

South East London Mind Limited

England & Wales · Charity number 1082972

Details

Other names	BROMLEY AND LEWISHAM MIND LIMITED, BROMLEY MIND, BROMLEY, LEWISHAM & GREENWICH MIND LTD, SOUTH EAST LONDON MIND LIMITED, MINDCARE, MINDCARE DIRECT
Status	Registered
Legal form	Charitable company
Company number	04071152
Registered	2000-10-20
Register	View on the Charity Commission register

Contact

Address	Anchor House 5 Station Road Orpington Kent BR6 0RZ
Phone	01689811222
Email	email@selmind.org.uk
Website	www.selmind.org.uk

Activities

Objects: - To promote the preservation of good mental health, in particular by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition; and- To relieve the needs and improve the quality of life of people with mental health problems and dementia by providing a range of services operating particularly, but not exclusively, in the London Boroughs of Bromley, Greenwich, Lambeth, Lewisham, Southwark and the surrounding areas.

Activities: We undertake activities to promote the preservation of good mental health, in particular by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition. We also provide a range of services to relieve the needs and improve the quality of life of people with mental health problems and with dementia.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** PARTICULARLY BUT NOT EXCLUSIVELY IN THE LONDON BOROUGHS OF BROMLEY AND LEWISHAM AND SURROUNDING AREAS.
- Bromley
- Greenwich
- Lambeth
- Lewisham
- Southwark

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£8,312,897	£8,189,002	£4,085,408	230
2024-03-31	£7,881,537	£7,353,843	£3,961,513	205
2023-03-31	£6,825,112	£6,375,824	£3,433,819	192
2022-03-31	£5,398,119	£4,776,673	£2,984,531	109
2021-03-31	£4,029,637	£3,965,691	£2,363,085	94

Trustees

Name	Role	Appointed
Chloe Rhys		2020-11-05
Jacqueline Otagburuagu		2025-03-19
Jane Harris		2024-05-15
John Choi		2025-03-19
Lorraine Gordon		2025-03-19
Melissa King		2018-07-17
Moshiur Rahman		2024-05-15
Nuriya Shoro		2025-03-19
Paula Morrison		2017-01-24
Robert Crawford		2024-05-15
Sarah Holloway		2024-05-15

South East London Mind Limited

England & Wales - Charity number 1082972

Accounts

South East
London  mind

Your local mental health and dementia charity.

Annual Report and Financial Statements

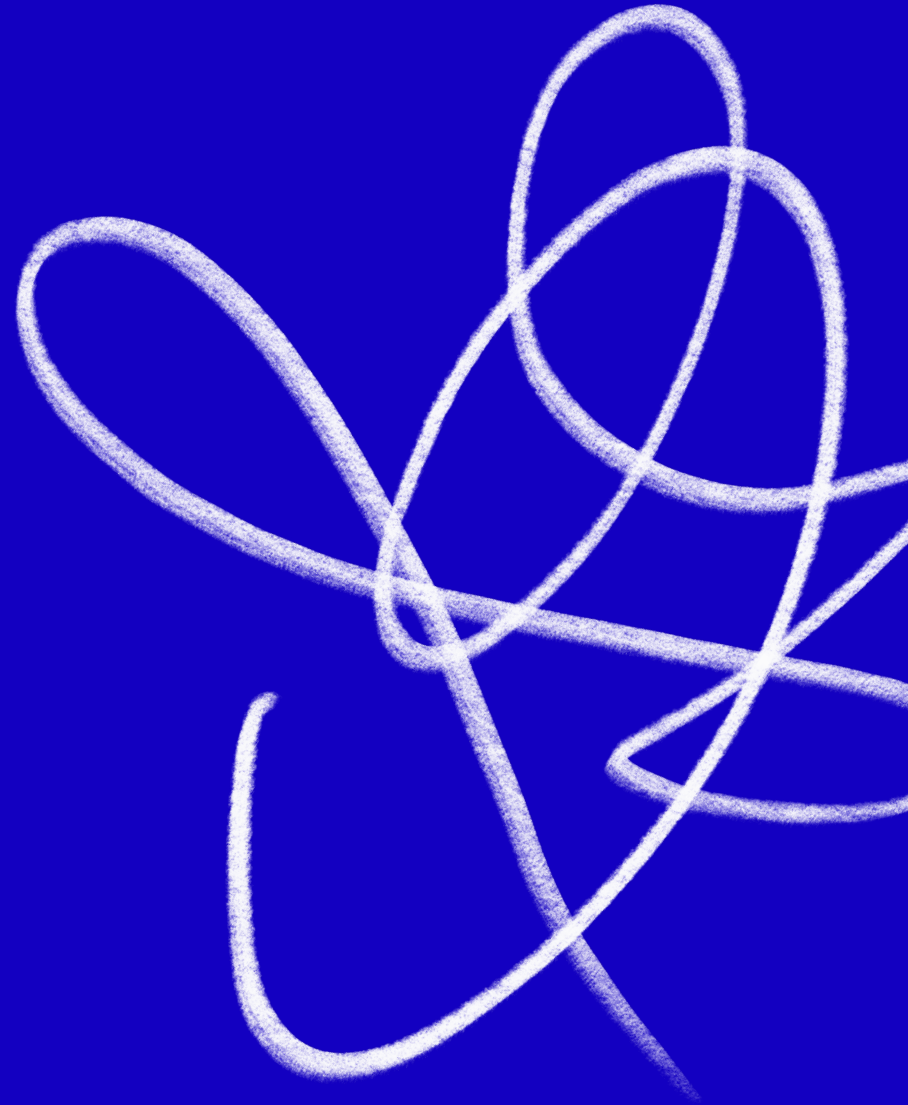
1 April 2024 - 31 March 2025

South East London Mind Limited

Registered Charity Number: 1082972

Company Registration Number: 04071152

Registered Office: 5 Station Road, Orpington, Kent, BR6 0RZ



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Fundraising 'Hope Day' at Lambeth Palace 2025

Report of the Board of Trustees for the year ended 31st March 2025

South East London Mind is a local mental health and dementia charity covering the London boroughs of Bromley, Greenwich, Lambeth, Lewisham and Southwark. We are affiliated to Mind, the national mental health charity.

South East London Mind (then Bromley Mind) was incorporated on 13 September 2000 as a company limited by guarantee. On 1 January 2001 a merger of Beckenham Mind, Orpington Mind and Stepping Stones Club transferred ongoing activities to Bromley Mind. Since 2011, we have been delivering services in the London Borough of Lewisham and in November 2013 became Bromley and Lewisham Mind. In 2018 we completed a merger with Greenwich Mind, having become Bromley, Lewisham and Greenwich Mind in November 2017. In January 2024 we completed a merger with Lambeth and Southwark Mind to become South East London (SEL) Mind Limited.

MindCare is South East London Mind's specialist dementia arm.

The governing documents are the Memorandum and Articles of Association. These were last revised in January 2024.

Structure, Governance and Management

Charity objects

South East London Mind's objects are:

1. To promote the preservation of good mental health, in particular by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition.
2. To relieve the needs and improve the quality of life of people with mental health problems and dementia by providing a range of services.

Operating particularly but not exclusively in the London Boroughs of Bromley, Greenwich, Lambeth, Lewisham and Southwark and surrounding areas.

Trustees have considered the Charity Commission's Public Benefit requirements and believe SEL Mind meets its objectives by virtue of its ongoing work within the field of mental health and dementia care. This Trustees' report clearly demonstrates the benefit of the charity's work to the general public across a range of activities.

Charity governance code

SEL Mind is committed to good governance and providing leadership of a high level. To demonstrate this commitment the Board formally adopted the Charity Governance Code in 2020. The latest internal evaluation (conducted in 2023 and based on the current version of the code) confirms it is applied in all areas. The Trustees do not tolerate behaviours which are not aligned to this code or SEL Mind's code of conduct.

