancestrust.org.uk

info@maryfrancestrust.org.uk

01372 375 400

Charity No. 1055113

Company No. 3189443

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CHAIR: Mr Lee Bennett – resigned 13/07/2020
Mrs Sam Greenhouse – appointed 13/07/2020

VICE CHAIR: Mr Jeremy Ross

TRUSTEES: Dr Fergus Addison

Mrs Susan Grant

Mr Paul Matthews

Mrs Claire Nethersole – joined 11/2020

Mrs Heather Ward

CEO & COMPANY SECRETARY: Mr Patrick Wolter

REGISTERED OFFICE: 23 The Crescent

Leatherhead

Surrey

KT22 8DY

CHARITY REGISTRATION: 1055113

COMPANY REGISTRATION: 3189443

INDEPENDENT EXAMINER: Ms Joan Swain BSC (Hons) FCCA

JM Solutions

48 Rothschild Drive

Sarisbury Green

Southampton

SO31 7NS

BANKERS: CAF Bank Ltd

P O Box 289

West Malling

Kent

ME19 4TA

INTRODUCTION

If there is one way to sum up the year 2020-2021, disruptive would be the word! Since the start of the Covid-19 pandemic in March 2020, our world has changed beyond recognition and the things we once took for granted all collapsed. This includes our traditional model of service where we offered face-to-face wellbeing groups, courses and activities as well as advice and information, and crisis support, to restore and maintain the mental wellbeing of Surrey residents in Banstead, Epsom & Ewell, Mole Valley and Elmbridge.

In the space of a few weeks, we had to adapt and completely transform the established way we work to continue to support our clients in a lockdown environment - a situation so unnatural that it generated an extra load of emotional distress. This took quite some adjustments for everyone but, from a place of adversity, we believe we also created new opportunities.

Initially considered as a back-up option, our online programme evolved and matured over time, allowing us to reach out to new clients, try new things as well as give people a structured routine and a supportive online community. People started to open up more and shared their journeys with others which allowed us to develop our blogs, launch a new radio show and Men's Minds Matter, a new campaign to encourage men to open up about their mental health.

A year on, while we thought life would be back to "normal", we now recognise the value of online services which are here to stay, alongside our face-to-face offer. The pandemic also generated some fantastic innovations with new platforms such as the Surrey Virtual Wellbeing Hub and Virtual Safe Havens, which we actively took part in, thus fast-forwarding our very own technological ambitions!

Mental health took centre stage in everyone's minds and in all conversations, with the whole nation having to find new ways to support their wellbeing without relying on face-to-face socialising and traditional entertainment. This welcome focus on mental health allowed us to push another one of our agendas – educating people about mental health, and fighting stigma and discrimination.

This year has been a story of overcoming adversity on many levels. We'd like to commend our incredible staff, volunteers and facilitators for their relentless efforts to provide a quality service and a lifeline to our clients, in what has been an unprecedentedly busy period. We'd like to thank our commissioners, funders and partners for their continued trust and support, without which we simply could not have done what we have achieved. But above all, we'd like to salute our clients who, through their own mental health battles doubled by lockdown restrictions and pandemic worries, have faced more challenges than anyone and yet have continued to work with us tirelessly in pursuit of wellbeing, demonstrating the value and importance of our work.

REPORT OF THE TRUSTEES

The Trustees present their report with the financial statement of the Company for the year ending 31 March 2021.

GOVERNING DOCUMENT

The Mary Frances Trust is incorporated as a company limited by guarantee. The Trust's governing document is the Memorandum and Articles of Association incorporated 23 April 1996 as amended on 28 March 2018, based on the Charity Commission's model (1995).

In the event of the Company being wound up, members are required to contribute £1 per member.

OBJECTS OF THE CHARITY

The principal object of the Charity is to support people with mental health problems, particularly through the use of user-led, psycho-social interventions.

TRUSTEES AND ORGANISATION

The Trustees during the year under review were:

Mr L. Bennett	- Chair (until 13/07/20)
Mrs S. Greenhouse	- Chair (from 13/07/20)

Mr J. Ross	- Vice-Chair
Dr F. Addison	- Trustee
Mrs S. Grant	- Trustee
Mr P. Matthews	- Trustee / Treasurer
Mrs C. Nethersole	- Trustee (since November 2020)
Mrs H. Ward	- Trustee

The Trustees are also Directors of the Charitable Company and provide their services free of charge.

The Trustees are responsible for running the organisation and, during the year, they delegate day-to-day responsibility to Mr Patrick Wolter, Chief Executive of the Charity. Mr Wolter is also the Company Secretary.

The operations are carried out by a staff team and a group of volunteers working closely with people who use the service. Membership of the organisation is open to anyone with an emotional or mental health problem. These Members register before our Annual General Meeting (AGM) for the duration of one year. They then have the right to vote and elect the Board of Trustees at our AGM.

We also do our best to make sure that people with lived experience of mental health problems participate in the organisation's development and help with setting our short and long-term objectives. MFT employs a Co-production and Community Engagement Worker who is responsible for working with our Advisory Group consisting of people with experience of mental health problems.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the Directors of The Mary Frances Trust for the purposes of company law) are responsible for preparing the Report of the Trustees 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 which 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 those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity Statement of Recommended Practice (SORP);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.

INVESTMENT POWERS

Under the Memorandum and Articles of Association, the Trustees have the power to invest funds as they see fit.

RECRUITMENT AND APPOINTMENT OF TRUSTEES

The Directors of the Company are also Trustees for the purpose of charity law and under the Company's Articles are known as the Board of Trustees.

The Board of Trustees seeks to recruit its members to balance various skills required to manage the Charity. Traditional business skills are required as well as experience in the mental health field, which is so important to our work. We recruit new members to the Board by advertising via national recruitment agencies such as REACH as well as through local contacts.

During the year under review, we have had a couple of changes withing the Board of Trustees. Lee Bennett resigned from the position of the Chair and Trustee in July 2020 and Sam Greenhouse has been unanimously elected the new Chair, which then has been approved at the AGM held in October 2020.

On behalf of the Board of Trustees, staff team, volunteers and MFT members we would like to express our massive gratitude to Lee Bennett for his long term and hard work for the organisation. We also would like to pass on our warm welcome to Sam Greenhouse and wish her many successes as the Chair. We were also very pleased to welcome Claire Nethersole as our new Trustee. Claire joined our Management Board in November 2020 and is awaiting her formal appointment by the MFT Members in the next AGM meeting.

In accordance with the Articles of Association, one third of the Trustees retire by rotation at the AGM each year. This year it means that Paul Matthews and Susan Grant will be retiring. Both would like to offer themselves for re-election.

TRUSTEE INDUCTION AND TRAINING

All new Trustees are invited to visit MFT and spend time meeting people who use our services and staff in order to understand the character and ethos of the organisation. Training is, by necessity, tailored to individual needs depending on the knowledge gaps and experience of the individuals involved.

It is extremely important for all the Trustees to fully understand and be able to implement, in all their work with MFT, our special way of working with people and the values and organisational ethos.

RISK MANAGEMENT

The Trustees are aware of their responsibilities under SORP (FRS102) of undertaking a risk management review. The Risk Assessment and mitigation

strategies are being thoroughly reviewed by the Chief Executive and the newly appointed Risk Committee (consisting of three Trustees, CEO and the Head of Operations) on a six-monthly basis. The reviews are needed to identify any upcoming risks and further mitigate them and our organisational Risk Register had been regularly discussed in 2020/21.

REVIEW OF OBJECTIVES AND ACTIVITIES FOR THE PUBLIC BENEFIT

Mary Frances Trust (MFT) is a charitable organisation established in 1994 by people who used mental health services, carers and professionals to support people with any mental health issues. It is a non-medical service set up to address the social consequences of mental health issues on the lives and wellbeing of people who use mental health services. These include the following:

- low self-esteem and self-confidence (compounded by the negative attitudes in our society towards those with mental health issues);
- social isolation and exclusion from many areas of community life (including leisure, volunteering and education);
- low income because of long-term reliance on benefits (people using mental health services have the lowest rate of employment of any group of disabled people); and
- poorer physical health compared to the general population.

Until 2006, our services were based strictly on the Clubhouse Model (a model of social rehabilitation started in New York in 1950's) which was an excellent starting point for development of user-led services. With time, however, MFT had to adapt to the changing approach to mental health, and the way services

are being delivered, while at the same time staying faithful to our main values and principles. Those mean that as an organisation we remain:

Inspiring - We offer everyone a personal, tailored approach with the space to think, try things out and find out what is working for them. We support people to draw from their own strengths and resources. We inspire and empower them to develop the skills that will help them to become experts at maintaining their own wellbeing.

Inclusive - The people we support aren't passive recipients of services we design for them. We believe in a strength-based approach, where we listen and tap into their expertise. We involve them in every aspect of our organization, including the design, delivery, monitoring, review and development of services that respond to their changing needs.

Connected - We believe in the power of connections. Our services are always designed to help people connect or re-connect with their local community. We work in collaboration with local and national organisations to provide access to first-class mental health support in the communities we serve.

Respectful - We welcome everyone, and value equality and mutual respect. We offer the people we support a place where they feel safe and belong. We treat them with the same care as our staff and volunteers. We are committed to carrying our values into everything we do - both inside and outside of our organisation.

Positive - Our mental health shouldn't dictate who we are or limit what we do. We support and inspire everyone to achieve their own goals and potential, so they can lead a fulfilling emotional life. We believe that everyone can find their own mental wellbeing, whether they have a serious mental health condition or not.

OUR VISION

We believe anyone experiencing any kind of mental or emotional health issues should be unafraid to ask for help, receive appropriate support for as long as they need, and feel inspired to develop the skills that will help them to restore and/or maintain their own wellbeing.

OUR MISSION

Our mission is to:

- work alongside people experiencing any kind of emotional or mental health issues for as long as they need and inspire them to develop the skills that will help them to restore and maintain their emotional wellbeing.
- involve people with experience of mental health at every level of the organisation so they can help us design, deliver, monitor and review our services to ensure they respond to their changing needs.
- consistently challenge stigma attached to mental illness and raise awareness of the importance for everyone to look after their mental wellbeing.
- lead and co-ordinate the development and delivery of first-class, voluntary mental health services in Surrey.

