



Inspiring Mental Wellbeing

Annual Report and Accounts
From 1 April 2023 to 31 March 2024

The Mary Frances Trust

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Leatherhead

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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:

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BANKERS:

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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

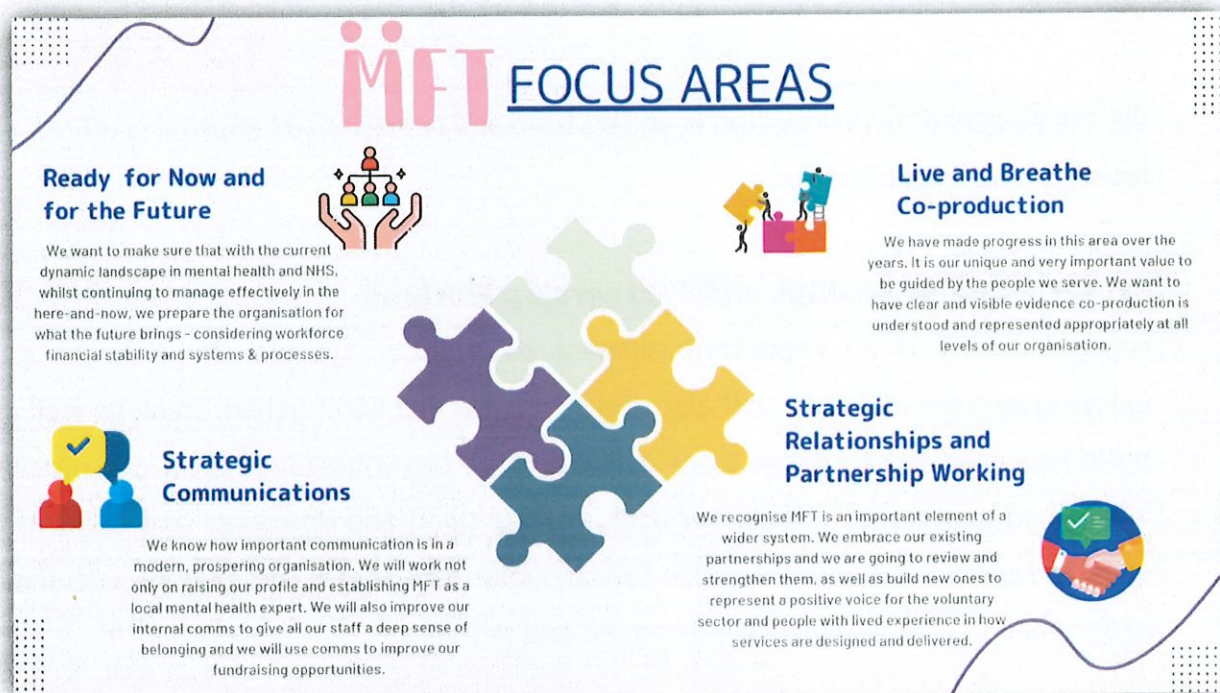
Our mission is to:

- 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:



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 communications to give all our staff a deep sense of belonging. We will also 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

recognise MFT is an important element of a wider system. We embrace our existing partnerships but will also aim 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 and build new ones to represent a positive voice for the voluntary sector and people with lived experience in how services are designed and delivered.

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.

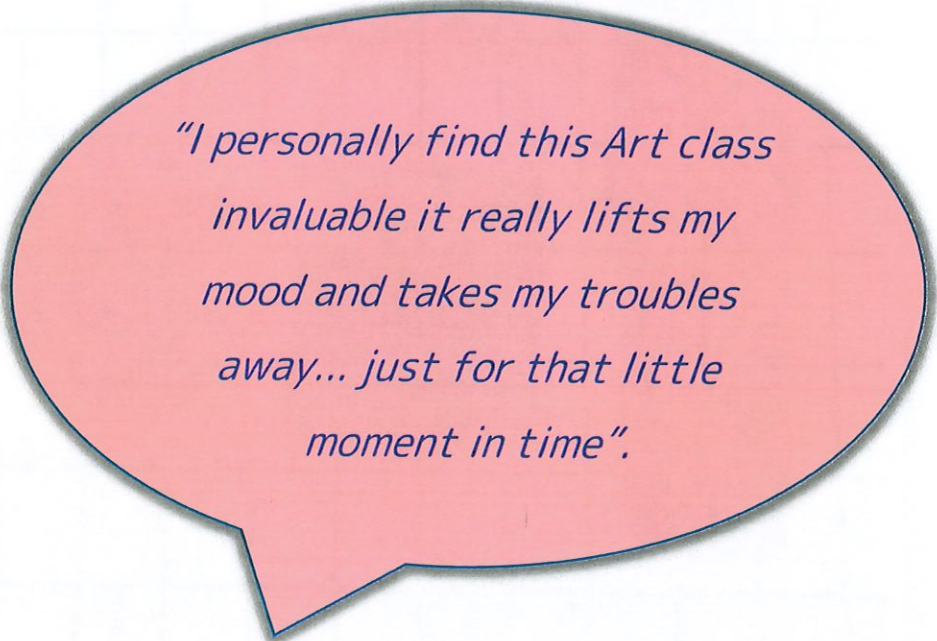
Our programme was developed further to reach new audiences, both online and face-to-face. We now have a peer support group for people with Autism, a bereavement support group, circuit training, parenting courses, and peer support in Hersham amongst other new ventures.

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).

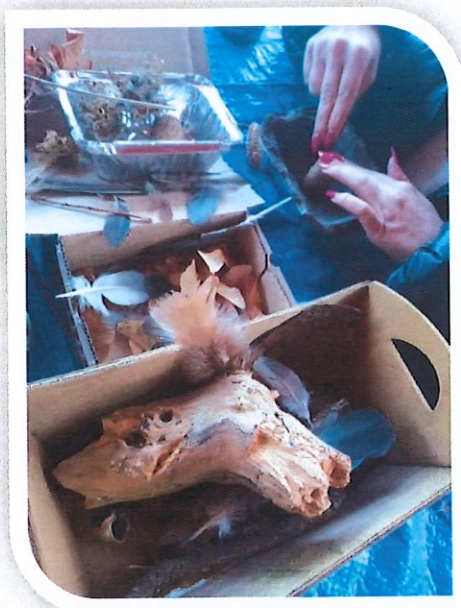
A client who regularly takes part in the class said:



"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.

