



Annual Report and Accounts

From 1st April 2020 to 31st March 2021

The Mary Frances Trust
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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

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COMPANY REGISTRATION: 3189443

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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.

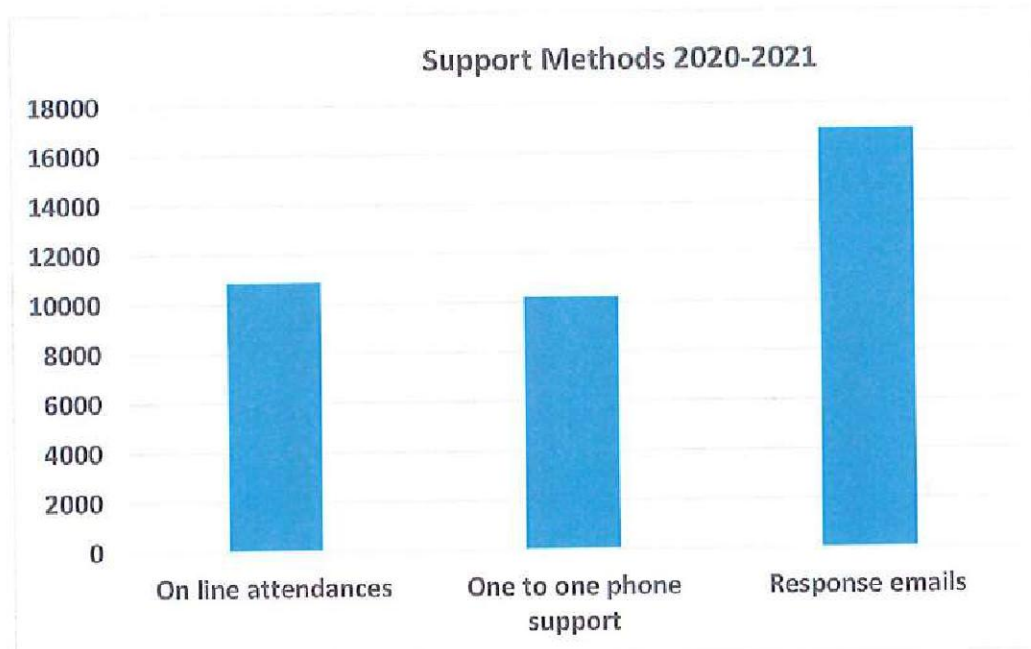


Chart 1 refers to our Community Connections services.

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.

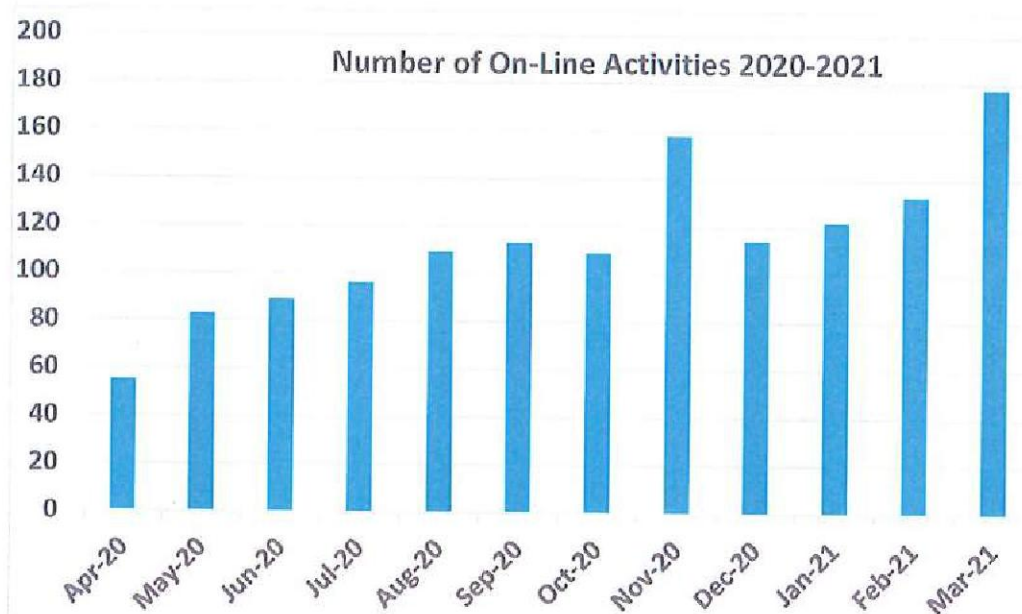


Chart 2 refers to our Community Connections services.