- Maintain sufficient funding streams to be able to provide person-centred services to people experiencing any kind of emotional or mental issues.

Over the years, we have evolved a range of activities which support people using our services with their wellbeing and recovery, to access opportunities within the community, to set their own achievable goals and to have the best possible quality of life.

Our work is guided by our Strategy, agreed by the Board of Trustees in February 2018 for the three years (to March 2021). The Strategy identified the following strategic priorities:

1. Reaching New Service Users (from underrepresented groups);
2. Developing Further the Co-Production and Co-Design Model;
3. Exploring New Technologies (for access, management and delivery of services);
4. Raising Profile of MFT;
5. Further Developing Strategic Partnerships; and
6. Increasing Unrestricted Funding.

The Trustees reviewed the progress made on all set priorities and agreed that:

- Progress was satisfactory
- Further development was required, in particular in Priority 6.

Between 1 April 2020 and 31 March 2021, the organisation has grown significantly through the allocation of new contracts for our GP Integrated Mental Health Services (GPimhs) and Service User Network (SUN), bringing our total number of staff from 18 to 23 people. This trend is continuing with new services being developed, such as In-Reach and Recovery Connect. In light of such continuous growth and of the very specific circumstances brought about by a long-lasting pandemic, the Trustees made a conscious decision to postpone development of a full new strategy and, for the time being, to focus on three strategic priorities:

1. "Bed-in" the updated operational model and new contracts;
2. Understand the changing landscape for mental health service provision and commissioning, to inform on MFT's role within this;
3. Further development of our co-production approach and work.

SERVICES CURRENTLY PROVIDED BY MFT

- **Social / Peer Support** – As with all of our activities this year, these have been run online. Coffee mornings have taken place each weekday and have proved to be very popular, and peer support groups have been happening at least once a week.
- **Wellbeing Information and Advice** – telephone support, provided by Lenny Roberts-Flanders, regarding a variety of issues in different areas of concern, including housing, benefits, relationships and working with other professional organisations.

- **Skills Development** – We have been able to continue with a huge and varied programme of courses (self-esteem, mindfulness, assertiveness etc.), but individual support for people who would like to explore opportunities in the wider community – education, volunteering and/or social activities has been limited due to the pandemic.
- **Groups and Activities** – we have been able to continue to offer a programme of groups and activities online. Examples of the activities include: Art, (yes, even online!), Crafts, Women’s group, Talking Football and a very popular weekly quiz. We have continued to offer some regular self-help groups for people with Bipolar, Hoarding Disorder and also a monthly peer support group for the LGBTQ+ community, as well as evening groups twice a week for Young People aged 16-25 years old.
- **Wellbeing** – these services focus on physical health (which influences our emotional and mental health) and general wellbeing. Even online, we have been able to offer Zumba, Salsacise, lots of different types of Yoga, Qigong, Pilates and Fitness sessions. These have been very well-attended and run at different times of the day and evening.
- **Safe Haven** – an innovative service, provided in partnership with Surrey and Borders Partnership NHS Foundation Trust. The main aim of this service is to provide a safe space for people in emotional crisis and prevent them from developing a full mental health crisis. The service runs out of hours (6pm-11pm), 365 days a year. During the pandemic, a virtual

Safe Haven was developed and this enabled people to access the service from home.

- **GPimhs (General Practice Integrated Mental Health Service)** – a service delivered in partnership with Surrey and Borders Partnership NHS Foundation Trust and Primary Care Networks. This is an emotional and wellbeing service for adult patients over 18 years old. Patients are offered extended consultation times, quick and easy access to practical advice and tailored support for their mental health needs from Mental Health Practitioners or Community Link Workers who are based within GP surgeries in Surrey. This has continued to operate during the pandemic, but as a virtual service and not face-to-face.
- **NEW: SUN (Service User Network)** - an easy-to-access community-based peer support service for adults experiencing difficulties with complex emotions often associated with Personality Disorder. This new service, launched early 2021, is delivered by Community Connections Surrey, in partnership with Surrey and Borders Partnership NHS Foundation Trust. More information about this service will follow in the report.

ACHIEVEMENTS AND PERFORMANCE

MFT'S WORK THROUGH THE COVID-19 PANDEMIC

Due to the very short notice nature of the first national lockdown announcements back in March 2020, MFT staff had to 'hit the ground running' to make sure that everyone we worked with knew MFT was still in business

and what was planned for the foreseeable future. Within two weeks, all open cases on the database were contacted by email, phone, text or letter and a programme of support was developed to ensure continuity of care. Because of this proactive approach, MFT was the first Community Connections Surrey provider to have a support package in place and an online programme.

MFT was fortunate in being able to secure Coronavirus Response Funding from the Community Foundation for Surrey. This came in two parts: Phase One was £4,313, and Phase Two was £24,858. Contact was made with several of our other funders, who agreed that MFT could move the funding they had given previously for other purposes into the Coronavirus Response workstream, and this meant MFT was able to put together a very comprehensive programme of support from the start of the pandemic.

All actions were tracked daily since the start of the first lockdown and this continues to be the case. The total of one-to-one support sessions for the year was 10,211. This consisted of welfare calls, initial appointments and 30-minute support appointments, which often went on for far longer than the intended 30 minutes. The number of response emails from the team were also logged and during the whole year 16,933 emails were sent out. See supporting chart below.

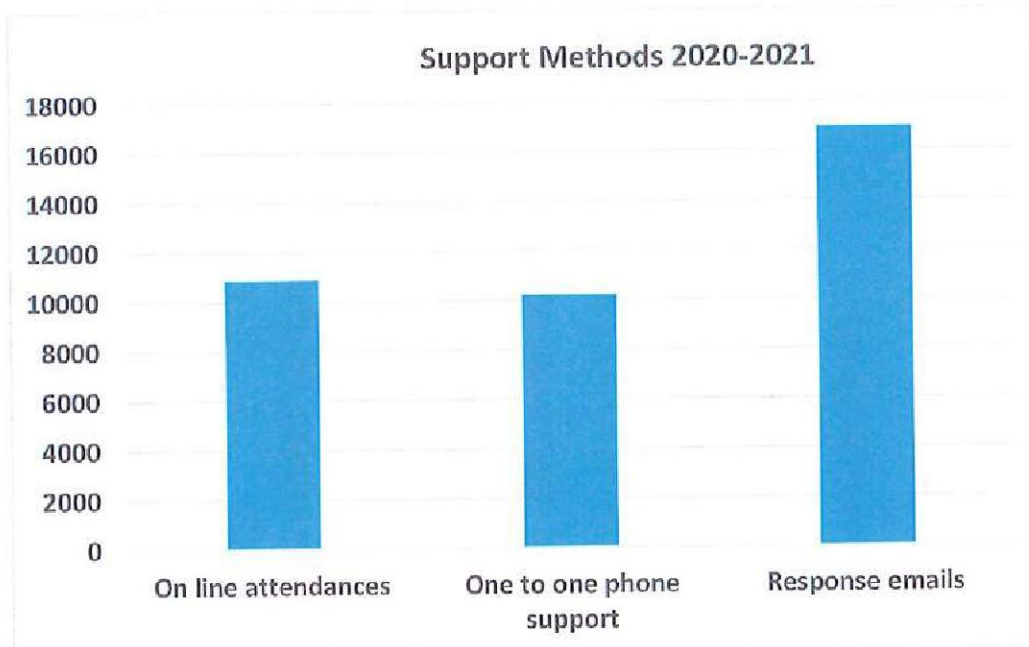


Chart 1 refers to our Community Connections services.

The total number of attendances for the year for the online programme was 10,861 (see chart below). Obviously, some people came to quite a few activities, which accounts for much of the high number. A total of 1,359 activities were run online in the year 2020-2021.

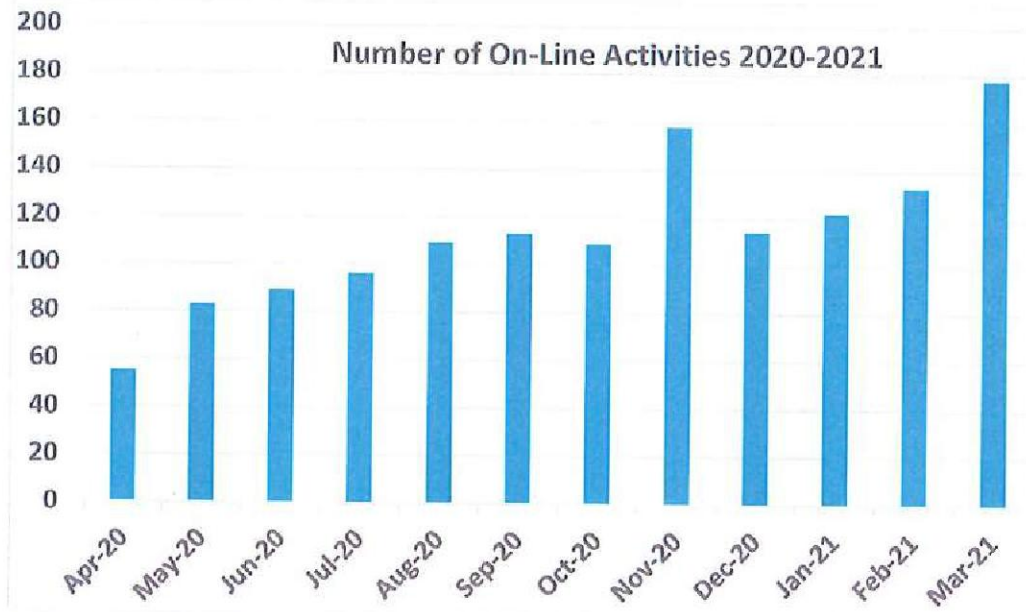


Chart 2 refers to our Community Connections services.

April 2020 - March 2021 was the fourth year of Mary Frances Trust’s Community Connections contract. During this year, Mary Frances Trust (MFT) received 899 referrals from within its commissioned areas of Mole Valley, Epsom and Ewell, Banstead, and East Elmbridge. This is down from last year due to reduced referrals in the early months of the impact of Covid-19.