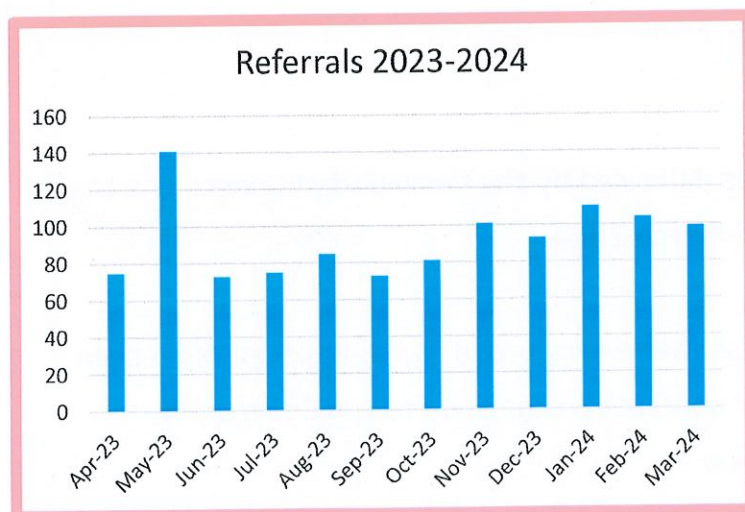


Chart 1 –
Number of referrals to
Community Connections
from 1 April 2023 until
31 March 2024.

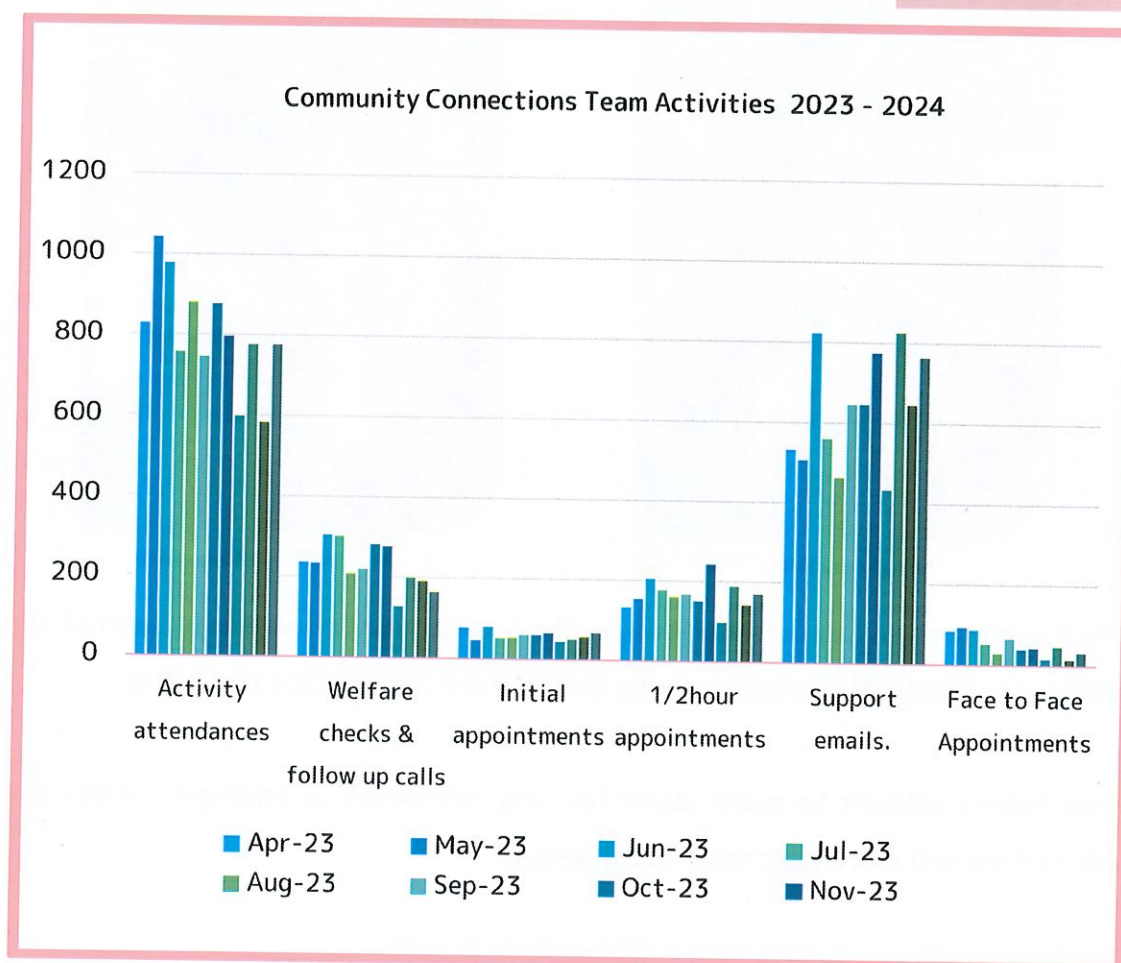


Chart 2 (above) –

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."*

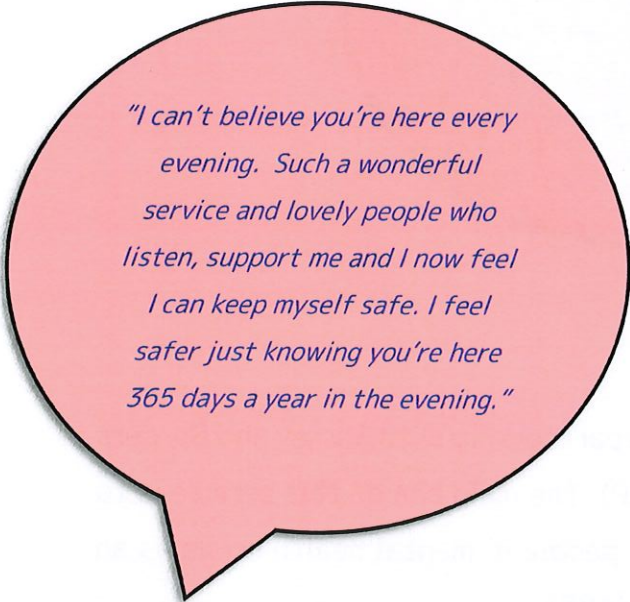
Safe Haven - Epsom

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).