Trustee recruitment

The directors of the company are also charity Trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association:

- The members of the charity are also the current Trustees.
- Trustees are elected at a Board meeting.
- The Board is comprised of a minimum of seven and a maximum of fifteen Trustees.
- Trustees serve for a fixed term of three years from their election. No more than three terms shall be served.
- At least three Trustees are required to have experience of mental health problems or of being the carer for someone with dementia or mental health problems.

In an effort to maintain a broad skill mix, the Board of Trustees reviews its effectiveness annually and in the event of particular skills being needed or lost due to retirement, individuals are recruited to offer themselves for election or for appointment to the Board. When recruiting new Trustees we seek to increase the diversity of the Board, for example by advertising for Trustees from demographic groups that are currently under-represented on the Board.

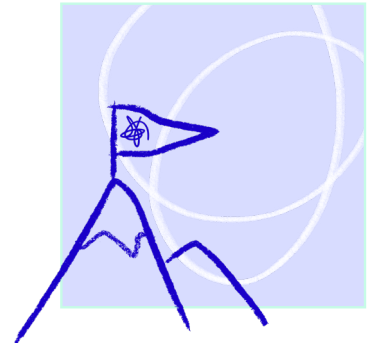
During 2024 - 25 we managed to sustain the core values and composition of our Board by strategically recruiting eight new Trustees (including one who was previously on the Lambeth & Southwark Mind Board), replacing five Trustees (including the Chair and Treasurer) who had served their terms or moved on to opportunities beyond SEL Mind. Our new Trustees bring a range of skills and experience (including lived experience of mental health problems) and contribute to making the Board more diverse and

representative of the communities we serve. Sarah Holloway was appointed as our new Chair in May 2025. Trustees serving during the year are listed on page 35.

Trustee induction, training and review

Induction to the Board of Trustees is led by the Chair and Chief Executive. The programme includes visits to the organisation's services and a training session which covers:

- aims and values of SEL Mind
- Trustee roles and responsibilities
- committee and staffing structures
- strategic and business plans
- current financial position and accounts
- current issues and priorities



External training for Trustees is undertaken as appropriate to develop their knowledge and a core training schedule for Trustees is in place. A Governance Manual is provided and Trustees have access to all SEL Mind Policies and Procedures. Trustees complete a Skills Audit form.

Trustees are given opportunities throughout the year to meet staff and service users through planned events, service visits and presentations to the Board and its Committees.

An annual Board Away Day is held to assess the Board's performance during the past year, consider improvements, address strategic priorities and identify any training needs. Trustees also participate in individual Reflection Meetings with the Chair or Vice-Chair every two years, to reflect on their role and contribution and to consider their future development.

Organisation

The Board of Trustees meets every two months and is responsible for the strategic direction and policies of the Charity. The Board has several sub-committees, Trustee membership (which is reviewed every year) is reported on page 35:

- The Finance and General Purposes Committee (F&GP) meets every two months. It has delegated authority to deal with facilities issues and is responsible for scrutinising financial matters.
- The People and People Strategy Committee (P&PS) meets every two months. It has delegated authority to deal with people matters, including responsibility for staff remuneration.
- The Quality and Performance Committee (Q&P) meets quarterly. It reviews quality and performance across all service areas and identifies areas in which to undertake more detailed scrutiny.
- The Developments Committee (DC) meets quarterly. It is responsible for examining emerging needs and maintaining an overview of service developments, tenders, funding applications and new work programmes, as well as communications and community fundraising.

The Board appoints a Chief Executive who has delegated responsibility for the day-to-day running of the Charity in accordance with policies and strategies set by the Board.



Risk Management Policy statement

The Board of Trustees has approved a Risk Management Strategy. The strategy includes:

- setting risk appetites for all material risk across SEL Mind and monitoring adherence to these
- an assessment of each significant organisational risk, taking into account impact and likelihood
- ensuring all new activities are in line with SEL Mind's values, objectives, purpose and agreed risk appetite
- policies, procedures and management actions to mitigate risks identified
- policies, procedures and management actions to minimise the impact should a risk materialise
- regular reviews by Senior Leaders of the risks the Charity may face. These reviews are discussed and agreed by Trustees at F&GP three times a year, with major and emerging risks being reported to the Board
- our approach to risk and their own responsibility in relation to it is covered in the staff induction process - more in-depth training will be provided should a role require it.

As part of this strategy the charity has prepared a Business Continuity Plan that looks at ways of recovering from incidents and, where possible, preventing them happening. The Plan is subject to an annual test to help identify any improvements needed, and during the year was subject to real-life testing as a result of the pandemic, leading to significant review of the Plan. Procedures are in place to ensure the Charity complies with regulations and current best practice including health and safety and fire regulations.

Key significant risks identified and managed during the year included:

- Potential not to retain key contracts when a number of them were due to end in September 2024 and March 2025: we appointed a Director of Development to lead on submission of well-written, value for money tenders and secured our largest contracts into 2025-26 and in most cases beyond.
- Tighter finances in the public sector resulting in reduced income or minimal uplifts on our contracts: we controlled costs as much as possible and continued negotiating increases with commissioners.
- Potential loss of influence in Lewisham as a result of a reduced contract portfolio: we worked to maintain good relationships with key stakeholders and a strong presence at partnership meetings and events.
- Continued cost of living challenges and competitive job market could lead to high staff turnover and a loss of skills and vacancies: we identified key areas of risk and put plans in place to ensure service delivery would not be compromised.
- Loss of services in our new boroughs, Lambeth and Southwark, due to contracts ending: we continued to build relationships in these areas with the Director of Development identifying funding opportunities.

Current significant risks being managed relate to retention of key contracts, managing our core costs and staff retention.

During the year the Board reviewed risk appetites across key risk themes. Where there is a discrepancy between the risk appetite and current risk level within one of these themes, mitigation is put in place.

Inclusion statement

SEL Mind is committed to equity of opportunity and the elimination of discrimination in all its forms. We are proud to be an anti-racist organisation. We seek to create environments and services that are accessible and meaningful to all in our communities and reflect their diversity. We believe that SEL Mind is strengthened and enriched by diversity throughout the organisation. We are committed to developing and promoting a culture of inclusion which means that everyone who works for or receives services from SEL Mind feels that the organisation is welcoming and somewhere they can be comfortable, be themselves and be included.

SEL Mind's Equity, Diversity and Inclusion work is overseen by an Inclusion Group (IG), consisting of Trustees, staff, volunteers and service users from across the organisation. The IG support and monitor the implementation of actions to support our journey to becoming an increasingly inclusive organisation and provide a forum for discussion and a source of advice on inclusion issues. The group includes 8 Team Inclusion Champions from across the organisation to ensure strong links to frontline teams as we further develop our inclusive principles and practices.

Working in partnership

SEL Mind is affiliated to Mind, the national mental health charity. During the year SEL Mind played a key role in the Mind in London partnership and our Chief Executive sat on both the Mind Federation Leadership Group (representing larger local Minds) and the Federation Sustainability Taskforce.

SEL Mind is also a key contributor to local partnerships including the key strategic mental health and Voluntary and Community Sector (VCS) partnership groups across the five Boroughs (Bromley,

Greenwich, Lambeth, Lewisham and Southwark). We are also represented on Safeguarding Adults Boards and a wide range of working and implementation groups.

In addition, SEL Mind's Chief Executive plays a key role in representing the Voluntary and Community Sector (VCS) in the South East London Integrated Care System (ICS), including as the VCS adult mental health lead and as a member of the SEL VCS Strategic Alliance. The Director of Services is a Partnership Governor for Oxleas NHS Foundation Trust (Oxleas NHS).

Bromley Third Sector Enterprise (BTSE) is a collaboration led by SEL Mind, Age UK Bromley & Greenwich, Bromley Citizens Advice, Bromley Mencap and Community Links Bromley, who are the core members. It acts as a voluntary sector partnership to facilitate the delivery of co-ordinated and integrated health and social care services in the Borough of Bromley and is a Charitable Incorporated Organisation (CIO), with SEL Mind's Chief Executive as one of the Directors and Trustees.