The end of the year saw Mary Frances Trust supporting 1,746 people, which is a 19% increase from the previous year (1,469). Surrey Downs Clinical Commissioning Group reports that MFT are supporting an impressive 61 people per 10,000 population, which is the second highest out of all Community Connection providers in Surrey.

During the period 2020/21, Mary Frances Trust were contracted by Catalyst to provide a service in West Elmbridge.

Mary Frances Trust received 145 referrals for West Elmbridge and finished the year supporting 238 people in West Elmbridge which shows that our charity continues to provide a wide and comprehensive service.

The total number of people MFT supported with their emotional wellbeing during the year was 2,644.

In general, people are accessing the services for longer and engaging more in the online services which have been a valuable lifeline to many. Feedback has indicated that MFT has been responsible for improving many people's lives during the pandemic, with some people indicating that it was 'life saving'.

With the help of outside facilitators, MFT was able to complete a programme of 'Six Ways to Wellbeing' workshops and ran 13 workshops to front-facing staff and carers from other organisations. These were well-attended, and the feedback was encouraging. A new contract has been agreed for next year.

There has also been work going on to establish new projects in partnership with Surrey and Borders Partnership NHS Foundation Trust (SABP), which have entailed a lot of very hard work 'behind the scenes'. These are mentioned in the 'Future Developments' later in this report.

Unfortunately, there was a rise in the number of safeguarding concerns raised; not surprising given the circumstances that some people were facing. In total, 24 concerns were sent to the Multi-Agency Safeguarding Hub (MASH) or the Single Point of Access (SPA), while others were not escalated as they were less severe and were dealt with by offering extra support over a

prolonged period as well as alerting the relevant Community Mental Health Recovery Services (CMHRS) and Safe Haven.

All of the work undertaken was with the support of our Administration Team who worked tirelessly to ensure all enquiries that came in were dealt with appropriately, all course places were booked, and reminders and resources were sent out. This was in addition to everything else they would normally do.

COMMUNITY CONNECTIONS REPORT

As everyone is aware, this has been a year like no other. For the Community Connections team this has been especially busy, not only with having to adjust to working from home, but also having to learn a number of new skills such as working on Teams and Zoom, and only being able to contact people remotely. This was a real challenge as the essence of MFT has always been person-to-person support. However, the team contacted everyone open on the database, by email, letter, phone call or text, to let them know that the service was still open and to reassure them that they would still be supported. During this year, Anna Silver, our Volunteer Co-Ordinator, and Lenny Roberts-Flanders, our Wellbeing Advice and Information Officer, have supported the core Community Connections team and their work is also included in this report.

The programme began with two coffee mornings and eleven people attending, but by the end of the financial year there had been 1,359 activities held online. These included wellbeing courses; physical exercises; peer support groups and coffee mornings - in fact, many of the activities that would have usually taken place offline. Feedback from clients has shown that for many

the programme was a life saver during a very difficult time. Staff worked over the Easter and Spring Bank Holidays to ensure that people were well supported at a time when they felt very isolated.

Outside facilitators were vital to the programme and the funding received made it possible to employ Taryn Biddulph, Angie Muscio, Litsa Yiatros, Amanda Sander, Marcia Smith-Howard, Taj Gilligan, Catherine Clarke, Michele Powponne, Jayne Nicola, Arlette Rowe, Anna Rowe Thomas, Saara Vance and Kate Harding to run many of the activities we offered.

We'd also like to mention the amazing contribution of Marie Benedict who delivered Pilates for us for seven years at both beginner and advanced levels as well as badminton. She sadly passed away in the summer of 2020. Her family organised a collection in her memory and managed to raise an incredible £4031.40, which they chose to donate to MFT to honour her dedication to our charity and to mental health. We are very grateful for their support, trust and generosity.

In addition to the online programme, the team made a number of support calls and Zoom meetings to clients to ensure they had a real continuation of the care and support that MFT has always offered.

As well as having to learn the wonders of Zoom and Teams, a new platform for enquiries was built by Healthy Surrey - The Surrey Virtual Wellbeing Hub. All online activities were advertised there as well, so the team had to learn all of the administrative processes to ensure that MFT's work was advertised across the county. This led to a number of people joining the service from outside of the normal areas of work, and so at the end of the pandemic, there

will be a piece of work to do to ensure these individuals are made aware of their local services, should they need on-going face-to-face support.

Community Connections also welcomed a new staff member, Ruby Haider-Smith, who became our Area Support Co-Ordinator and took on the responsibility for the Young People's programme. Ruby was taken on a one-year contract, but this was subject to future changes.

SAFE HAVEN

This has been a challenging year at Safe Haven in Epsom. The Safe Haven has remained open during the past financial year, despite the issues related to staff having to self-isolate, experiencing sickness themselves and staff shielding. Our MFT Safe Haven team has been really flexible, offering to cover when we have been short of staff, which has enabled us to remain open at all times. This is something we're all very proud of.

During the last financial year and due to the pandemic, it was decided by Surrey and Borders Partnership NHS Foundation Trust (SABP) and MFT that we would only be able to manage people experiencing a mental health crisis – we had to suspend our maintaining wellbeing hour (6pm-7pm) traditionally offering peer support to regular visitors. Staff and anyone who accessed the service have had to wear masks, unless they had a health issue preventing them from doing so and we applied social distancing measures for all staff and visitors coming into Safe Haven. We also had to undertake a complete wipe down of surfaces before opening, and again before closing, as we share the building with Surrey Choices. We have managed to keep Safe Haven open despite staff members being 'pinged' at short notice, which is a testament to how seriously the staff have taken their roles. We have missed being able

to welcome people who are not in mental health crisis and hopefully, when the measures relax further and it is considered safer to do so, we will be able to offer our maintaining wellbeing hour again. Understandably, our numbers are down from last year, but we feel we have been able to offer a supportive and comprehensive service to those experiencing a mental health crisis.

Early in April 2020, Safe Haven Epsom piloted a new service for Surrey and Borders Partnership NHS Foundation Trust (SABP), called Attend Anywhere, which is an online platform enabling us to support people virtually during the pandemic. It's been so successful that we expect it to continue to be part of our offer when we resume normal service, and it is now used in all Safe Havens in Surrey. It's been a lifeline to those who have been shielding or who are generally anxious about visiting Safe Haven in person.

We have welcomed two new contracted staff members, Justin Gillard and Sharon Nicholls, who were both previously employed as bank workers and are now full-time Safe Haven Practitioners. It has been really invigorating to have fresh ideas, opinions and different life experiences to draw on.

At the beginning of 2021, we worked on an engagement plan with the wider community and our Advisory Group to ascertain whether our current premises fit the needs of an expanding service. This was particularly difficult to do during a pandemic, but we had great support from our communities and have been able to draft an engagement report reflecting the views and opinions of our stakeholders. Our Advisory Group played a key part in this piece of work and we'd like to thank them for their support and hard work. We are in the process of reviewing other premises at potential venues for the future, based on the feedback we have gathered.

GENERAL PRACTICE INTEGRATED MENTAL HEALTH SERVICE (GPIMHS)

The GPimhs service is a partnership between Surrey and Borders Partnership NHS Foundation Trust (SABP) and lead mental wellbeing third sector organisations, such as Community Connections Surrey. The GPimhs teams operate from GP surgeries within Primary Care Networks (PCN) in Surrey and consist of a Mental Health Practitioner and a third sector mental health specialist called Community Connector.

Mary Frances Trust has worked in Partnership with SABP, and this year operate four GPimhs services from Banstead Primary Care Network (PCN), Epsom PCN, Epsom Integrated Care Partnership PCN, and Leatherhead PCN.

Despite a difficult year due to Covid 19, our GPimhs Community Connectors, Meklit Solomon-Osborne, Rosie Fishlock, Halima Qureshi and Nicholas Denny have continued to provide an excellent service for the people within their areas, operating by phone and virtual platforms.

As well as contributing to this excellent service, our Community Connectors have continued to develop stakeholder relationships, refine, develop, and share best practices with other GPimhs teams, as well as link people with appropriate community assets and services to ensure that they are supported in the best possible way with their emotional wellbeing.

A mention should also be given to Lenny Roberts-Flanders, our Wellbeing Advice and Information Officer, who has been seconded on a number of occasions to ensure we have adequate resources to continue our GPimhs provision during difficult periods. Lenny has also been involved in staff training and development.

SUN (SERVICE USER NETWORK)

SUN is an easy-to-access community-based peer support service for adults experiencing difficulties with complex emotions often associated with Personality Disorder. These emotions can affect how a person feels, copes with life and manages relationships. Based on an established model, SUN offers access to regular peer support groups where people can talk about their experiences and offer one another help and advice. Groups are facilitated by a Peer Support Worker with lived experience of mental health issues and a Clinician.

SUN groups follow a set format to encourage people to say how they are feeling and what they want to get out of the group; discuss topics or themes that are raised; offer support and share experiences; and talk about how they are feeling at the end of the group. Group facilitators participate in discussions where helpful and where needed.

Enya Philips was MFT's first SUN Group Facilitator and has contributed to its development from the start of the project. Enya alongside our colleagues has been delivering the SUN groups online during the pandemic. Enya has now left MFT and we are in the process of recruiting a new SUN Peer Support Worker to replace her.

OTHER SERVICES

Wellbeing Advice and Information

Lenny Roberts-Flanders, our amazing Wellbeing Information and Advice Officer, has had an unusual but busy year.

Having to adjust to working remotely with the rest of the MFT team, Lenny has continued to provide her excellent service by adapting to working online and via the telephone. This has meant a big adjustment and at times a learning curve.

However, this has not been a barrier that Lenny has been unable to overcome, she has been providing support to a steady flow of people. Her support has been very varied in nature but included finding the right and most appropriate services for people, providing general information, form filling, (mainly around benefits, housing and debt), and connecting people to other providers such as occupational therapy, social care, food banks and Improving Access to Psychological Therapies (IAPT). Getting people the right support when they most need it.

Personal Independence Payment (PIP) issues have been a strong theme this year, leading to Lenny assisting in many appeals as the number of clients being declined PIP has increased. Many people who have been previously receiving the required benefits have suddenly found them stopped, leading to financial difficulties.