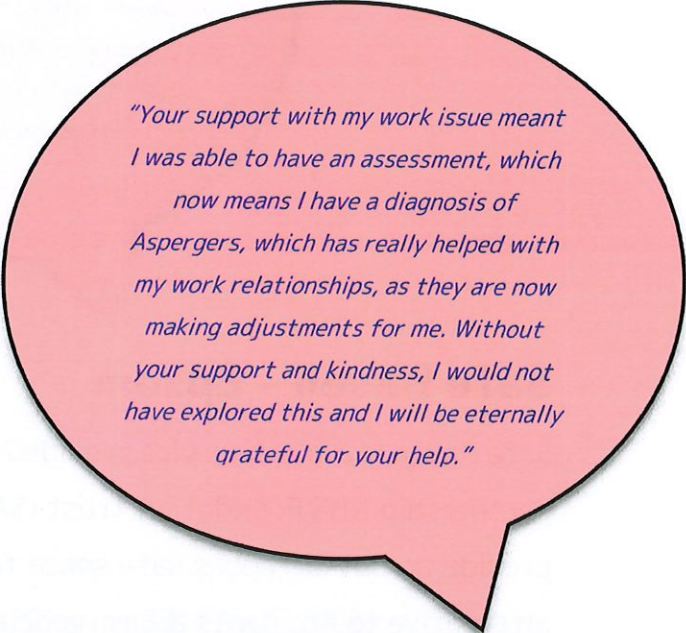
This year has been productive at the Epsom Safe Haven. Some of our main highlights include:

- 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

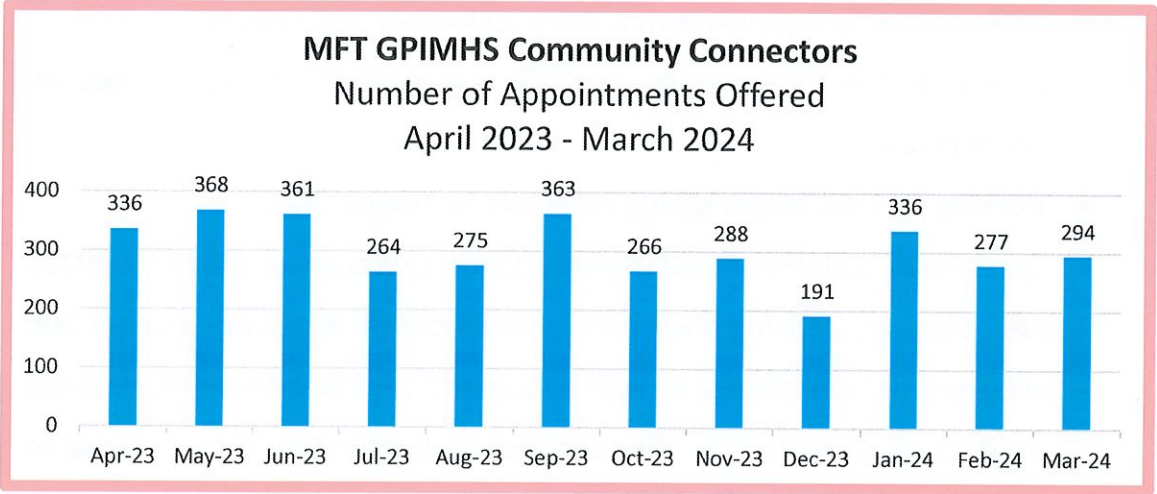


Chart 2 – Contact method of appointments delivered by our Community Connectors between 1 April 2023 and 31 March 2024.

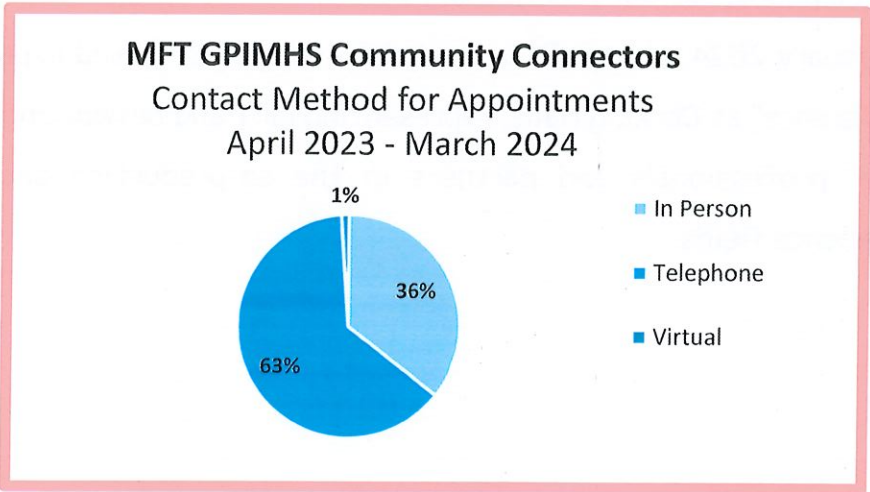


Chart 3 (below) – Number of appointments offered by our GPimhs Lived Experience Practitioners between 1 April 2023 and 31 March 2024