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
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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

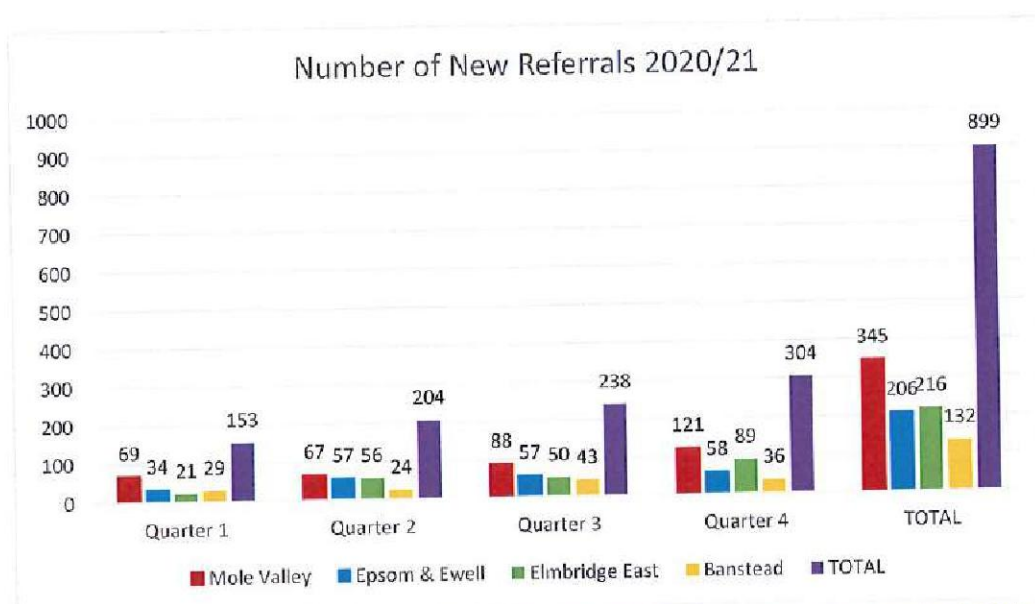


Chart 1 – Number of new referrals to Community Connections service per quarter in 2020/21

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.

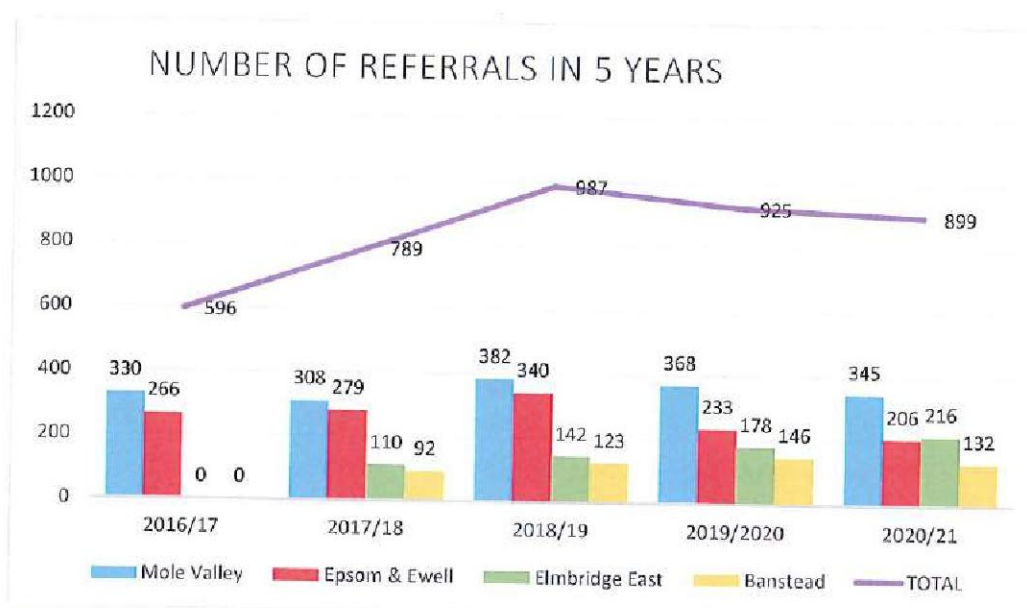


Chart 2 – Community Connections referral numbers in the last five years.

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)