In the year under review, SEL Mind was involved in several formal partnerships to provide integrated services:

- Bromley Well is delivered in partnership with BTSE.
- Bromley Dementia Support Hub is delivered in partnership with Age UK Bromley & Greenwich and Oxleas NHS.
- Bromley Recovery Works service, Bromley Mental Health Hub, Perinatal Community Outreach service, IPS Employment Support Service and Care Team Approach are delivered in partnership with Oxleas NHS.
- Greenwich Mental Health Hub is delivered in partnership with Oxleas NHS, Bridge Support and Greenwich Citizens Advice.

- Lewisham Primary Care and Community Mental Health Services and Lewisham Enhanced Community Outreach Service are delivered in partnership with South London and Maudsley NHS Foundation Trust (SLaM).
- Lewisham Culturally Diverse Communities Programme is delivered in partnership with Holistic Well Women, Mabadiliko, Sydenham Garden and Therapy for Healing.
- South East London Suicide Bereavement Service is delivered in partnership with Mind in Bexley and SLaM.
- Peer Support In-Reach Service is delivered in partnership with Mind in Croydon and West Central London Mind.
- Lived Experience Support Worker Service in Southwark is delivered in partnership with SLaM.

Partnership agreements are in place to clarify the approach to joint working and partners' responsibilities and liabilities.

Safeguarding

We are committed to safeguarding the wellbeing of all vulnerable adults and children to ensure they are free from abuse or neglect. To achieve this we will work closely with the Safeguarding Boards and Local Authorities across our area.



Staffing

The average number of staff employed during the year, including bank/sessional, was 230 (2024: 205). This includes 67 sessional staff. At the end of the year, the total headcount of contracted staff was 187 (this was the same as the previous year). The full time equivalent number of contracted staff was 149.

60% of staff reported having personal lived experience of mental health problems.

Volunteers make a huge contribution to the organisation's work with 239 volunteers delivering on average, a total of 827 hours per week.

Involvement

SEL Mind has a range of mechanisms for involving people who use our services and their carers, as well as people with lived experience of mental health problems more widely. Ways that they get involved include:

- person-centred services and informal involvement
- informed choice
- feedback and consultation, including feedback questionnaires and focus groups
- service delivery, including through the use of peer support volunteers and peer support workers
- staff recruitment and training
- organisational decision making, including through representation on the Board and Committees

- service decision making business and service development, including through the use of service design approaches
- supporting external involvement opportunities.

Our Lived Experience Consultants provide a lived experience perspective on strategic issues, policies and new developments. They continue to contribute across the organisation in a range of capacities, including:

- regular contributions to our Quality and Performance committee
- development of new peer support groups e.g. Women's Group in Greenwich and Queer Minds in Lambeth and Southwark
- supporting the delivery of the Service User Forum programme
- staff recruitment panel members
- co-facilitating the Neurodivergence staff network group
- linking with lived experience initiatives at National Mind and Mind in London.

Ambassadors

The actor, writer and director Cush Jumbo OBE is a celebrity ambassador for SEL Mind.



Vision, Purpose, Values, Aims and Objectives

Our strategy for the 3-year period from April 2024 – March 2027 includes the organisation’s vision, purpose, values, aims and objectives, and these are detailed below:

Vision

Everyone with mental health problems and dementia in our local communities gets the support and respect they deserve.

Purpose

We will help people to be mentally healthy and work together with those experiencing mental health problems and dementia to improve their quality of life.

Values

Inclusive in our approach and all we do, so that we effectively meet the needs of our diverse communities

Responsive to each individual we support and their unique needs, histories and aspirations

Evolving, demonstrating sustainable and ethical continuous improvement, agility, innovation and effectiveness

Together, working with our partners and people with lived experience of mental health problems and dementia and their support networks

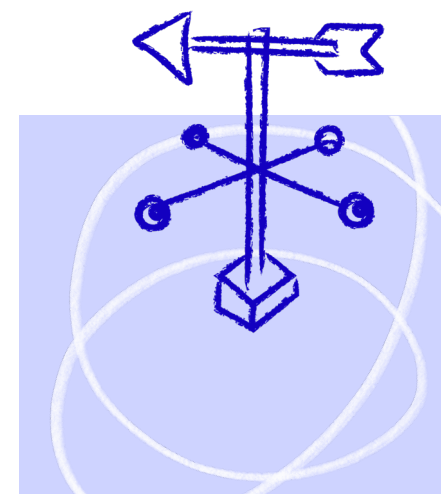
Aims

To achieve our purpose, SEL Mind will be there when it matters so that people in our diverse local communities:

- feel listened to and respected
- understand their options and exercise choice
- can develop and maintain good mental health and wellbeing
- connect and have positive relationships
- live fulfilling lives
- trust us to speak up and stand alongside them

Strategic objectives

1. **Impact:** How we make a positive difference
2. **Development:** How we innovate and adapt
3. **Connection:** How we collaborate and engage
4. **Strength:** How we resource and sustain our services
5. **People:** How we support and develop our people

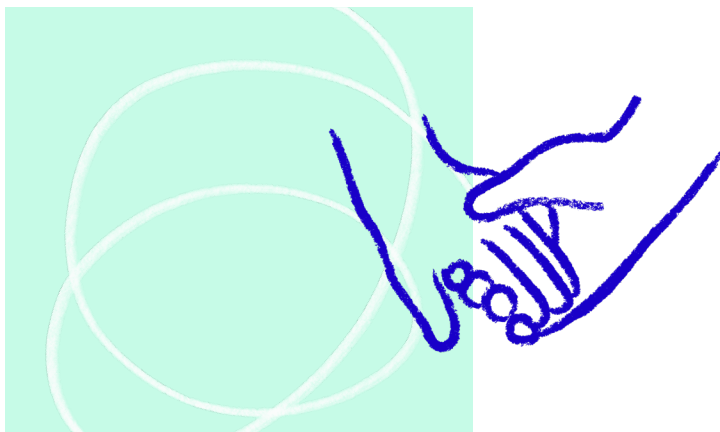


Main Achievements in 2024-25

Significant progress was made in relation to all of our Strategic Objectives in the first year of our 2024-27 strategy. Some of the main achievements are detailed below:

Impact

- Three SEL Mind teams (Bromley Dementia Support Hub, Mindful Mums and Suicide Bereavement Service) were shortlisted for national awards during the year. More details in the summary of those services below.
- Service delivery teams were supported to improve mechanisms for seeking client and carer feedback and to implement learning from this.
- We introduced an internal Quality Assessment and Learning review process for services, developing action plans to ensure consistent and quality delivery.



Development

- We extended our delivery of counselling support for young people in Southwark College and started delivering this at Shooters Hill college.
- Through our internal Service Development Fund we introduced new initiatives in response to identified needs across four service areas.
- In Lambeth and Southwark we secured funding to expand advice service provision, launch Queer Minds and to support uptake of Serious Mental Illness (SMI) Physical Health Checks.

Connection

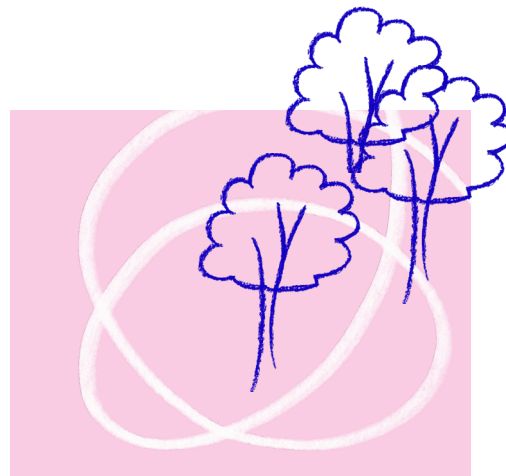
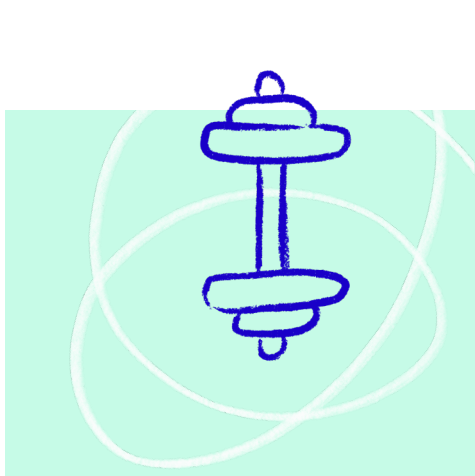
- To build greater trust with under-served communities we continued to work with community organisations funded through the Equality Grants and Culturally Diverse Communities initiatives and commissioned Centre for Mental Health to conduct an evaluation of these programmes.
- Our Chief Executive continued as Voluntary, Community and Social Enterprise (VCSE) lead for adult mental health for the South East London Integrated Care System.
- We delivered joint campaigns to raise awareness of mental health problems and dementia, for example working with The Motherhood Group for Black Maternal Mental Health Week, and PureGym London Borough for the Mental Elf fun run which attracted over 300 runners.