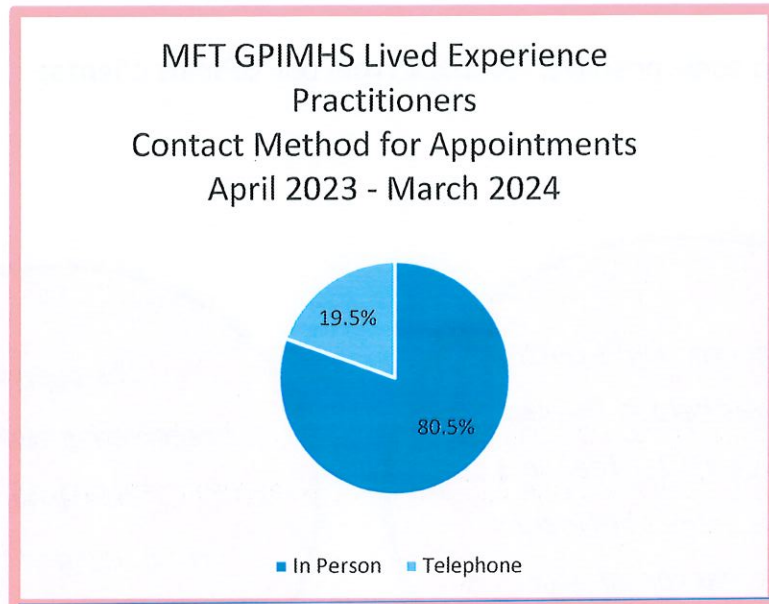
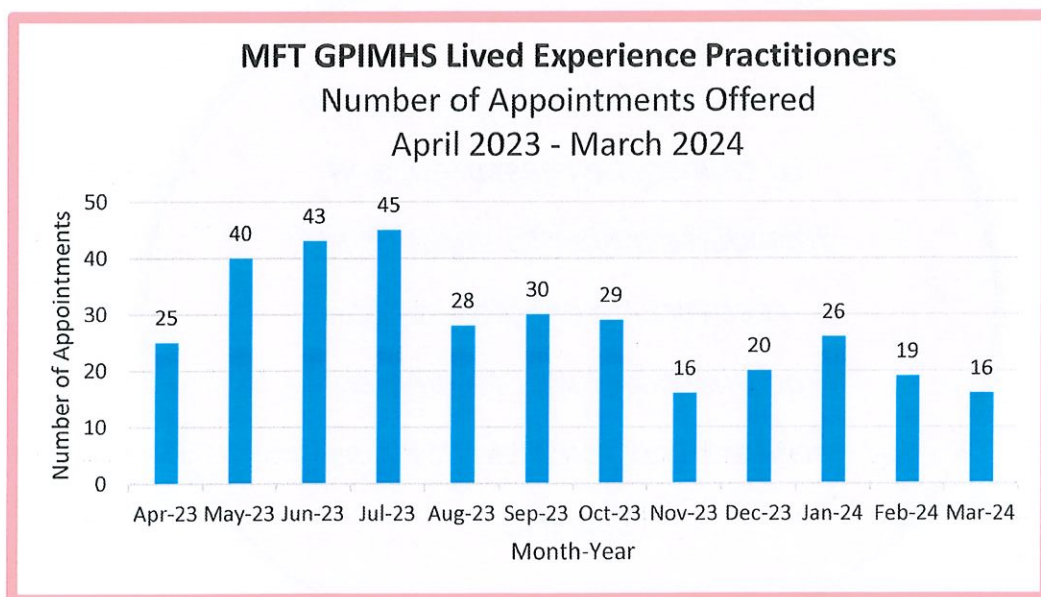


Chart 4 (below) – Contact method of appointments offered by our GPimhs Lived Experience Practitioners between 1 April 2023 and 31 March 2024.



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!

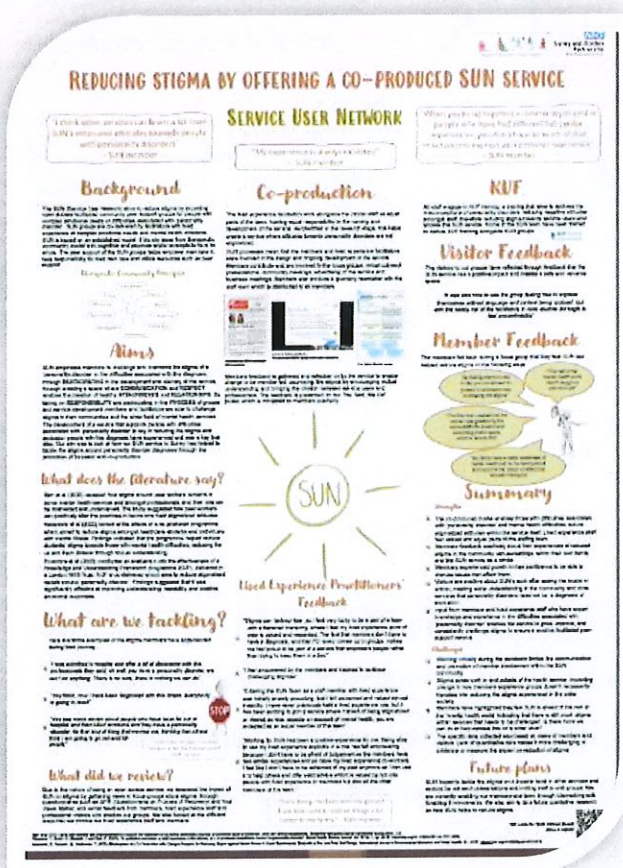
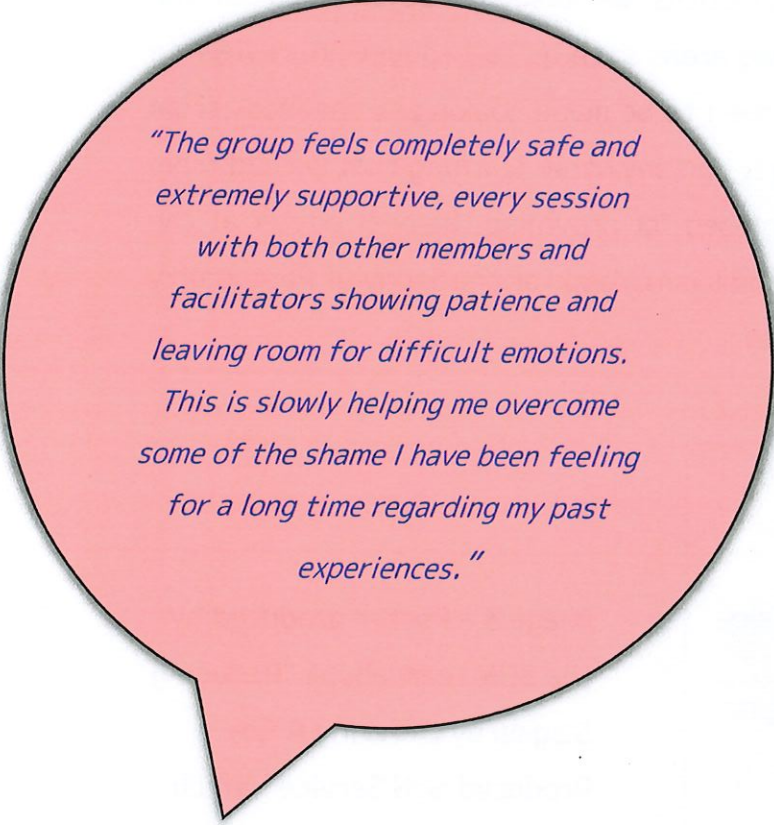
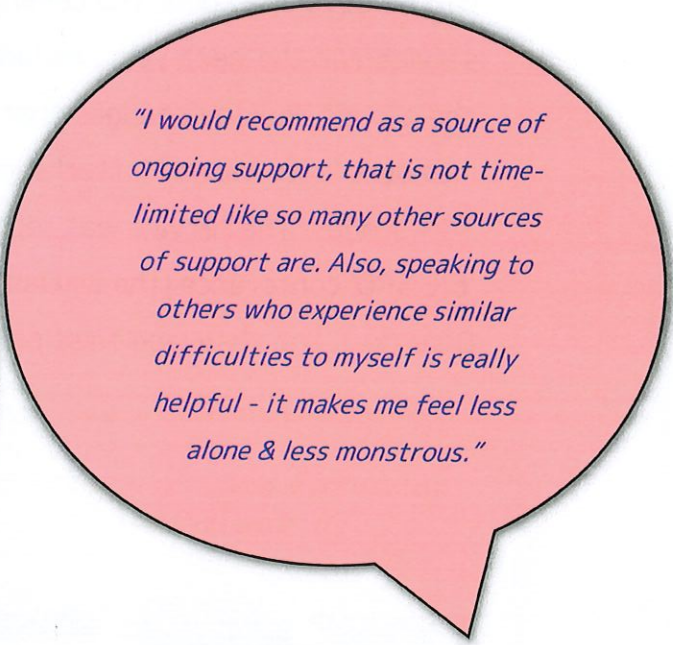