Lenny has established strong partnerships working collaboratively, not only with the rest of the MFT team, but also agencies such as the General Practice Integrated Mental Health Service (GPimhs), the Jobcentre, Social Prescribing, the Community Mental Health Recovery Team, Single Point of Access, and many others. Lenny has also participated in many welfare calls throughout the pandemic.

During this period, Lenny has engaged with continual personal and professional development (CPD) gaining counselling qualifications and obtaining her British Association for Counselling and Psychotherapy Membership, as well as other work related CPD courses, in order for her to maintain the quality of service she supplies.

As a Teach Mindfulness Graduate with a Guided Meditation Diploma, Lenny has also volunteered to facilitate a weekly meditation group for our clients and has written many blogs as well as prepared written and audio meditations practices to do from home for mental health awareness days such as Mental Health Awareness Week in May 2020.

Marketing and Communications

Since the start of the pandemic, communication has been crucial to ensuring that our clients understood how our service would change from face-to-face to online, what support was still available and how they could get it. We used a variety of channels to achieve this.

Website

Our new website, freshly launched in February 2020, played a vital role in sharing clear information with everyone. A special [COVID support page](#) was created as well as [Zoom guides](#) and [online participation guidelines](#) to help people get used to this new online reality.

Marketing emails

We continued to send our monthly newsletter which became more and more popular during that time as we shared information about MFT, our services and signposted people to other organisations offering COVID-related

support. It became a trusted information hub so people knew where to get what they needed. The number of newsletter subscribers grew a lot during that time as a result. According to Mailchimp (the platform we use to create and send our marketing emails), we had 1,816 subscribers back in August 2020 and by March 2021 this had grown to 2,230 people. The engagement rate of the newsletter (the number of people opening the email) has consistently been between 30% and 40% during that time, which is quite high for a newsletter.

On top of the newsletter, we also sent weekly calendar updates to let our clients know about any new online course or activity being added. This allowed people to hear about a course as soon as it was confirmed, which helped to reassure them that there was still a lot on offer. It also allowed them to structure their days around our virtual programme so they could gain a sense of control and feel less isolated during lockdown.

Social media

All our content (courses, calendars, blogs, information posts and general news) was shared on our social media platforms (Facebook, Twitter and Instagram) to ensure that clients who do not receive the newsletter or people who did not know about us could hear about the free wellbeing support available to Surrey residents.

Many organisations in Surrey were so keen to help residents that we all started to share each other's content. We started "tagging" more and more organisations on social media, which would then share our content with their audience, allowing us to reach out to more people, gain more followers as well as get better brand recognition!

We relaunched our Instagram account in March 2020, which had been dormant until then, in an attempt to reach out to younger clients (16-25 years old) as part of our Young People's programme. In March 2021, two students from the University of Creative Arts in Epsom (UCA) got in touch to offer their help for their end-of-year project. We've been working with them since on how to develop a proper Instagram brand and attract a younger audience, while ensuring we make the most of what Instagram has to offer. They've been working on templates we can use to make our content stand out more, as well as strategies to create more engagement in a way that isn't too resource intensive for Connie Ridout, our Communications Lead who works part-time, so it is sustainable longer term. We will share further updates on this piece of work in next year's Annual Report as this work is still ongoing.

Blogs

As soon as lockdown was announced in March 2020, we started sharing weekly arts and craft written and video blogs. These were to replace our weekly arts classes, encourage people to get creative at home using material lying around the house and support their wellbeing whilst having fun! These were quite successful with people regularly asking to share photos of their artwork with others on social media and receiving a lot of praise and encouragement as a result. This helped us to create a supportive online community where everyone cheers each other on.

Our proudest achievement remains our mental health blogs. On our new website, we created a brand new "[News and Stories](#)" section to allow us to create blogs, news stories and press releases and shares them more prominently on social media but also on our homepage.

Initially, it was difficult to find clients willing to share their stories with others. We often had to ask people we knew, such as our staff or facilitators, to blog for us on topics we came up with. However, during the pandemic, with a new influx of people, people having more time on their hands and with a greater focus on mental health, more and more people started to volunteer to write about their journeys. Between April 2020 and March 2021, we shared a total of 74 blogs including our arts and craft blogs, mental health stories, poems, vlogs, videos and meditations.

The theme of the blogs were also very varied, from talking about depression and how to manage your wellbeing in a pandemic, to breaking the stigma around bipolar disorder and borderline personality disorder.

Media

Throughout the year, we have worked with the media to raise awareness of Mary Frances Trust. We were guests on BBC Radio Surrey and Sussex many times over the year, promoting our service, virtual Safe Haven, the Surrey Virtual Wellbeing Hub, our SUN (Service User Network) service, our LGBTQ+ peer support group, our Time to Change Surrey partnership as well as our own radio show! More on all this below.

Awareness Days

As part of our mission to educate people around mental health and campaign for better understanding and acceptance, we got involved in a few mental health awareness days.

For Mental Health Awareness Day in May 2020 around the theme of "Kindness", we created our first user-led video asking people to submit video clips explaining what kindness meant to them. It resulted in [a brilliant 6-minute video](#) featuring our clients, staff, Trustees, facilitators, volunteers, corporate partners as well as friends of MFT, which created a lot of engagement on social media and put a big smile on people's face! We also experimented with offering written and audio meditations made by our very own Wellbeing Advice and Information Officer Lenny around the theme of kindness, which was another great success!

We also added a few new awareness days which we didn't usually mark, such as World Bipolar Day on 31 March where we shared [a video blog from a facilitator](#) bravely coming out to the world as being bipolar for the very first time and sharing her tips on how to manage the condition!

The Wellbeing Hour

During the pandemic, we were approached by local internet radio Surrey Hills Community Radio who offered us a regular slot on their station to produce and host our own show.

We decided to rise to the challenge and to start an one-hour monthly show to talk about mental health and emotional wellbeing from the perspective of people with lived experience. We wanted to involve our staff, facilitators, volunteers and clients in every aspect of the show, from idea generation, planning, project management, guest selection, production, being a guest, interviewing and presenting, all the way to music selection and even music playing (one of our clients played a beautiful tune on the recorder for us!).

We called the show, The Wellbeing Hour, and aired it on the first Monday of every month at 9pm.

One of our mindfulness teachers, Litsa, volunteered to be our host. Alysson, a music producer and friend of MFT, offered to create the show's jingles and to edit the programme for us. We formed a planning committee with everyone who wanted to get involved so we could agree what we wanted the show to achieve and what should be on the show. After a few meetings, we launched our first show on 7 December 2020!

We wanted to give our clients a voice and the confidence to share their mental health stories, so we ensured that the majority of our guests were our very own clients. We also offered the opportunity to interview guests to anyone interested (training was also offered) instead of using the same host for every single interview. This gave us a multitude of voices.

Over the following months, we covered a very large variety of topics including: self-care at Christmas, creative chats, mindfulness meditation, positive affirmations, parents' mental health in a pandemic, being bipolar, creative writing, the launch of our SUN service, borderline personality disorder, stress management, the healing power of nature, breaking mental health stigma, fathers' mental health, Co-Production, Journaling, LGBTQ+ mental health, Time to Change Surrey (more on this later) and suicide prevention.

At the time of writing this report, we have had to make the difficult decision to end our radio show after September 2021, as we were unable to secure funding to finance a part-time project manager role to take over the show.

The workload generated by the production of a monthly radio show became too much to sustain for our already-busy staff, despite the incredible support of our volunteers. We are also exploring other more sustainable options, such as producing our own video or audio interviews as and when we want, as we recognise the incredible value created by the content we have generated as part of the show.

The show has played a crucial part in our mission to educate and fight mental health stigma and discrimination. We are incredibly proud to have created some very unique and interesting content with strong, genuine voices which we don't often hear in the media. We also managed to recruit a few new clients via the radio show!

All our radio shows are available to listen on replay in [the Wellbeing Hour section of our website](#).

Men's Minds Matter

Back in October 2020, when we looked at our data, we noticed that the number of female clients we support was much higher than the number of male clients. We decided that we needed to do something about it and perhaps ask men what activity and support they think we should offer them.

This turned into a bigger project and became a whole campaign which we called "Men's Minds Matter". It was launched in our November 2020 newsletter, just in time for Movember, a whole movement around men's physical and mental health.

The aim of the campaign is to empower and encourage men in Surrey to open up about their mental health and to seek support. We told people that there were many ways to engage with our campaign, including:

- writing blogs to share your story
- taking part in radio interviews
- joining a working group to determine what's currently missing in terms of mental health provision for men, and brainstorm ideas about how to better support men.

We've been really proud to receive many requests from men wanting to blog to share their story and the lessons they have learnt during their recovery. We've also had more and more men volunteering to take part in our radio show, leading us to be able to have a [men-only show in June 2020!](#)

This a very encouraging sign that men's attitudes towards mental health might be starting to shift a little, with more men willing to talk about their experiences. However, statistics around male suicides in the UK are still worrying high and our work to support men's mental health must continue.

Sadly, the Men's Minds Matter working group we had intended to put together had to be paused due to lack of resources internally, but we do hope to start it again in the near future.

Volunteering

As with all things, this has been a difficult year for volunteering. With the start of the pandemic and our offices closing, many of our volunteer roles were no longer available and many volunteers did not feel able to help online. This has meant that a smaller number of volunteers have been able to support

us over the year, either online or with our walks (during the times that the walks have been able to operate).

In order to support and keep our volunteers connected, we have held regular online volunteer training sessions and Zoom meetings. Training topics have included: Mental Health Awareness, Equality and Diversity, Ways to Wellbeing and Covid-19 Resilience tools.

A number of volunteers have transferred to online roles, and we have also recruited some new volunteers to support our online programme. This has enabled us to offer a wider range of groups. Volunteers have helped support our coffee mornings, creative writing, meditation, book club, Qigong, English language support, wellbeing groups, the monthly radio show and more. We have set up a monthly online group supervision for all volunteers where they can discuss any issues and feel part of the wider volunteering team.

Our loyal band of walk volunteers has enabled us to keep the weekly Epsom Downs walk going (when permitted by Government guidelines) and Rosemary's dedication has kept our garden in Leatherhead looking beautiful throughout the year.