Strength

- We implemented major changes in our IT infrastructure to ensure we are in the best place to collaborate and support delivery.
- Our Connect event brought over 170 staff and volunteers together to build connections and celebrate achievements.
- We secured new premises for staff in Greenwich and Lambeth and Southwark.

Our people

- We introduced a new HR database, supporting improved management of staff.
- We reviewed our recruitment processes and approach to attract and identify good quality candidates who represent the diversity within our local population and share our values.
- We implemented new training opportunities, with a focus on developing the skills of our managers.



Performance in 2024-25

During the year, SEL Mind services provided direct help to 11,486 people, support through training to 1,667 people and our helplines responded to 4,366 contacts.

	Beneficiaries in 2024-25	Change on previous year 2023/24 to 2024/25
Mental Health Services		
Integrated Community Mental Health Teams	3,686	-9%
Peer Support services	406	18%
Counselling services	581	38%
Bromley Recovery Works	841	-15%
IPS Employment Support (Bromley and Greenwich)	472	-2%
Greenwich Connecting Communities	81	23%
Benefits Service (Including Assessment Support)	127	-15%
SE London Suicide Bereavement Service	253	-5%
Dementia Services		
Respite Care at Home	63	-14%
Young Onset Dementia Activists	70	3%
Bromley Dementia Support Hub	1,703	-3%
Greenwich MindCare	656	33%
Wellbeing and Resilience		
Mindful Mums	577	-9%
Being Dad	54	4%
Bromley Well Mental Health Carers Pathway	250	53%
Minds Up Schools Wellbeing Programme	1617	-47%
Lambeth and Southwark Telephone Befriending	49	41%
Services Total	11,486	-13%
Helpline Support		
Greenwich Mindline	3,187	8%
Lambeth and Southwark Information Service	1,179	290%
Training		
Mental Health Training	1,176	42%
Dementia Training	491	19%
Overall Total	17,519	-1%

Summary of performance 2024-25

During 2024-25 SEL Mind provided high quality support to over 11,000 people, at the same time as many of our teams were supporting clients with an increased complexity of issues meaning more time is spent with each client. This had an impact on the number of clients we have been able to support. In addition, challenges due to staff turnover at times, exacerbated by the uncertainty around funding for some contracts will have had an

impact on reach. Although some of our services increased their reach across this year, overall this decreased by 13% from the previous year, whilst the number of people supported through our helplines and training significantly increased.

Contacts to our helplines may include repeat callers and some people may access more than one service.

Suicide Bereavement Service team



Client feedback

SEL Mind gathers consistent feedback on people's experiences of our services. During the year, an analysis across all our services showed that:

- * **98%** were very satisfied or satisfied with the overall service.
- * **93%** said the support had a positive impact on their day-to-day life and wellbeing, an increase from 89% in 2023-24.
- * **98%** strongly agree or agree that they felt listened to and treated with dignity.
- * **93%** strongly agree or agree that the support they received was right for them and met their needs.
- * **97%** strongly agree or agree that they would recommend the service to someone they know.

Bromley Well

An early intervention and prevention service operating to support a wide range of client groups across the borough. SEL Mind provide support for mental health carers and Cognitive Behavioural Therapy groups for carers, supporting 250 carers across the year.

Bromley Mental Health Hub

This service works in partnership with Oxleas NHS Foundation Trust (Oxleas NHS) to deliver a range of clinical and non-clinical mental health support to residents of Bromley. Short-term interventions (up to 12 weeks) provided by SEL Mind through the Hub currently include Mental Health Advice, Peer Support, Benefits Advice and IPS Employment Support.

Work to address the inequalities experienced by marginalised communities is supported by a dedicated Health Inequalities Manager, and this year we worked with six organisations funded through the Equalities Grants. During the year, the Hub team moved into newly reconfigured and refurbished premises in Beckenham. Towards the end of the year SEL Mind successfully bid through an open tender process for a new contract to continue providing this service until at least 2030.



Bromley Mental Health Hub client story

Eva's Journey: "I felt a lot calmer and less anxious."

Eva has struggled with long-term mental health difficulties, including feeling depressed and suicidal, potentially exacerbated by undiagnosed bipolar disorder and autism. She was referred by her GP to Bromley Mental Health Hub.

"Feeling incredibly stressed and anxious and overwhelmed by a huge and complex system, I found immense relief at the hub. My Mental Health Advisor felt like an expert in navigating the system. She was really, really kind and explained things, allowing me ample time to talk through all my issues without feeling rushed. Crucially, she took it seriously and listened, dispelling my fears of being dismissed.

"She was so kind, understanding, and patient, especially when gently explaining the potentially long diagnosis process for bipolar disorder. She also gave extensive information on bipolar disorder and autism.

"I transitioned to 52 weekly Acceptance and Commitment Therapy (ACT) sessions through the NHS. The courage to seek help was a big deal, and I was really scared to engage with the NHS. My advisor provided a safe space to unload all my worries, offering good common sense advice. I felt a lot calmer and less anxious. I would have felt incredibly isolated if I hadn't had that. During my darkest moments, struggling with suicidal thoughts, it's possible I would have died by suicide without the support. I emphasised the really, really important timing of help, noting how devastating it is to wait weeks when you need help there and then.

"After struggling for so long without knowing what I was dealing with, I now believe I'm on track to getting a diagnosis for conditions like bipolar and autism. I'm incredibly grateful for everyone who has supported me. It's so, so important that these services are there to help people. I probably wouldn't be here if it wasn't for them."

Recovery Works

Supports people across Bromley, and provides:

- Person-Centred Recovery Support, including support to access community resources and opportunities
- Specialist Employment Support, to help people return to work or stay in their jobs during a period of ill-health
- Bromley Recovery and Wellbeing College, offering a wide range of structured courses and workshops which are co-developed and co-delivered by people with lived experience of mental health problems
- Peer Support, including individual peer support befriending and peer support groups

From April 2025 the Recovery Works service and team will be integrated into the Bromley Mental Health Hub.



Bromley Recovery and Wellbeing College client story

Paul's story: “Without the college I'd be in a much worse position.”

After being diagnosed with ADHD and experiencing the death of a friend, Paul joined Bromley Recovery and Wellbeing College, taking part in courses for anxiety, ADHD, and art.

“I'm scared of being vulnerable in front of others because I've been bullied so much of my school life. In the back of my head I was thinking, 'if I'm openly vulnerable it's gonna be used against me.' But now I've actually gone to [group sessions], I've realised it's unbelievably helpful, because you meet other people who think in the same way as you do and have gone through the same issues, but they have different experiences and have done different things that can help you.

“Basically, it makes you feel not alone. In a weird way it cheers you up, because you're thinking 'it's not just me, there are others out there who are going through the same things who I can talk to.' It's a boost to your mood because it's like, 'wait, I can actually start improving, I can start getting better.'

“I struggled to make friends because I don't know where to go to meet them. It helped with the art course because you saw the same people every week. You got to know everyone quite well, because you're all just open about your issues. You can be comfortable with who you are. There's no sort of, 'they might judge me on this.' It's the same with the tutors and the rest of the staff, they're all very friendly and accepting.