Image 3 – Poster produced by the SUN team about “Reducing Stigma by Offering A Co-Produced SUN Service” which received an award at the BIG SPD conference. For a larger image of the ‘Reducing Stigma by Offering a Co-Produced SUN Service’ poster (above), please click [here](#).

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.

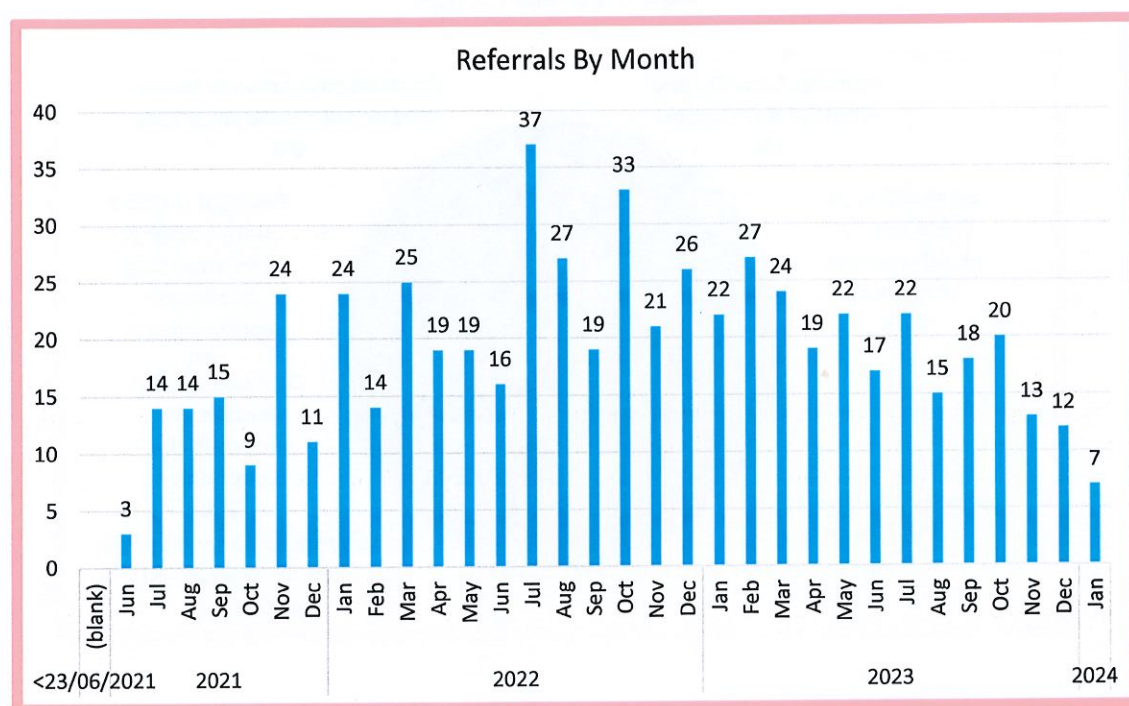


Chart 2 – In-Reach Referrals By Area from June 2021 – January 2024

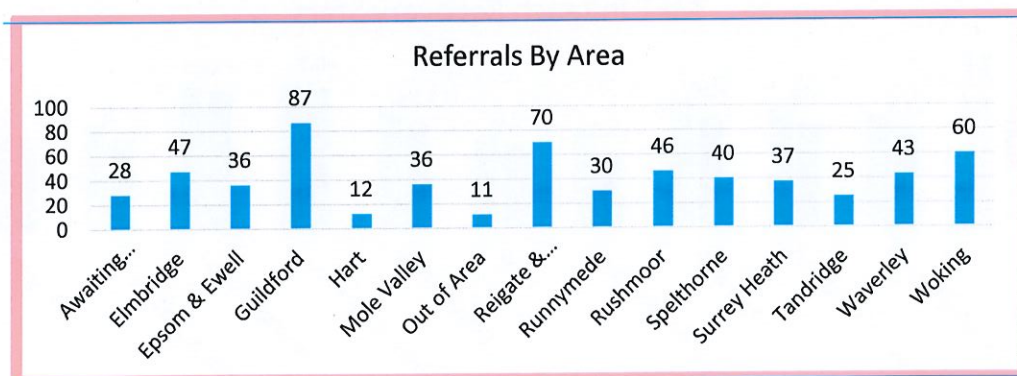


Chart 3 – Issues that the In-Reach team supported clients with from June 2021-January 2024