We're very grateful to all the volunteers who have supported us through this challenging time, and to all of those who have supported us before the pandemic. We hope that many of the volunteers who haven't been able to volunteer during the pandemic will soon be able to return to volunteer with us when we move back to face-to-face activities.

Co-Production and Advisory Group

Our Advisory Group consists of volunteers who use their lived experience of mental health services and support to help guide Mary Frances Trust. We are committed to developing Co-production within the charity and involving people who use our services in everything that we do.

In November 2020, Redeka Tomlin joined the organisation as our new Co-production and Community Engagement Worker. Due to the pandemic, the Advisory Group had a hiatus for a few months and the meetings were resumed in December 2020 with approximately ten active members. The operation and direction of the Advisory Group was unclear and undefined after the hiatus and as there were some new members that had joined just before the pandemic, it provided a good opportunity to review the purpose and aims of the group.

Since then, Redeka and the Advisory Group have:

1. Worked together to define the operation and membership of the Advisory Group by developing Terms of Reference, a role profile and application form.
2. Built upon their interaction and influence within the organisation by providing presentations to staff and the Management Board, having staff attend the Advisory Group meetings and taking part in sub-groups with staff on specific projects.
3. Got involved with specific projects/discussions using their lived experience expertise. Areas our Advisory Group have been involved in this year include: feedback avenues for clients, MFT's online programme and the Safe Haven Premise Move Engagement Plan.

4. Contributed towards recruitment of staff by being a member of the interview panel and decision of appointment.

Our Advisory Group is actively working on a training/induction programme for Advisory Group members and some of the members have undertaken Co-production training that was provided by Mary Frances Trust at the beginning of the year. Our Advisory Group have also had training on Trello, a project management website, to expand avenues of communication and resource. At the time of writing this report, the Advisory Group have designed and co-facilitated a Co-production course and launched a recruitment drive. There will be further details of this in next year's Annual Report.

PARTNERSHIP WORKING

During the year, MFT has worked with a number of partner organisations.

These include:

Centre for Psychology

NHS Community Mental Health Recovery Services (CMHRS)

Epsom Mental Health Week

Dorking and Epsom Family Centres

Dorking Health Care

Healthy Surrey – Surrey Virtual Wellbeing Hub

Mole Valley Community Harm and Risk Management Meeting (CHaRMM)

Mole Valley Council

Surrey and Borders Partnership NHS Foundation Trust (SABP)

Surrey County Council

The KT22 group

Transform Housing
 Adult Education Within Reach (WEA)

Corporate Partnerships

In 2020, we were also chosen as “Charity of the Year” by three organisations:

- Betchworth Park Golf Club
- Rosebery Housing Association
- Swan Shopping Centre, Leatherhead

Despite the challenges brought on by the pandemic, they supported us in many different ways throughout the year - sharing our content on social media, raising some vital funds from their supporters, undertaking awareness campaigns to raise our profile and appeal to the local community. We’d like to thank them all for their amazing support - we were honoured and grateful to work alongside them and benefit from their wonderful commitment.

THE YEAR 2020-2021 IN NUMBERS

Table 1 and Chart 1 show a relatively stable number of new referrals to the Community Connections service throughout the year. They were smaller at the beginning of the pandemic and started steadily increasing throughout the year. We noted a very small decrease in the number of referrals (-2,8%) comparing to 2019/20, which is understandable considering the circumstances.

New Referrals Per Quarter	Mole Valley	Epsom & Ewell	Elmbridge East	Banstead	TOTAL
------------------------------	----------------	------------------	-------------------	----------	-------

Quarter 1	69	34	21	29	153
Quarter 2	67	57	56	24	204
Quarter 3	88	57	50	43	238
Quarter 4	121	58	89	36	304
TOTAL	345	206	216	132	899

Table 1 – Number of new referrals to Community Connections service per quarter in 2020/21

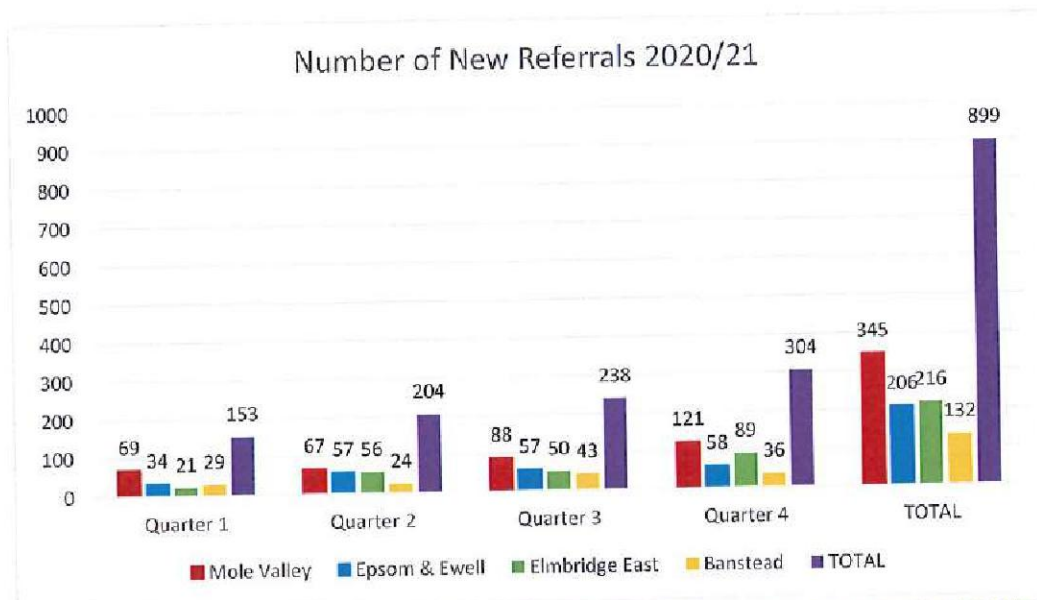


Chart 1 – Number of new referrals to Community Connections service per quarter in 2020/21

Chart 2 and Table 2 present the number of referrals to the Community Connections service in each geographical area in the last five years. It is important to note that Elmbridge is the only area with regular increase in number of referrals. Also, 2018/19 was our highest year in terms of referrals to Community Connections.

New Referrals In 5 Years	Mole Valley	Epsom & Ewell	Elmbridge East	Banstead	TOTAL
2016/17	330	266	N/A	N/A	596
2017/18	308	279	110	92	789
2018/19	382	340	142	123	987
2019/20	368	233	178	146	925
2020/21	345	206	216	132	899

Table 2 – Community Connections referral numbers in the last five years.

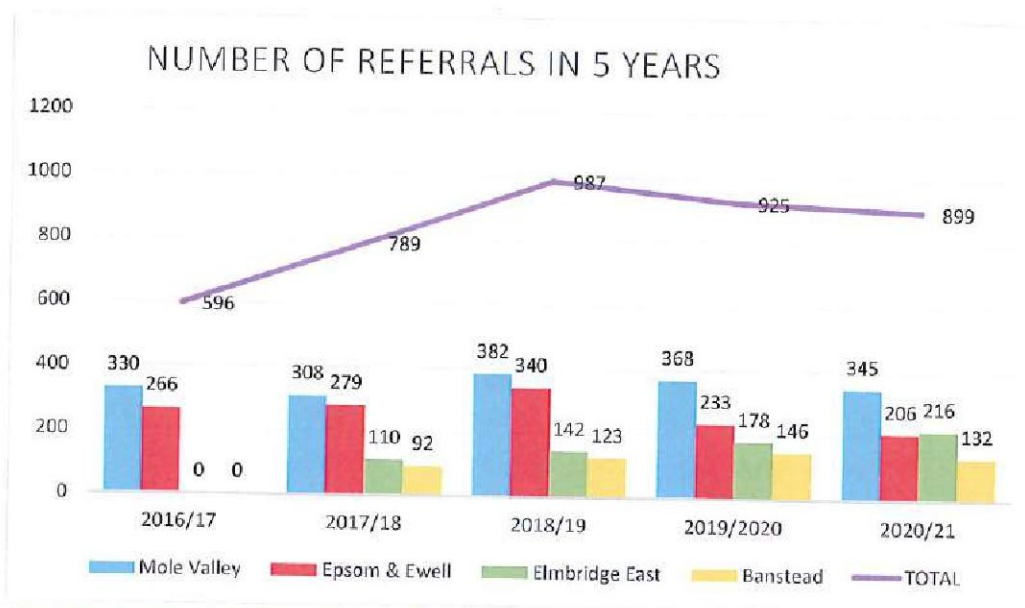


Chart 2 – Community Connections referral numbers in the last five years.

Despite the fact that the number of referrals was smaller, overall number of people who were actively in receipt of Community Connections service went up again by 19%, compared to the previous financial year. During the

pandemic, it was very difficult to “discharge” people from the service and therefore the number of people who continued to access it remained high.