“Without the college, I would be in a horrible mood. I think I would be a lot further away from properly processing [my bereavement]. So Bromley Recovery and Wellbeing College has been super helpful.”

Perinatal Community Outreach Support

This service works closely alongside the specialist perinatal mental health team in Oxleas NHS in Bromley and Greenwich. The service provides person-centred support with the dual challenges of managing mental health problems alongside pregnancy and new motherhood. It also facilitates peer support between mothers.



Perinatal Community Outreach Support client story

Amy's story: “I am the happiest mentally I have ever been now.”

“I had gone through a couple of years of infertility issues and finally fell pregnant. About 3 weeks into the pregnancy I felt extremely depressed - I wanted to terminate the pregnancy and started having suicidal thoughts. It was all a real shock as I had been trying so hard to get pregnant. I went to my GP, and she referred me to the Perinatal Community Support Team.

“It was a really good experience. Very quick, efficient, clear communication. I knew where to go, and what to expect. It was really comforting, the way it was all worded - anything is fine and accepted and supported, no matter what you need.

“Once the baby was born, I started attending play sessions and anything I could, it was life changing for me. There was lots of face-to-face support – the Coordinator offered to meet up for coffee, or support at my house, anything I needed. Things like financial help that I was entitled to, or hotlines if you need to reach out when you're in a difficult place mentally.

“It helped me so much to deal with my stress, get me out of the house and feel lots more connected to the community. I'm American

so don't have family or anyone here, and it gave me trusted people I could call if I needed to. Even something like needing someone to hold the baby - I didn't have anyone around to do that for me. It gave me such peace of mind.

“Without this support it would be a lot lonelier. Life would have less hope. The staff and volunteers I have been involved with have been some of the nicest, most supportive, non-judgemental women I have ever met. Now I have so much to look forward to – the picnics, the activities, there's something going on all the time. I wouldn't have felt confident to have the next child.

“I hope I can raise my baby and enjoy my life, connect with people, be as happy as I am now. I think I am the happiest mentally I have ever been now, which I can attribute to the range of support that I have.

“My sister had postpartum depression and I think her life would be a lot better if she'd received the same support that I did. I wish every woman had access to it.”

Care Team Approach

SEL Mind is working in partnership with Oxleas NHS Foundation Trust to pilot delivery of integrated support within the Trust's Community Mental Health Teams for people with psychosis. The integrated team provide support to people with complex needs, helping them develop their independence, self-management skills and achieve their recovery goals.

IPS Employment Support

Provides Individual Placement and Support (IPS) model employment support to 472 people supported by Oxleas NHS' community teams and the Mental Health Hubs in Bromley and Greenwich. During the year, the service supported 139 people into full-time paid employment.

Benefits Assessment Support Service

Working across Bromley, Lewisham and Greenwich, and delivered through a team of trained volunteers, this service can:

- meet with an individual prior to their benefits assessment to get a full understanding of how their mental health needs affect their life
- attend the assessment with the individual, helping them give the assessor a full and accurate picture of their health
- meet with them post-assessment to help them understand the next steps

The support of a volunteer can increase the chances of people being awarded the benefits that they are entitled to and avoiding a lengthy appeals process.

Benefits Assessment Support client story

Phil's experience: “Without this support, I'd still be lost in the minefield of the benefits system.”

“I've always been able to manage on my own. My day-to-day life was a quiet struggle, sure. I'd get these gut-wrenching panic attacks on my commute every morning—but I handled it. I was in control. Then, everything came crashing down.

“One day, I was assaulted and left unconscious in the middle of the road. In the months that followed, my family suffered a series of bereavements. The impact on my mental health was a slow burn, but it got to me.

“I was diagnosed with PTSD, and got medication and some talking therapies, but none of it helped with what changed everything: I couldn't work. I applied for Limited Capability for Work through Universal Credit, hoping for some financial stability. Instead, I was met with a long, distressing process ending in rejection. I felt completely lost.

“That's when I found South East London Mind's Welfare Benefits Service. A specialist sat down with me and listened. For the first time, I felt like someone was actually hearing me. They took the time to understand my daily struggles, translating my lived experience into the language of the system. Together, we built a strong appeal. For the first time in a long while, I felt a flicker of hope.

“When the appeal date arrived, my specialist sat by my side as I faced the judge and the medical assessor. With the confidence I'd built, I was able to speak for myself, knowing that he was there to reinforce the key points, making sure nothing was lost in translation.”

Lewisham Primary Care and Community Mental Health Services

Delivered in partnership with South London & Maudsley NHS Foundation Trust (SLaM). SEL Mind employs Mental Health Advisers, a Benefits Specialist and Peer Support Workers who work alongside clinical staff to support people with mental health problems, linking closely with GPs and other primary care staff.

We provide information and advice, person-centred recovery-orientated support, skills development and help to connect with activities and resources in the local community.

Lewisham Primary Care and Community Mental Health Services client story

Kaydee's story: 🗨️ The weekly check-ins kept me going. They kept me motivated. 🙏

Kaydee, a Black woman living with anxiety and depression, was referred to us after more than a year of isolation. Her mental health was affected by physical health problems, the demands of parenting, and serious financial pressures.

“Even though I had received clinical support from my NHS Mental Health Team, it didn't get to the root causes of what was really affecting my mental health. After I was discharged, things got worse. I was facing eviction because of rent arrears and found myself trapped in a cycle of debt, alcohol misuse, and loneliness.

“My GP became concerned that I might struggle to manage my medication and flagged my case. Thankfully, the Mental Health Advisers are based right there in the GP practice, so I was able to get immediate, joined-up support—support that looked at both my medical and social needs.

“The first thing my Advisor did was focus on building trust. It felt like they gave me the time and created a safe, supportive space where I could actually talk openly. For the first time in a while, I felt genuinely heard, and that gave me the confidence to start thinking about making changes.

“Over the next 14 weeks, we worked closely together to build a support plan that was tailored to me. We started with the most

urgent things—sorting out backdated benefits and getting a discretionary housing payment to stop the eviction. They helped me apply for grants so I could get basic things for my home, like a cooker and a fridge. They also connected me with alcohol support services and supported me with budgeting and debt advice. On top of all that, they encouraged me to start rebuilding my social life, which I had really lost touch with.

“The weekly check-ins kept me going. They kept me motivated and made sure nothing slipped through the cracks. Because my Advisor and GP were working together so closely, I felt genuinely cared for and less overwhelmed. The whole approach looked at everything I was dealing with—not just the medical side, but the life stuff too.

“Now, my wellbeing has improved massively. My Social Worker has even said she's noticed how much more engaged I am with my medication and therapy. I know that's because I was finally able to trust someone and start addressing the bigger issues in my life.

“Today, I feel more confident, more stable, and properly supported. I understand my mental health better, and I'm connected to a wider support network that's helping me stay well and avoid going backwards.”

Lewisham Enhanced Community Outreach Service (LECOS)

The team improves the quality of life, choice and opportunities for people with complex mental health problems who find it difficult to engage with mental health services in Lewisham. We provide:

- information and advice
- person-centred recovery-orientated support
- community bridge building
- skills development

Culturally Diverse Communities Programme

The Culturally Diverse Communities Project provides wellbeing and mental health support to diverse communities in Lewisham.

It aims to engage with members of the community who previously may not have felt comfortable or confident in reaching out and asking for the help they need.

The programme is provided as a partnership between SEL Mind, SLaM and four Lewisham-based, non-profit community organisations: Therapy 4 Healing (T4H), Mabadiliko CIC, Sydenham Garden and Holistic Well Women, each offering a variety of courses and individual support.



LECOS client story

Tony's experience: “...massive thank you for the kindness and support you have been giving me.”

Tony experienced severe, long-term mental health problems. Isolated by paranoia and past trauma, he had lost trust in mental health services after repeated experiences of feeling misunderstood. He stopped attending appointments, gave up on medication, and would end up at A&E in crisis, but he thought LECOS could offer something different.

“I thought it might be the same as everything else, but it felt reassuring that they were from a local charity and that the support wouldn't be medical, but focused on what mattered to me. They kept showing up and calling – most services just give up on you.”