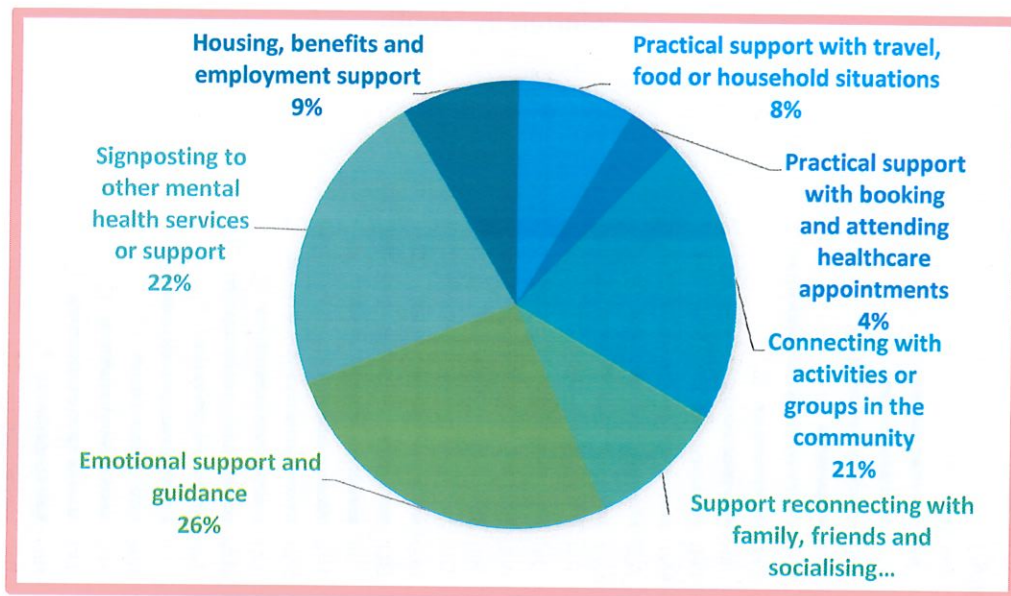
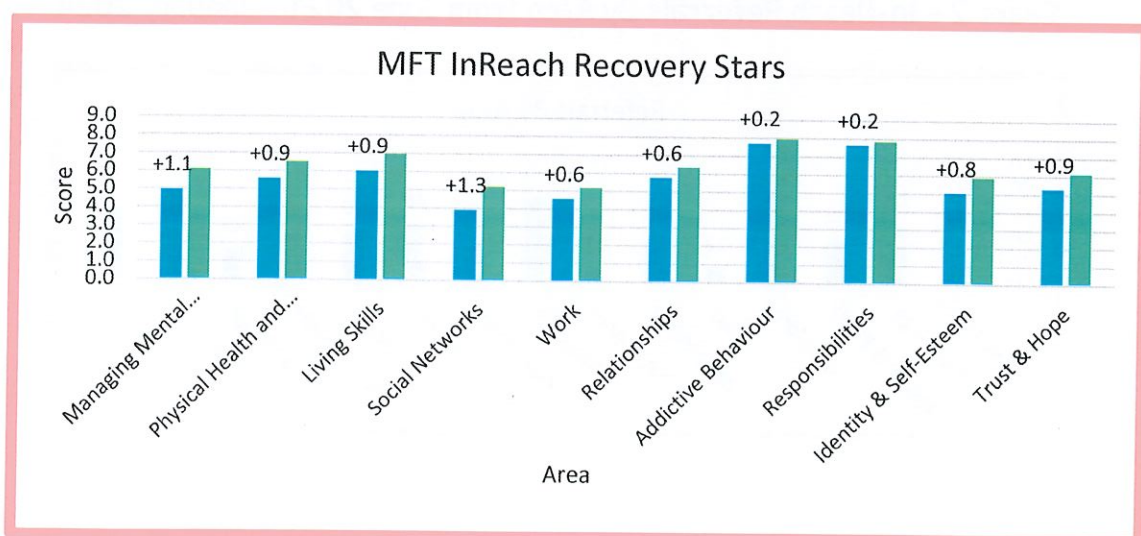



Chart 4 – Areas in which our In-Reach team supported clients according to their Recovery Stars surveys



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.

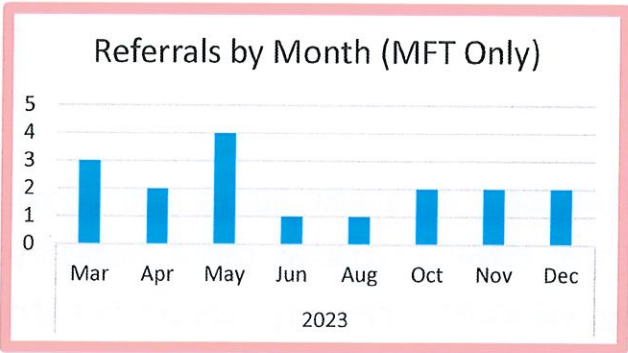


Chart 1 – Recovery & Connect Referrals by Month from Mary Frances Trust only from March until December 2023.