Actively in Receipt of Service	Mole Valley	Epsom & Ewell	Elmbridge East	Banstead	TOTAL
Quarter 1	699	481	191	184	1555
Quarter 2	712	512	190	195	1609
Quarter 3	737	534	221	218	1710
Quarter 4	738	507	272	229	1746

Table 3 – Number of people actively in receipt of Community Connections service in each quarter (2020/21)

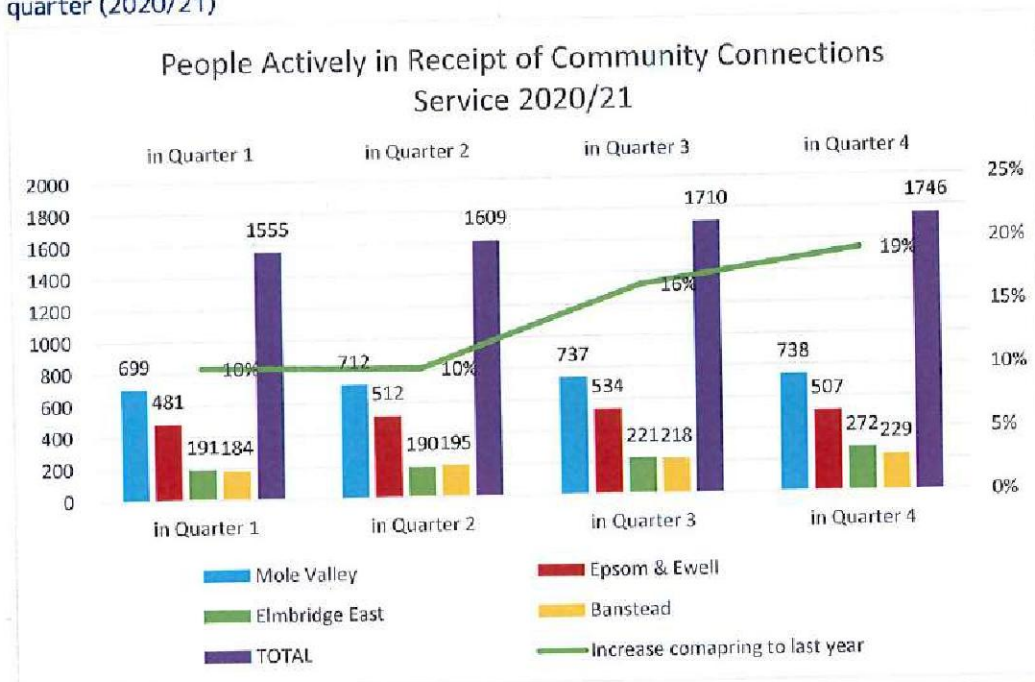


Chart 3 – Number of people actively in receipt of Community Connections service in each quarter (2020/21)

We're very pleased to report that the level of satisfaction for our service remains high. Below are the results of our satisfaction survey covering the period from 1 April 2021 until 30 March 2021.

Satisfaction Survey Results	Very Satisfied	Satisfied
How satisfied are you that MFT has improved your overall quality of life?	32%	36%
How satisfied are you that MFT has helped you develop new skills / learn new things?	29%	41%
How satisfied are you that MFT has improved your social interaction / relationships?	37%	37%
How satisfied are you that MFT has improved your ability to manage your mental or emotional distress?	32%	34%
How satisfied are you that MFT has helped you to feel more positive about your future?	34%	45%
How satisfied are you that MFT has helped you to understand yourself and gain more control over your life?	31%	57%

Table 4 – Satisfaction Survey Results.

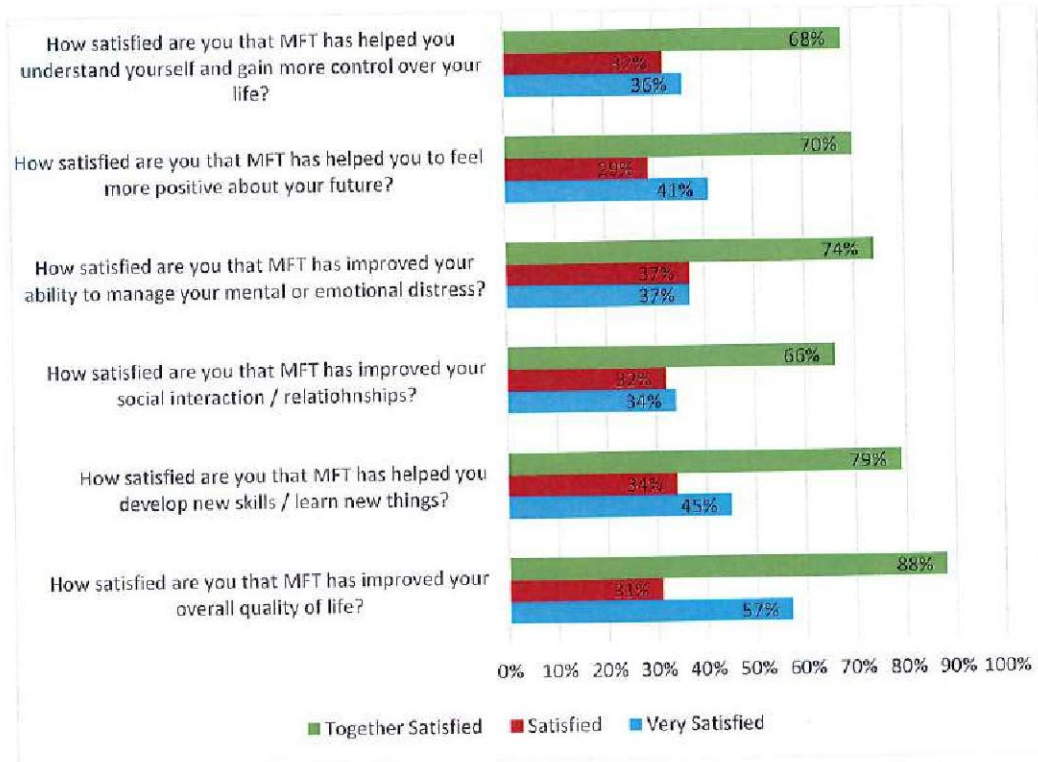


Chart 4 – Satisfaction Survey Results over the 1 April 2020 – 30 March 2021 period.

Client Quotes taken from the survey:

“Everyone is always so friendly and welcoming. I feel like MFT classes over lockdown have been a godsend. Plus I have engaged in activities I never thought I would. Thank you.”

“I feel very fortunate to be able to access the services offered by the Mary Frances Trust, as they have improved my wellbeing. I am now much less isolated, exercise more, have a better understanding of the relationship between food and mood, and have a sense of routine that is proving invaluable

to me, as I have a very varied job and no routine otherwise. I also have no community or social groups nearby without MFT groups, so can't wait to be part of these in person and really value the online meetings too."

"Everything I have done with MFT has had a positive impact on my mental health from doing Yoga to Zentangle. It gives me something to look forward to especially when feeling low and keeps me connected."

"Thank you for being there for me at a difficult time health-wise. The gentle, empathetic and friendly support offered by everyone involved has been wonderful. I loved my watercolour course and am finding pressure-free yoga rejuvenating. Thank you to everyone"

"The Trust has been a real lifeline, particularly during lockdown. I have received great support and guidance by the employees. The groups have been a great source of comfort and support in difficult times."

"MFT has responded quickly and has been a source of help when no other agency has been available. I have been provided with opportunities to develop and contribute to MFT's work."

"I am so grateful to all the staff at the MFT they have been amazing, the online groups and workshops have been a godsend, to know there is someone at the end of the phone if I need it is great, I owe so much to you all"

"Finding out about the Mary Frances Trust during the lockdown has been so good for me and a lifesaver. All the courses and workshops I have done are helping me so much, I am able to or am starting to put it all into practice the

things that I have learnt. If it wasn't for the Mary Frances Trust I wouldn't be where I am today. You have been a life saver for me and have helped me through and to learn new skills to get me through lots of difficult situations. I can't thank you all enough."

PUBLIC BENEFIT STATEMENT

The Trustees are satisfied that these activities are carried out for the public benefit, having due regard for the guidance given by The Charity Commission. All Board Members give their time freely and no remuneration was paid to the Board Members.

FUNDING

Like many other charities of our size providing services to people with disabilities, we receive the majority of funding from statutory funders. In our case, approximately 94% of overall MFT funding for 2020-2021 covered core costs and came from Surrey County Council and NHS Surrey (Surrey Downs Clinical Commissioning Group), in respect of the integrated Community Connections Service, or from Surrey and Borders NHS Foundation Trust (SABP), who provide funding for the GPimhs Project.

Over the year, MFT managed to secure funding grants and generous donations for specific purposes. MFT are very grateful for the grants received from C-19 Phase 2 Fund, Surrey Coronavirus Response Fund, Music in Nork Park Fund, Inspiring Mental Wellbeing, Grow the Game and other private donors and funders for their support during the year, enabling us to provide and enhance services to more people. In the financial year 2020/2021, we secured

approximately £15,000 of unrestricted income, and approximately £36,000 of restricted funds from these sources.

FINANCIAL PERFORMANCE

As is compulsory for a charity of the scale of MFT, we prepare our financial accounts in accordance with the Statement of Recommended Practice (SORP) and in line with the 'Accruals' principle. This allows easier comparison of our performance from one year to the next (because the accounts are not affected by differences in the exact timing of cash inflows and outflows) and with the accounts of other comparable charities.

The Charity receives funds from multiple sources and, in the course of meeting our objectives, we must spend money for many different purposes. The majority of our income carries no external restriction on how it is spent, other than this must always be in accordance with the Charity's objects. These *unrestricted* funds are the lifeblood of the Charity.

We also receive funding which carries some external condition(s), defined by the donor, on how it is used. Such *restricted* funds are just as valuable to MFT, and the people we benefit, but we must take care to ensure these are separated from our *unrestricted* funds and spent only on the specific purpose for which they were provided.

The levels of income and funds expended in the last financial year are provided in the annual Statement of Financial Activities (see Notes 16 and 17 below). Given the differences between *unrestricted* and *restricted* funds, the income and expenditure of each are shown separately.

The Trustees view the operational surplus, or deficit, in *unrestricted* funding for the year to be an important indicator of the financial performance of MFT. A surplus allows us to fund future investment, for the benefit of the people who use MFT, or to bolster our *unrestricted* reserves, with the objective of allowing the Charity to better absorb any unforeseen shocks without interruption to our operations. An unplanned deficit, or series thereof, could damage the Charity's finances, though this may also be planned during periods of heightened investment.

There was an operational surplus for the financial year 2020/21 of £155,979. This compares with an operational surplus in 2019/20 of £48,834. The operational surplus can be attributed principally to the Charity benefitting from increases in funding from statutory funders, having to operate with a number of unfilled vacancies, agreement by donors to utilise their grants to fund courses, along with the cost savings that resulted from the changes to our operations brought about by the Covid-19 pandemic.

The approved budget for 2021/22 anticipates a further operational surplus.

RESERVES POLICY

The Charity is primarily funded through 'fixed-level' contracts with the local Clinical Commissioning Group, Surrey County Council and Surrey and Borders NHS Foundation Trust (SABP), while we have a cost base that we expect to grow in overall terms. The Charity must also consider the wide range of risks it faces in the course of its operations and devise plans to meet the consequences, should any of these come to pass.