Tony received a holistic assessment and support for a year. His Advisor supported him to express his needs, advocated for him to the local NHS team and coordinated joint visits with his Care Coordinator.

“She helped me turn my needs into a realistic plan, and with her support it actually felt achievable. Within a few months, I felt more able to talk to the doctors. I understood how it might help, and I knew my Advisor was there for me. I could actually talk about my challenges – why taking medication or making appointments felt impossible some days. I even shared about past trauma that led to a family breakdown, something I'd never tell a doctor”

The Advisor connected him with a domestic violence service, supported medication routines, and helped secure home essentials. Within eight months, Tony went from only seeking help in crisis to actively managing his own wellbeing. “From the bottom of my heart, a massive thank you for the kindness...Because of this support, I have hope and a chance. I have a brighter future.”

Greenwich Mental Health Hub

This service works in partnership with Oxleas NHS and Bridge Support to deliver a range of clinical and non-clinical mental health support to residents of Greenwich. Short-term interventions (up to 12 weeks) provided by SEL Mind through the Hub currently include Mental Health Advice, Peer Support, Benefits Advice and IPS Employment support. Work to address the inequalities experienced by marginalised communities is supported by the Health Inequalities Manager, and this year the Hub provided Equality Grants to six local community groups working with marginalised communities.

Connecting Communities in Greenwich

Helped and empowered people with mental health problems to connect to the information, advice and support that they need from mainstream services and within the wider community. The funding for this service ended in March 2025.



Greenwich Mental Health Hub client story

Alice's experience: “I didn't have to repeatedly explain my story”

Alice experienced severe anxiety and trauma-related symptoms after losing her aunt, who was a successful singer. “Whether I was in a supermarket, listening to the radio, or working as a driver, her voice would reappear, making the grief even more painful and complicated.

“My symptoms became more intrusive and unmanageable, affecting my personal life and my ability to work, until I knew I needed targeted support for trauma. My GP referred me to the Greenwich Mental Health Hub, and shortly afterward, a Mental Health Advisor contacted me. She immediately put me at ease. Having one consistent person to speak with throughout the process meant that I didn't have to repeatedly explain my story, which is one of the most exhausting parts of seeking support.

“Through the hub, I attended a PTSD group which ran for eight sessions. What stood out was the approach: we were taught practical techniques and given space to listen and learn at our own pace. This was a relief - there's a big difference between being supported and being made to feel like you're being assessed. The group felt safe, respectful, and genuinely helpful. The strategies we learned for managing anxiety and trauma responses, especially grounding techniques and mindfulness, have been particularly useful in my daily life. I've continued referring to the handouts.

“The support helped me feel more in control of my experiences. While trauma doesn't vanish overnight, having coping tools and a deeper understanding of how trauma works made a real difference in how I navigate difficult moments. Before accessing the Hub, I didn't always know who to turn to. Now, I'm confident about seeking support and know that it's okay to ask for help. That in itself is a major change.”

Greenwich Counselling Services and Peer Support

Greenwich counselling provides talking therapies in a number of forms: Mindline offers telephone counselling and emotional support; crisis counselling provides up to six sessions to people in emotional distress, and long-term counselling (up to 6 months) also includes culturally specific services for people from Asian and African/African-Caribbean backgrounds. The services are primarily delivered by experienced trainees and qualified counsellors, with high quality clinical support and supervision. Counselling is currently available in a total of 10 languages. Outcomes for clients are measured using CORE 10 and show reliable change for clients of both the crisis and long-term counselling services. Therapeutic group work offered includes:

- Mindfulness group
- Mindfulness-Based Stress Reduction programme
- Men's therapy group
- Hearing Voices group
- Psychodrama therapy group

Greenwich Peer Support includes a range of activity-based peer support groups, including Creative Writing, Walk and Talk, Arts and Crafts, Ecology Park workshops and social groups.



Greenwich Mental Health client story

Gemma's story: “ This year has been difficult, but it would have been ten times worse without SEL Mind.”

After experiencing mental health difficulties, Gemma was referred by her GP to SEL Mind's Greenwich services.

“The Hearing Voices group is like a community - each person tells their experience. We have check ins and check outs about the voices that week. Every session is different.”

Gemma also began 1 to 1 counselling as well as joining The Nook Greenwich (for 18-30 year olds) and the peer support Creative Writing group.

“The Nook was exciting - there was a connection between us in different ways. I found we had a lot in common. I feel very welcome there.

“I like all of them in different ways. They bring out different sides of my personality. I love that I have the flexibility to attend what I want. I've also attended the social groups. I find that most people, if they don't see you for a few days, as a regular - they call you to check in.

“The support has made a huge difference, they've helped me with [financial difficulties] too by being able to access foodbanks. They've helped and stepped in a lot. It's taught me that mental health problems do not define who I am. It's boosted my confidence and self-esteem.

“My therapist at Hearing Voices group told me that my parents were affecting my mental health. At the time I didn't realise this, but they made me realise the change I needed to make. I've gained my independence from my toxic parents, I've now got my own place.

“This year has been difficult but it would have been ten times worse without SEL Mind, I think my life would be completely different.”

Lambeth and Southwark Counselling services

A range of counselling support has been available:

- Low Cost Counselling, which people paid for on a sliding scale depending on their earnings
- Black River Counselling, in which Black therapists provided culturally appropriate counselling to people from the local Black communities.
- Sunflower Counselling, offering 8 weeks support to Ukrainians in Southwark who have been affected by the war in Ukraine

Lived Experience Support Workers

Based in Primary Care Mental Health Teams in Southwark, provided individual practical, emotional, wellbeing and independence support to clients of the teams. The service has been linked with a reduction in hospitalisation, improved patient engagement with statutory service providers, reduced rates of relapse and an increase in treatment maintenance.

Information and Advice Service in Lambeth and Southwark

Provides an online service directory and information and advice over the phone, via email and in-person at drop-in sessions. The service also incorporates the Community Opportunities Information Network (COIN), run in conjunction with Black Thrive and SLaM. This service is part of the Lambeth Advice Network. We also secured funding to extend and expand our telephone befriending service for Lambeth and Southwark residents.

Black River Counselling client story

Florence's experience: "The counsellor made me feel supported, made me feel heard."

Florence struggled with mental health problems from a young age, with a difficult childhood and adulthood. "Nobody ever told me anything good in my life, they said I was no good and I believed it."

She was diagnosed with complex post-traumatic stress in 1999 but was wary of being defined by it. It was whilst working at the Department for Work and Pensions when Florence found herself dealing with people with complex problems that led her to seek help for herself.

After searching online, Florence contacted South East London Mind and was put in touch with Black River Counselling. She was "ecstatic" when contacted to start weekly 1-to-1 counselling. "The counsellor was really nice, she made me feel supported, made me feel heard and she was extremely helpful, and I was taken aback.

"Black River were brilliant from start to finish. I felt that my counsellor was genuinely interested, she made me think - she gave me lots of food for thought, and she highlighted things that I wasn't aware of that I then realised. It made me feel liberated.

"It's not a miracle cure - you're not going to change in 8 weeks, but the counselling gave me comfort. I still go through the same emotions because I haven't time to process everything yet. I go through my own feelings, go away and look at different tactics, strategies of how to cope, deal with different things.

"I've been through a lot, so now that I've found my voice, I use it for good. It's making me help others. I'm helping myself. It's making me more determined than ever. I want to share my strength with others."

Counselling in School and College Settings

Counsellors ran sessions in Southwark College, London South Bank University Academy School and Shooters Hill College during the year, supporting children and young people struggling with their mental health. In Southwark College, SEL Mind also provided supervision for safeguarding leads in the staff team.

Southwark Women's Forum

A monthly peer support group, supplemented by individual support to group members. It provides women with mental health support and community and social engagement. During the year a second monthly group was established, doubling the capacity of the service.

The Nook

Initially funded through the internal Service Development Fund, this peer support group for those aged 18 to 30 is a safe space for young adults living in Southwark and who are experiencing mental health challenges to talk openly, make friends, and learn new skills. In its first few months, the service has supported 17 people.