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

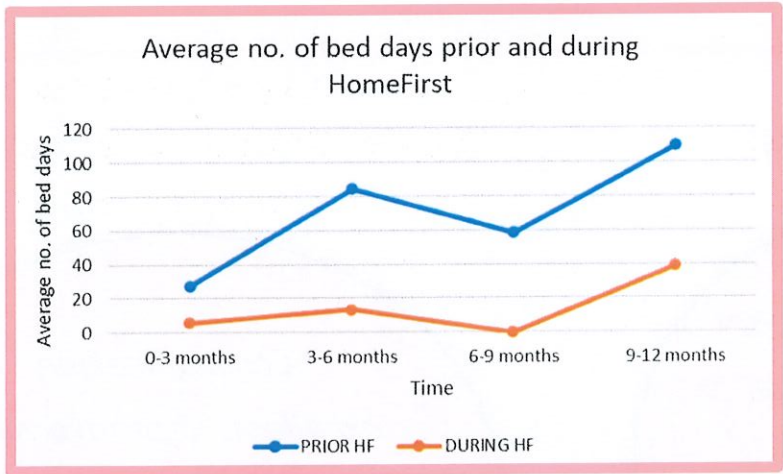
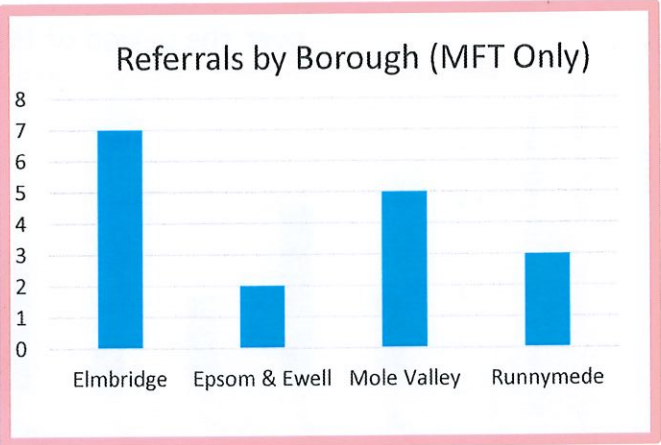
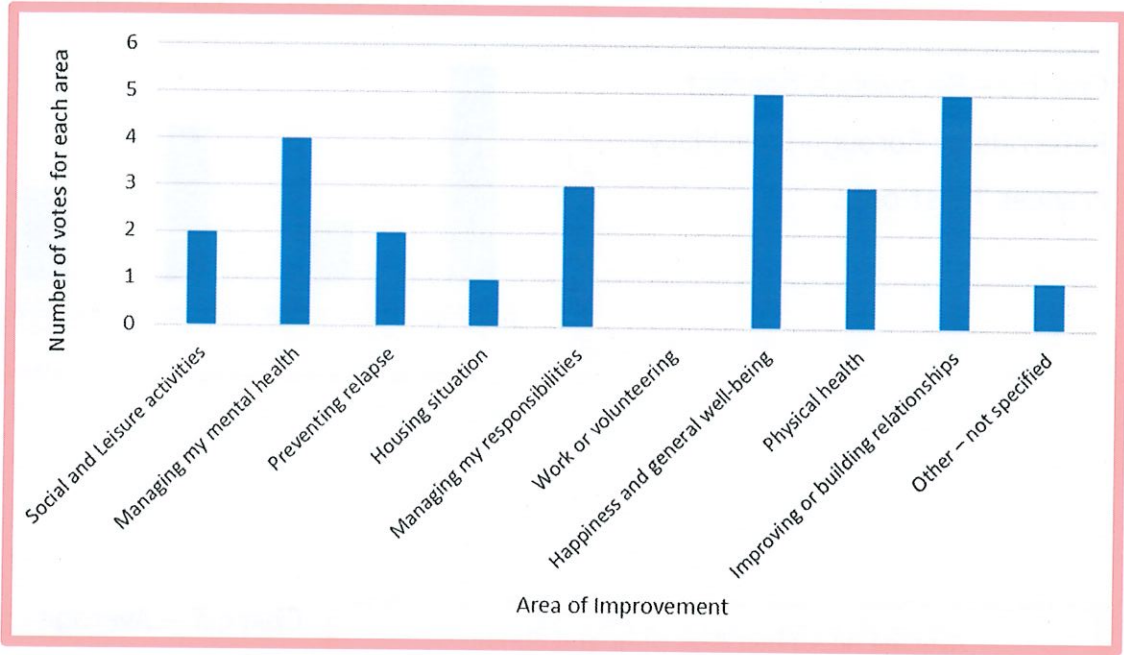


Chart 3 – Average
Number of Hospital
Bed Days before and
after the
introduction of
HomeFirst.

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

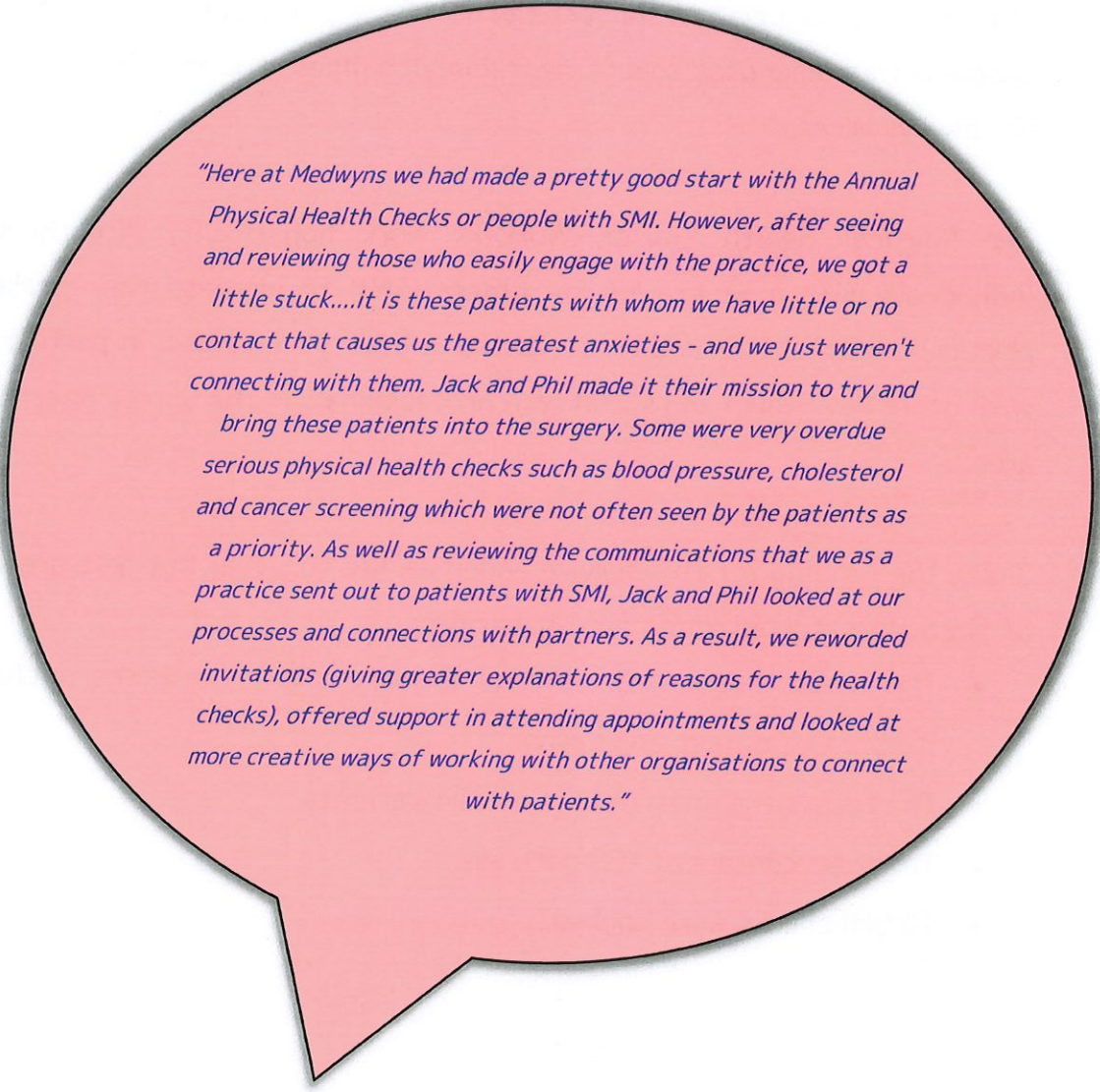
This initiative is aimed to support the uptake of physical health checks that people with a diagnosed severe mental health illness are entitled to, but do not always access.