For this reason, the Charity seeks to maintain a level of *unrestricted* free reserves equivalent to, at least, our budgeted *unrestricted* expenditures for a period of six months. As at 31 March 2021, MFT held sufficient *unrestricted* free reserves to fund approximately five months of budgeted *unrestricted* expenditures, based upon the approved 2021/22 annual budget.

FUTURE DEVELOPMENTS

Time to Change Surrey

Time to Change Surrey is a trusted campaign that raises awareness and reduces stigma around mental health in Surrey. With the national Time to Change campaign which ended in March 2021, local initiatives are vital to continue the aim to change perceptions, improve attitudes and behaviours, challenge and reduce stigma.

At the end of March 2021, we were awarded the Time to Change Surrey contract alongside Acting Out Productions (affiliated to Let's Link charity) and Catalyst, by Surrey County Council / Public Health to continue to tackle mental health stigma and discrimination in Surrey from 1 April 2021. [More information about the new partnership](#) can be found on our website.

In June 2021, we hosted a virtual launch event to introduce the new partnership to key stakeholders, as well as our clients and supporters. The launch was very well-attended and the campaign's plans very well received. We also invited Time to Change Surrey on our radio show, The Wellbeing Hour,

to share awareness of the partnership, explain what it plans to achieve as well as engage people with the campaign. We will share further updates about our involvement with Time to Change Surrey in next year's Annual Report.

In-Reach (Initial 12-month pilot) - Going live 21 June 2021

Operating in the hospitals, the In-Reach Service aims to smooth the transition of the patient from the ward to the community and reduce the chance of revolving door re-admissions. This is to be achieved by providing a person-centred wrap-around provision, aimed at addressing the individual needs of each patient before and after hospital discharge.

The In-Reach team will work in an integrated way with the patient, their family and carer(s), clinical staff and professionals, and other stakeholders, to give the patient the best possible chance of successfully re-integrating into the community, creating support networks, and avoiding relapse after hospital discharge.

The pilot service is provided by three non-clinical third sector Mental Health Specialist organisations. Mary Frances Trust, Catalyst and Richmond Fellowship. Each will provide one In-reach team made of two staff members. The In-reach staff's role is to work with the patient, their families, and carer(s), clinical staff, and other stakeholders to provide:

- A non-clinical person-centered support plan after discharge.
- Someone to talk to, build trust with and be heard (in and out of hospital).
- Support in returning from the ward to home (travel, home preparation, food, heating on, and provisions in place).

- In-Reach support for up to three weeks after leaving hospital (assistance with booking and attending appointments, accessing services such as Community Connections).
- Access and referrals to a range of services to support people with their mental health and wellbeing such as Community Connections.
- Advice, information, and signposting, including clear information about what support is available locally.

Recovery Connect - Going live 21 June 2021

This team will work assertively in an outreach capacity with a caseload of individuals for up to three months who are identified through meetings with and referrals from the Single Point of Access (SPA) Crisis line.

This team will work intensively with a caseload; creating/adding to any existing support plans, attending joint meetings, and actively ensuring individuals can practically access any community resources.

They will support individuals to develop resilience and manage their mental health more effectively, enabling them to transition to and engage with community services rather than solely relying on crisis resources.

The pilot service is provided by three non-clinical third sector Mental Health Specialist organisations. Mary Frances Trust, Catalyst and Richmond Fellowship. Each will provide two Recovery & Connect Workers.

The services will provide specialist staff to work with clients for up to three months following referral.

The Recovery & Connect Worker will:

- Work assertively with individuals around their mental health and social circumstances (outreach support).
- Create a non-clinical person-centered support plan around the individual, guided by the individual's needs and linked with the current Community Mental Health Recovery Services (CMHRS) care plan if there is one.
- Work with, review and update any existing crisis and contingency plans in place for individuals, in conjunction with current care plan where this is in place in CMHRS.
- Provide pastoral support.
- Cultivate relationships with and work with Community Connections around social wellbeing support.
- Coordinate and bridge individuals to other services and opportunities and work closely with other organisations already involved.
- Aim to remove practical and physical barriers that arise from lack of resource at the community level e.g. providing technology/facilities support.
- Assistance with booking and attending appointment and accessing services (such as Community Connections).
- Advice, information and signposting, including clear information about what support is available locally.

Online Support

Due to the success of the online programme during lockdown, MFT will include an online offer with a dedicated support worker in the future. This will mean that people who are unable to travel will still be able to access services. It will also allow us to work with people who are currently unable to leave home to build confidence, self-esteem and resilience, and to help them towards

being able to engage in the outside world. Our online offer will run alongside our face-to-face services as a valuable addition. There will also be an opportunity to hold initial appointments and follow-up calls online. This should be of great benefit to people who are not able to travel, due to mental ill health, physical disabilities, transport issues or family, caring or work commitments.

ON BEHALF OF THE BOARD:

Sam Greenhouse

SAM GREENHOUSE – CHAIR

DATED: 23/9/21

Report to the Trustees/Directors/Members of The Mary Frances Trust on accounts for the year ended 31 March 2021, charity number 1055113, company number 03189443, set out on pages 58 to 73.

Responsibilities and basis of report

The Trustees (who are also Directors of the Company for the purposes of Company Law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). Having satisfied myself that the accounts of the Company are not required to be audited under part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

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 by being a qualified member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

- accounting records have not been kept in respect of the Company as required by section 386 of the Companies Act 2006;
- the accounts do not accord with those records;

- the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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;
- 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 and in accordance with the Financial Reporting Standard applicable in the UK and Republic

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.

Signed.....*Joan Swain*..... Date.....*23/9/21*.....

Joan Swain B.Sc(Hons) F.C.C.A.
Association of Chartered Certified Accountants
48 Rothschild Drive
Sarisbury Green, Southampton
SO31 7NS



Statement of Financial Activities
For Year Ended 31 March 2021

	Notes	Unrestricted Fund	Restricted Fund	Total 2021	2020
		£	£	£	£
INCOMING RESOURCES					
Incoming resources from charitable activities					
Grants & contributions from people that use our services (see income analysis – Note 16)		842,893	35,871	878,764	697,557
Government Grant – CJRS		2,006		2,006	
Incoming resources from generated funds					
Interest		3,375		3,375	5,064
Donations and sundry income	2	14,900		14,900	28,507
TOTAL INCOMING RESOURCES		863,174	35,871	899,045	731,128
RESOURCES EXPENDED					
Costs of generating funds					
Fundraising and publicity	3	1,423		1,423	13,911
Charitable activities (see expenditure analysis – Note 17)					
		701,786	36,013	737,799	656,564
Governance costs	4	3,986		3,986	10,663
TOTAL RESOURCES EXPENDED		707,195	36,013	743,208	681,138
NET INCOMING/(OUTGOING) RESOURCES FOR THE YEAR	5	155,979	(142)	155,837	49,990
TOTAL FUNDS AT 1 APRIL 2020		411,290	30,495	441,785	391,795
TOTAL FUNDS AT 31 MARCH 2021		567,269	30,353	597,622	441,785

The notes on pages 62 to 73 form part of these accounts.



Balance Sheet

At 31 March 2021

Company Registration Number - 3189443

	Notes	2021		2020	
		£	£	£	£
FIXED ASSETS					
Tangible Assets for use by the Charity	8		7,897		6,300
CURRENT ASSETS					
Sundry Debtors and Prepayments	9	67,031		24,669	
Cash at Bank and in hand	10	751,655		429,898	
		-----		-----	
CREDITORS: Amounts falling due within 1 year	11	228,961		19,082	
		-----		-----	
NET CURRENT ASSETS			589,725		435,485
			-----		-----
TOTAL ASSETS LESS CURRENT LIABILITIES			597,622		441,785
			=====		=====
RESERVES					
Unrestricted Fund	15		567,269		411,290
Restricted Fund	15		30,353		30,495
			-----		-----
			597,622		441,785
			=====		=====



Balance Sheet

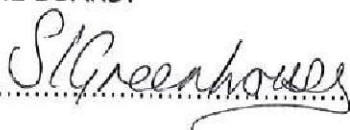
At 31 March 2021

Company Registration Number - 3189443

The Trustees consider that the Company 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 Company to obtain an audit for the year in question in accordance with section 476 of the Act. The Trustees acknowledge their responsibilities for ensuring that the Company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the Company.

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) issued on 16 July 2014, and with the Charities Act 2011.

ON BEHALF OF THE BOARD:


.....

Sam Greenhouse – Chair

Approved by the Board on: 14 September 2021

The notes on pages 62 to 73 form part of these accounts



Cash Flow Statement
At 31 March 2021

Company Registration Number - 3189443

	2021	2020
	£	£
Cash flows from operating activities	325,237	46,422
Cash flows from investing activities:		
Purchase of tangible fixed assets	-6,855	-2,193
Interest received	3,375	5,064
	-----	-----
	-3,480	2,871
	-----	-----
Change in cash and cash equivalents in the reporting period	321,757	49,293
Cash and cash equivalents at the beginning of the reporting period	429,898	380,605
Cash and cash equivalents at the end of the reporting period	----- 751,655 =====	----- 429,898 =====
Reconciliation of net income to net cash flow from operating activities	2021	2020
	£	£
Net income for the reporting period (as per the Statement of financial activities)	151,995	49,990
Adjustments for:		
Depreciation charges	5,258	4,236
Interest received	-3,375	-5,064
Decreased (increase) in debtors	-42,362	-7,992
Increase (decrease) in creditors	210,050	5,252
	-----	-----
	325,237	46,422
	=====	=====

1. ACCOUNTING POLICIES

Accounting Convention

The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) issued on 16 July 2014, and with the Charities Act 2011.

The Charity constitutes a public benefit entity, as defined by FRS102.

Tangible Fixed Assets for use by the Charity

Capital items over £500 are capitalised at cost and depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life, as follows:

Improvements to property	-	over the term of the lease
Office equipment	-	three years
Fixtures and fittings	-	three years
Computer equipment	-	three years.

Incoming Resources

All incoming resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy.

Donations, grants, tax recoverable under Gift Aid and interest earned are credited to income when receivable. Grants, which are based on proof of expenditure, are included in income at the year-end and any amount owing is included in debtors.

The value of services provided by volunteers has not been included, but is described in the Trustees' Report.