Queer Minds

Queer Minds includes two newly-established peer support groups for LGBTQIA+ people (aged 18+) who live or work in Lambeth and Southwark. We hold a monthly group meeting in each borough for individuals to engage in discussions and activities around topics that they want to explore to best support their mental health and wellbeing. We also undertook research into the mental health needs of LGBTQIA+ people in the Boroughs as part of our Queer Finds programme.

Counselling in School and College Settings client story

Sofia's experience from our counsellor's perspective

"Sofia is a 16-year-old who was referred to me for anxiety and stress. In our first sessions, Sofia focused on her anxiety and missed medical appointments. We explored her physical responses to anxiety and fears of being judged, especially in her English classes where she struggled with the language. I introduced her to reframing negative thoughts and understanding how leaving classes to hide anxiety was her 'freeze' response.

"In our second session, Sofia wrote "I have suicidal thoughts." I immediately worked with her on a safety plan, as she had a plan and a level of intent. She disclosed living in a damp home, and missing crucial medical appointments because her mother wouldn't attend with her. I reminded her of options for help and then immediately flagged the situation to the Safeguarding Team. They took her to a safe place, and an ambulance took her to the hospital. A report was filed with social services, and a referral was made to the local Child and Adolescent Mental Health Services.

"In subsequent sessions, Sofia disclosed self-harm. We discussed her future goals and explored how her anxiety was causing her to miss classes. Our team works closely with the support teams at the College, so I was able to discuss options with them and connect her - they suggested a course change to a more vocational programme to reduce her stress.

"Sofia has since made significant progress. She says she no longer cries as much, has increased emotional awareness, and is using better coping strategies. She's attending all her medical and social services appointments and has begun saying positive things about herself. She's also starting to socialise with friends and has even told a friend about some of her struggles."

Telephone Befriending Service

A friendly, safe and confidential telephone befriending service. This includes a regular weekly 30-minute chat with the same volunteer for up to three months.

Telephone Befriending client story

Kiyana's experience

Kiyana was suffering from several ill health conditions which had made her feel isolated and lonely. She feels a lot less isolated now that her telephone befriender calls every week. Her befriender even arranged some exercise classes for Kiyana to help with her back pain.

“He explained himself to me, it was all right because me look forward to him call me, because him is very gentle and helpful. He's like he's a friend on the phone. Him is quite alright.

“I'm happy with him. He calls me and we talk. He asks me if I need any more help and I tell him if there's anything else I'll let him know.

“He asks me about my childhood – I tell him about my childhood when I was growing up, and back home in Jamaica, and he's happy to hear what I say, you know – listen. He said, you know, I learn a lot of things from you.

“You can talk with him, and you can tell him anything and he'll listen to you, you see him just down to earth, and that's what life is about. Friendship is a nice thing, you know?”

Peer Support In-Reach

Working in partnership with other local Minds in South London, SEL Mind delivers a peer support programme providing support to people before and after discharge from mental health rehabilitation wards.

Wellbeing Support

Wellbeing and Resilience programmes are universal rather than being targeted at people with an identified mental health problem. In addition to building the coping skills and resilience of those who are struggling, these projects help prevent the development of mental health problems by educating people about how to look after their emotional wellbeing.

Minds Up

Provides wellbeing interventions to young people in local secondary schools. During the year we worked with six secondary schools and four primary schools across Bromley, Lewisham and Greenwich. Minds Up is funded by donations received in memory of two local young people who tragically died by suicide, and funding from the Royal Borough of Greenwich. The programme was successful in increasing students' understanding of mental health and the tools they have to support their wellbeing, as well as helping a significant number of young people who were struggling to access further help. We support a team of ten 13–17-year-old young people as Minds Up Influencers to contribute to the future development of the programme as a Youth Advisory Board.

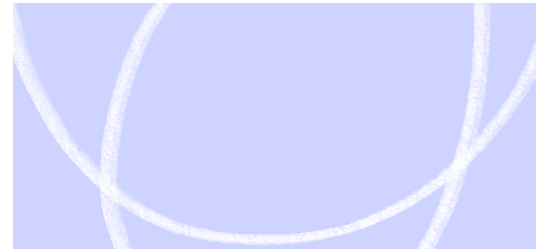
Mental Health Training

Our mental health training team provided a variety of sessions to 1,176 people outside SEL Mind, from a wide range of organisations and audiences including local businesses, other voluntary sector organisations, leisure service providers and school and college staff. We offer accredited Mental Health First Aid and Suicide First Aid training, alongside national Mind training courses and our 'pick and mix' selection of shorter courses.

South East London Suicide Bereavement Service

A partnership led by SEL Mind involving Mind in Bexley and SLAM NHS Foundation Trust. The service is delivered across Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark, providing holistic support to friends and relatives, focussing on those who have been recently bereaved. It provided a combination of practical, emotional, and spiritual support to 253 people during the year, including counselling, group and 1-to-1 support.

During the year the team was shortlisted for frontline team of the year at the Third Sector Awards.



Suicide Bereavement Service client story

Chloe's experience: “ This group experience was really beautiful and special.”

“I lost my dad to suicide in the back end of August 2023. There were no warning signs. Our relationship was complicated. I knew in my gut it was suicide - I don't know why or how.

“It was like a bomb going off in every which way; you don't know what to do. It made me feel like I was carrying a ton of sandbags in each hand. I felt so much guilt for going out and doing things that made me happy. I didn't realise how isolating it is.

“At first, the only people I felt I could talk to at the time were my siblings. Eventually, I spiralled and ended up googling “suicide bereavement help” and self-referred. I was so surprised at how quickly SEL Mind got in contact. To hear someone say “we can help you,” I can't describe the feeling as I felt so isolated.

“I had one-on-one sessions with the Community Chaplain, and those sessions turned my life around. He always gave me the time I needed; the sessions ran to a natural end.

“I was then offered group sessions, and that experience has been incredible. The group was made up of people at different stages with different relationships to those bereaved.

“From the first session, I felt like I wasn't alone. The facilitator was amazing. Just to be offered a safe space, and consistently, once a week, every Monday. It gives you this confidence to go back in society and know that you're not alone. We even brought a picture of our loved ones to the group, which really made it feel real. This group experience was really beautiful and special.

“We now have a group chat, and it is the best thing. It's reminded me how amazing human beings are. In a really messed up way, suicide can bring people together. I never would have crossed paths with these people, and there's something interesting I know about every single one of them. We really gelled because we were open, honest, and vulnerable. The group gave us space to be whoever we wanted to be without being judged for it.

“My advice to someone who is unsure about getting support is - no matter where you are in your journey, reach out. It will get better. I know that's the worst thing you can hear when you're in the lowest of your lows. You're going to feel so isolated, but it's important to remember you're not alone.”

Mindful Mums and Being Dad

Supported 631 parents across Bromley, Lewisham and Greenwich during the year. Mindful Mums services include wellbeing and resilience groups for pregnant women and new parents across Bromley, Greenwich and Lewisham. Groups run for five sessions and are co-facilitated by trained and supported volunteers with lived experience of perinatal mental health problems:

- drop-in support sessions for expectant and new mothers
- individual befriending service for new mothers in Bromley
- Diversity Matters, for women from culturally diverse communities - shortlisted at the Black Maternal Health Awards during the year.
- LGBTQ+ parents group and young mothers group in Lewisham.

Being Dad provided online and in-person wellbeing and resilience focused support to expectant and new fathers and male caregivers. Whilst numbers were relatively small, the benefits for those who engaged with the project were significant. Already funded in Lewisham, during the year we secured funding to extend Being Dad into Greenwich.



Mindful Mums client story

Amelia's experience: "the greatest gift the course has given me was learning not to feel guilty"

Having faced mental health challenges in the past, Amelia's psychologist referred her to Mindful Mums.

"I was overwhelmed by parenting – feeling extremely tired, isolated, and struggling with a lack of support and the guilt of wanting time for myself. I felt like I couldn't express my feelings because of what others expected of me.