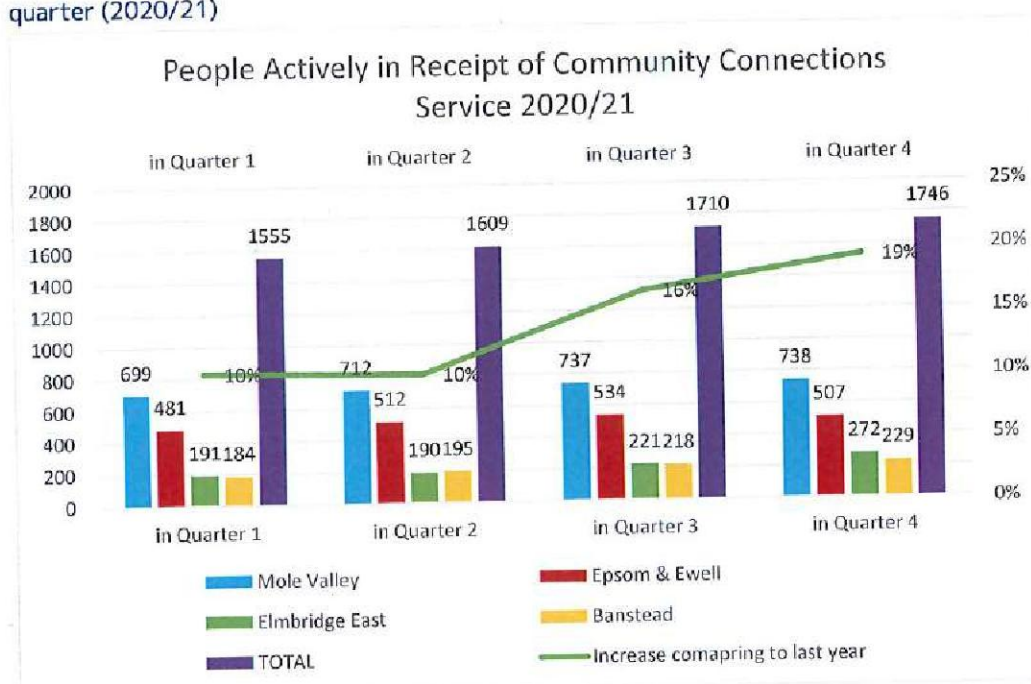


Chart 3 – Number of people actively in receipt of Community Connections service in each quarter (2020/21)

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.

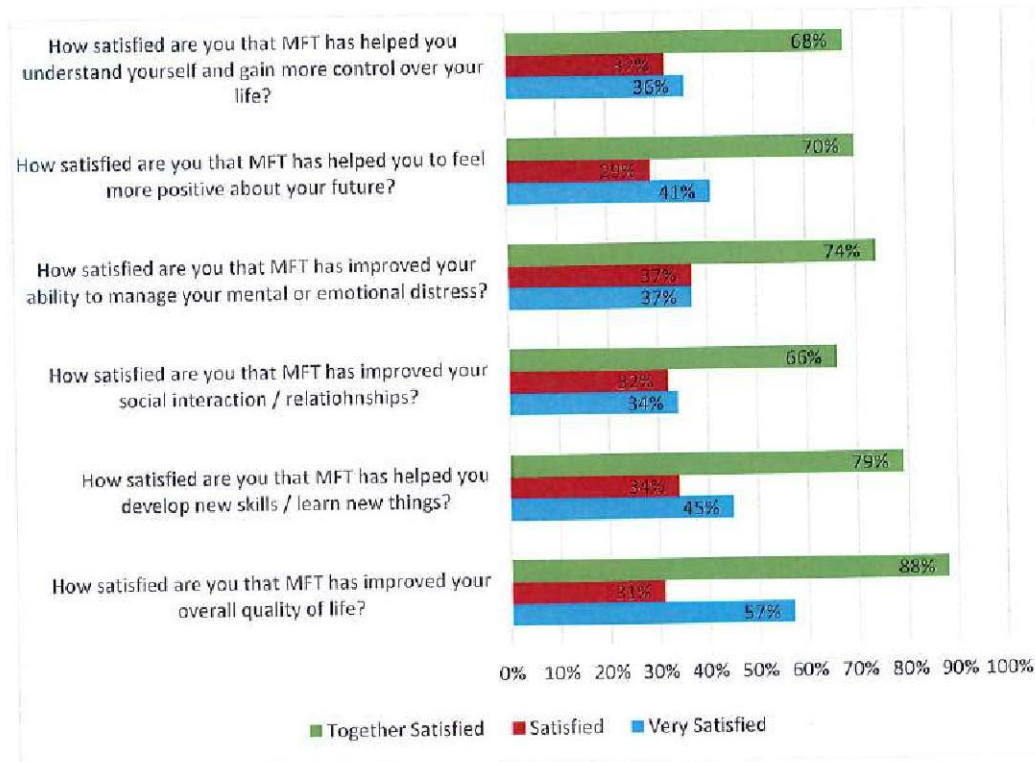


Chart 4 – Satisfaction Survey Results over the 1 April 2020 – 30 March 2021 period.

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:

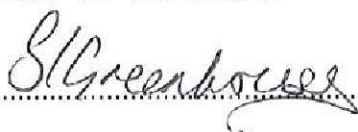
- Work assertively with individuals around their mental health and social circumstances (outreach support).
- Create a non-clinical person-centered support plan around the individual, guided by the individual's needs and linked with the current Community Mental Health Recovery Services (CMHRS) care plan 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 – 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

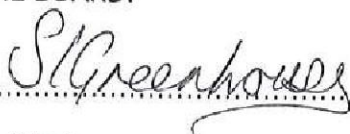
At 31 March 2021

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
	£	£
Incurred 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 bought 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

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				8,300
Epsom Peer Support Fund				1,750
Inspiring Mental Wellbeing				2,750
Surrey Freemasons	2,800		2,800	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	842,893
	=====	=====

17. DIRECT CHARITABLE EXPENDITURE ANALYSIS

	Restricted Fund 2021	Unrestricted Fund 2021	Total 2021	Total 2020
Expenditure			586,983	499,170
Staff Costs		586,983	7,171	2,739
Training		7,171	5,258	4,236
Depreciation		5,258	92,067	113,873
Facility Costs		92,067	2883	2,094
Insurance		2883	7,424	10,931
Education/Courses		7,424		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	737,799	656,564
	=====	=====	=====