Resources Expended

Expenditure is recognised on an accruals basis, as a liability is incurred. As described in the Trustees' Report, the Charity's principal activity is the provision of community-based services. All costs incurred in the running and maintenance of the Trust are, therefore, treated as direct charitable expenditure and are inclusive of irrecoverable VAT.

Costs of generating funds comprise the costs associated with attracting voluntary income.

Governance costs include those costs associated with administration of the Charity and compliance with constitutional and statutory requirements, and include independent examiner's fees and costs linked to the strategic management of the Charity.

Unrestricted Funds

These are donations and other incoming resources receivable, or generated for the objects of the Charity without further specified purpose and are available as general funds.

Restricted Funds

These are funds to be used for the specific purposes laid down by the donor. Expenditure which meets these criteria is charged to the fund. Where the fund has not been fully spent in this financial year the balance is carried forward.

Operating Leases

Costs in respect of operating leases are charged on a straight-line basis over the term of the lease.

Pension costs

The Charity operates a defined contribution scheme for its employees; contributions are accounted for when payable.

2. DONATIONS AND SUNDRY INCOME	2021	2020
	£	£
Room Hire	0	1,736
Donations inclusive of Gift Aid	14,900	26,771
	-----	-----
	14,900	28,507
	=====	=====
3. FUNDRAISING AND PUBLICITY	2021	2020
	£	£
Incurrd seeking grants	0	5,756
Publicity	1,423	8,155
	-----	-----
	1,423	13,911
	=====	=====
4. GOVERNANCE COSTS	2021	2020
	£	£



Notes to the Financial Statement
For Year Ended 31 March 2021

Independent Examiner's Fee	650	650
Sundry Expenses	2,400	8,609
Bank Charges	69	60
Board Expenses	867	1,344
	-----	-----
	3,986	10,663
	=====	=====
	2021	2020
5. NET INCOMING / (OUTGOING) RESOURCES	£	£
Net incoming resources are stated after charging:		
Depreciation – Owned Assets	5,258	4,236
	=====	=====
6. STAFF COSTS AND NUMBERS	2021	2020
	£	£
Salaries and wages	497,554	414,187
Employer's National Insurance Contributions	35,058	34,305
Pension Contributions (including salary sacrifice)	42,750	37,293
Employment Costs	11,621	13,385
	-----	-----
	586,983	499,170
	=====	=====
Trustees' Emoluments and Other Benefits	-	-
	=====	=====
Average number of employees	23	18
	=====	=====

There were no employees who received remuneration in excess of £65,000.
No Trustees expenses were paid in either year.



7. TAXATION

The charitable company is exempt from Corporation Tax on its charitable activities.



Notes to the Financial Statement
For Year Ended 31 March 2021

	Improvements to Property £	Office Equipment £	Fixtures and Fittings £	Computer Equipment £	Total £
8. TANGIBLE FIXED ASSETS FOR USE BY THE CHARITY					
Cost					
At 1 April 2020	19,412	7,278	31,766	46,161	104,617
Additions	-	1,080	-	5,775	6,855
Disposals	-	(2,261)	-	(17,300)	(19,561)
At 31 March 2021	19,412	6,097	31,766	34,636	91,911
Depreciation					
At 1 April 2020	19,412	7,200	31,562	40,143	98,317
Charge for the Year	-	402	204	4,652	5,258
Disposals	-	(2,261)	-	(17,300)	(19,561)
At 31 March 2021	19,412	5,341	31,766	27,495	84,014
Net Book Value					
At 31 March 2021	-	756	-	7,141	7,897
At 31 March 2020	-	78	204	6,018	6,300

All Fixed Assets are held for use by the Charity.

	2021	2020
	£	£
9. DEBTORS		
Prepayments and accrued income	28,871	20,919
Debtors	38,160	3,750
	67,031	24,669
	=====	=====
	2021	2020
	£	£
10. CASH AT BANK		
Short term deposits	74,415	73,408
	83,171	82,141
	84,941	83,502



Notes to the Financial Statement
For Year Ended 31 March 2021

	72,412	71,531
	85,000	
Cash at bank and on hand	351,716	119,316
	-----	-----
	751,655	429,898
	=====	=====
11. CREDITORS: amount falling due within	2021	2020
one year	£	£
Accruals	5,321	4,508
Trade creditors	(2,105)	789
Tax and social security	12,649	13,785
Deferred income	213,096	
	-----	-----
	228,961	19,082
	=====	=====
12. PENSIONS		
The Charity operates a group personal pension scheme. The pension charge represents contributions payable by the Charity and amounted to £42,750, including salary sacrifice (2020 £37,293). In the year, the pension costs were all charged against unrestricted funds.		
13. OPERATING LEASE COMMITMENTS	2021	2020
	£	£
At 31 March 2021, the Charity had aggregate annual commitments under non-cancellable operating leases as set out below:		
Leases expiring within 1 year		
Land and Buildings	41,400	41,400
Leases expiring within 2 to 5 years		
Land and Buildings	-	-
Other	588	578
	-----	-----
	41,988	41,978
	=====	=====

14. LIMITED BY GUARANTEE

The Charity is limited by guarantee and has no share capital.

On winding up each statutory member is liable to contribute a sum not exceeding £1.00.

At the year-end, there were seven statutory members (Trustees).

	Balance 1 April 2020 £	Movement Incoming £	Resources Outgoing £	Balance 31 March 2021 £
15. MOVEMENT IN FUNDS				
Restricted Funds	30,495	35,871	36,013	30,353
Unrestricted Fund	411,290	863,174	707,195	567,269
	-----	-----	-----	-----
	441,785	899,045	743,208	597,622
	=====	=====	=====	=====

Details of restricted funds held and movements during the current reporting period.

	Balance brought forward £	Income £	Expenditure £	Balance carried forward £
Art in Elmbridge/Walton Charity	3,036	0	3,036	0
Brickfield Community Fund	384	0	0	384
Elmbridge Partnership Fund/Walton Charity	4,084	0	0	4,084
Grow the Game	1,561	900	0	2,461
Men on Bikes	2,966	0	0	2,966
Spelthorne Links Project	1,870	0	0	1,870
Men's Mental Health Project	500	0	500	0
Goodwyns Estate Project	592	0	201	391
Bridging the Gap	8,300	0	3,235	5,065
Epsom Peer Support Fund	952	0	952	0



Notes to the Financial Statement
For Year Ended 31 March 2021

Inspiring Mental Wellbeing	2,750	2,800	3,334	2,216
Surrey Freemasons	3,500	0	3,500	0
Surrey Coronavirus Response Fund	0	4,313	4,313	0
C-19 Phase 2 Funding	0	24,858	16,942	7,916
Music in Nork Park Fund	0	3,000	0	3,000
	30,495	35,871	36,013	30,353

Details of restricted funds held and movements during 2020 reporting period.

	Balance bought forward £	Income £	Expenditure £	Balance carried forward £
Art in Elmbridge/Walton Charity	5,675	-	2,639	3,036
Assura Health Communities Scheme	2,000	-	2,000	-
Brickfield Community Fund	640	-	256	384
Elmbridge Partnership Fund/Walton Charity	4,880	-	796	4,084
Grow the Game	842	2,054	1,335	1,561
Men on Bikes	7,337	-	4,371	2,966
Richard Jenden Fund	5,371	-	5,371	-
Spelthorne Links Project	1,638	2,000	1,768	1,870
St James Place Foundation	456	-	456	-
Men's Mental Health Project	500	-	-	500
Goodwyns Estate Project		3,273	2,681	592
Education Fund		1,050	1,050	-
Bridging the Gap		8,300	-	8,300
Epsom Peer Support Fund		1,750	798	952
Inspiring Mental Wellbeing		2,750	-	2,750
Surrey Freemasons		3,500	-	3,500
	29,339	24,677	23,521	30,495



Notes to the Financial Statement
For Year Ended 31 March 2021

16. DIRECT CHARITABLE INCOME ANALYSIS

	Restricted Funds 2021	Unrestricted Funds 2021	Total 2021	Total 2020
Income				
Community Connections Grant		430,828	430,828	394,534
Contributions from people that use our services		-	-	3,490
Catalyst		82,000	82,000	80,000
Safe Haven		152,021	152,021	144,787
SECAMB		2,000	2,000	-
GPIMHS		176,044	176,044	50,069
Grow the Game	900		900	2,054
Spelthorne Links Project				2,000
Goodwyns Estate Project				3,273
Education Fund				1,050
Bridging the Gap				6,300
Epsom Peer Support Fund				1,750
Inspiring Mental Wellbeing			2,800	2,750
Surrey Freemasons				3,500
Surrey Coronavirus Response Fund	4,313		4,313	

C-19 Phase 2 Fund	24,858	24,858
Music in Nork Park Fund	3,000	3,000
	-----	-----
Total	35,871	878,764
	=====	=====

17. DIRECT CHARITABLE EXPENDITURE ANALYSIS

	Restricted Fund 2021	Unrestricted Fund 2021	Total 2021	Total 2020
Expenditure			586,983	499,170
Staff Costs		7,171	7,171	2,739
Training		5,258	5,258	4,236
Depreciation		92,067	92,067	113,873
Facility Costs		2883	2883	2,094
Insurance		7,424	7,424	10,931
Education/Courses				256
Brickfield Community Fund				4,371
Men on Bikes Project				456
St James Place Foundation				1,335
Grow the Game				2,639
Art in Elmbridge/Walton Charity	3,036		3,036	1,768
Spelthorne Links Project				5,371
Richard Jenden Fund				2,000
Assura Health Community Scheme				796
Elmbridge Partnership/Walton Charity				



Notes to the Financial Statement
For Year Ended 31 March 2021

Goodwyns Estate Project	201	201	2,681
Education Fund			1,050
Epsom Peer Support Fund	952	952	798
Men's Mental Health Project	500	500	
Bridging the Gap	3,235	3,235	
Inspiring Mental Wellbeing	3,334	3,334	
Surrey Freemasons	3,500	3,500	
Surrey Coronavirus Response Fund	4,313	4,313	
C-19 Phase 2 Fund	16,942	16,942	
	-----	-----	-----
Total	36,013	701,786	656,564
	=====	=====	=====