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 Ashted Good Neighbours scheme
- The Word On The Street bookshop in Ashted 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 AtkinRéal 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

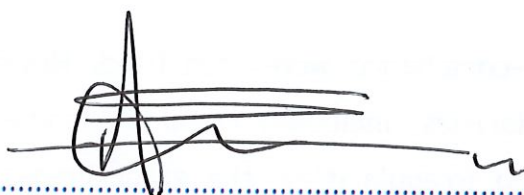
review to identify unexpected movements in account balances which may be indicative of fraud.

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

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	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		<u>1,732,629</u>	<u>224,645</u>	<u>1,957,274</u>	<u>1,439,145</u>
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		<u>1,586,438</u>	<u>225,779</u>	<u>1,812,217</u>	<u>1,378,522</u>
NET INCOME		146,191	(1,134)	145,057	60,623
NET MOVEMENT IN FUNDS					
Balances b/fwd at 1st April 2023		<u>728,790</u>	<u>53,272</u>	<u>782,062</u>	<u>721,439</u>
Balances c/fwd at 31 st March 2024		<u>874,981</u>	<u>52,138</u>	<u>927,119</u>	<u>782,062</u>

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

Balance Sheet

At 31st March 2024

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		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

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		TOTAL	TOTAL
		2024	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.

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

[illegible]

Staff costs	£	£	£	£
6	20,807	-	20,807	-
Other direct costs	3,751	-	3,751	20,557
	<u>24,558</u>	<u>-</u>	<u>24,558</u>	<u>2,277</u>
				<u>22,834</u>
				<u>22,834</u>

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

4. CHARITABLE ACTIVITIES

	Notes	2024		2024		2023		2023	
		£		£		£		£	
		Unrestricted	Restricted	Total		Unrestricted	Restricted	Total	
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

	2024		2023	
	£		£	
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

6. STAFF COSTS

	2024		2024		2024		2023		2023	
	£		£		£		£		£	
	Service delivery		Raising Funds		Support		Service delivery		Support	
	Total		Total		Total		Total		Total	
Salaries and staff costs from unrestricted funds	1,212,301		20,807		179,190		976,222		179,482	
Salaries and staff costs from restricted funds	29,862		-		16,755		10,035		-	
	1,242,163		20,807		195,945		986,257		179,482	
Average number of employees	44		1		6		35		6	

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

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7. SUPPORT COSTS	Note	2024	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	<u>6,072</u>	<u>5,520</u>
	<u>18,480</u>	<u>9,995</u>

9. FIXED ASSETS	Improvements to property	Office Equipment	Fixtures & Fittings	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	-	<u>1,104</u>	-	<u>32,900</u>	<u>34,004</u>
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	-	<u>1,104</u>	-	<u>25,648</u>	<u>26,752</u>
Net book value					
31st March 2024	-	-	-	<u>7,252</u>	<u>7,252</u>
31st March 2023	-	<u>36</u>	-	<u>7,542</u>	<u>7,578</u>

Notes to the Financial Statement

For Year Ending 31st March 2024

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	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.

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

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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

Notes to the Financial Statement

For Year Ending 31st March 2024

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- 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

Notes to the Financial Statement

For Year Ending 31st March 2024

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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	(342,252)	-	(342,252)
Net current Assets	867,729	52,138	919,867
Net Assets by Fund 2024	874,981	52,138	927,119
Net assets by Fund 2023	728,790	53,272	782,062

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	42,400	41,400
Between one and five years	530	588
Other	42,930	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 Ending 31st March 2024

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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	(308,334)	19,281
Net cash generated by operating activities	<u>(106,715)</u>	<u>(89,224)</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>1,144,577</u>	<u>1,221,233</u>

Notes to the Financial Statement

For Year Ending 31st March 2024

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19. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITY

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 st 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	1,391,659	47,486	1,439,145
EXPENDITURE ON:			
<i>Charitable costs</i>	1,307,357	48,331	1,355,688
<i>Other trading costs</i>	22,834	-	22,834
TOTAL	1,330,191	48,331	1,378,522
NET INCOME	61,468	(845)	60,623
NET MOVEMENT IN FUNDS			
Balances b/fwd at 1 st April 2022	667,322	54,117	721,439
Balances c/fwd at 31st March 2023	728,790	53,272	782,062