"I contacted the service in July and got a quick response. I remember thinking that I didn't know what to expect, and how much it could actually help me understand motherhood in a more realistic way.

"I arrived late for that first session, stressed, but the facilitator reassured me it was fine to come whenever I could. At first I was self-conscious about my baby being more active, but with lots of reassurance, I grew more comfortable. I ended up attending all five sessions, and became more confident sharing my thoughts, feelings, and fears.

"I was hoping to find emotional support and connect with other mums, and that's exactly what happened. I felt able to be honest about the reality of my experience without any fear of judgment, and for the first time, I felt truly understood. I learned so much, including really practical ways to take care of my mental health and wellbeing. It was so helpful, and I could also help other mums I know.

"I think that the greatest gift the course has given me was learning not to feel guilty when I want to do something for myself. It gave me the confidence to express myself and to ask for support, knowing that the way I feel is not wrong. . I also made some great connections. We have a WhatsApp chat to stay in touch, and I know the weekly walk 'Ramble On' is something I can join."

Mindful Mums Diversity Matters client story

Lucy's experience: "Hearing that I was doing a good job, when I really didn't feel like I was, completely changed how I saw myself."

"Becoming a new mum was a huge change for me. Going from a busy job to maternity leave, with no family nearby, left me feeling isolated and anxious. My midwife suggested the Diversity Matters service, and I also saw their flyers. I wanted to ease my anxiety, meet other mums, and learn to handle stress better.

"The group was a peer support programme for new mums from diverse backgrounds, with singing, sharing, and even writing poetry. Honestly, just leaving the house felt like a massive hurdle, but the facilitators made the environment so welcoming and non-judgmental. Early on, I shared that I found going out challenging - thinking about all the advice from my mum and what I saw online made me so anxious. The empathy and understanding from the other mums was incredible.

"Making really meaningful connections helped with my isolation, and we're already planning future meetups. The singing and creative exercises gave me a way to express myself and rethink challenges, leaving me better equipped to manage stress.

"Honestly, from start to finish, it has been so amazing. The facilitators really cared about me and my baby. I really liked how we reframed our perspective on many things. I even felt comfortable letting others hold my baby, which was a huge emotional challenge for me, but I felt comfortable, in control and respected. I felt proud of myself for being able to do it.

"The singing activities were a game-changer. Singing to my son became a special bonding moment that calmed us both. It's been an incredible journey, and I'm so grateful for the support."



During the year Mindful Mums started **Ramble On**, a walking group funded through the internal Service Development Fund. This responded to a specific need identified through feedback.



MindCare Dementia Respite Care client story

Harriet's story: "she helps me above and beyond just the time she spends with mum."

Harriet and her sister care for their mother June who has signs of dementia and cognitive impairment, she is 100 years old.

"When I got in touch with SEL Mind, I was so pleased to hear a friendly voice on the phone - totally sympathetic and understanding of our situation right from the word go, and able to help.

"My mother had needed support looking after my dad before he died as he had cognitive impairment, and she couldn't leave him on his own. The SEL Mind respite carer completely engaged with my dad - he was an artist and would get out all his art books and talk about art with her, it was just absolutely brilliant.

"We now have respite care for my mum. She's a very undemanding person, but when you've lived independently to the age of 98, it's hard to accept people into your home who are effectively strangers.

"I was very impressed when the respite carer came for the first time. She was somebody who just knew how to speak to older people with dementia, she made you feel relaxed, it wasn't forced, she was just being herself.

"The respite carer is really professional, really experienced and so open with her knowledge that she helps me above and beyond just the time she spent with mum. She has given help, advice and suggestions which has been invaluable. Once we had an emergency and she stayed on because my mum wasn't well so she stayed on until somebody turned up to help. It's an incredible service.

"The respite care we have is the difference between being tipped over the edge and being able to manage, because we were completely stretched. It is something you can't put a price on."

MindCare Dementia Services

Support for people living with dementia to remain in their own homes and local communities, helping them to have the best possible quality of life. Some of our clients live on their own; others are cared for by family carers who, in turn, rely on MindCare services for advice and respite from the demands of being on call 24 hours a day, seven days a week.

Respite at Home Service supported 63 people with dementia to give family carers a break. Flexible care packages include regular daytime and evening respite and programmes to support active lifestyles. MindCare staff engage clients in a range of stimulating activities during their visits. During the year, client numbers continued to decrease as a result of the introduction of charging for the service by the Local Authority. The Care at Home service was last inspected by the Care Quality Commission in 2017 and received a 'Good' rating across all areas inspected.

Dementia Skills Training and Consultancy

Delivered to a total of 491 staff from other organisations & members of the public. An increase of 19% from the previous year. The training team, with over 25 years delivery experience, offer a range of dementia skills training sessions for professionals, unpaid carers group workshops and one-to-one coaching for carers and family friends and consultancy.



Bromley Dementia Support Hub client story

Anne's experience: “It grounds me. It's good for me.”

Anne's mum was diagnosed with dementia two years ago. Through Bromley Dementia Hub she has met other carers and made a friend group who continue to support one another outside of the service.

As her mum's only close family, Anne is the person who deals with admin for her mum, such as organising appointments and arranging care. While her mum was not interested in attending dementia groups, Anne found support for her as a carer to be invaluable.

“At times I wanna scream and I think I don't wanna do this. You know, I don't wanna be in this position. And that's when they said they were thinking about doing just a peer support group and that was the best thing because it was listening to other people's stories. It's a brilliant thing for Bromley Dementia Hub to do.

“From that there were three people that I keep in touch with. It's really, really helpful. It's a bit of support really, it's been good and it's still good. We've been meeting about once every two or three months and odd texts. I wouldn't have known them had it not been for Bromley Dementia Hub.

Without Bromley Dementia Hub, I'd probably struggle, because it grounds me. Every now every now and again I think 'I really hate this, is not fair, I have to think about my mum every day, I have to phone her and go round.' It grounds me because it makes me think, 'no, actually, there's people a lot worse off than me.' And because I know this, I see it. I'm witness to it and their lives, from what they say. It's good for me, it stops that little bit of selfishness coming out and thinking it's not fair.”

Bromley Dementia Support Hub

Provides a comprehensive post-diagnosis support service for people with dementia and their carers. SEL Mind are the lead provider, working in partnership with Age UK Bromley & Greenwich and Oxleas NHS Foundation Trust. Key elements of the service are:

- person-centred advice, information and support from skilled Dementia Advisors, from the point of diagnosis and as required
- specialist person-centred carers support
- workshops and coaching in the home to equip family carers to manage their caring role and understand the experience of their relative
- introducing Cognitive Stimulation surgeries
- volunteer befriending support

Through this range of support the service supported 1,703 people over the year. The Hub team were shortlisted for the Dementia Care Award category at Markel Third Sector Care Awards during the year.

Young Onset Dementia Activists (YODA)

Provides life-changing support to people aged under-65 with a dementia diagnosis, and their families. Weekly social groups include activities such as singing, dance, arts and crafts. Special events this year have included a music workshop with MP Liam Conlon, green lawn bowling and a trip to Willows Birds of Prey and Wildlife Trail.

Greenwich MindCare

Provides post-diagnosis dementia support in partnership with Oxleas NHS Memory Service. This small team provided individual support to 656 people with dementia and their carers over the year.

Young Onset Dementia Activists (YODA)

Lucy and George's story: "The YODA group's support is crucial."

Lucy is George's wife and carer.

"George is a qualified agricultural engineer. Though his eventual diagnosis came aged 61, he had been showing signs for 10 years before including drinking more and having difficulties with logistics in his job. But he was very stubborn, he never wanted to go to the doctors. He got aggressive, drank more, his health deteriorated.

"I don't really know how I coped. My daughter had problems at the same time, she went to university and was diagnosed with depression. It was a very hard time. When he was finally diagnosed, and they told me George had quite advanced dementia, I was devastated."

The NHS clinic prescribed medication but offered no further support, but Lucy and George began attending the SEL Mind YODA group together. This is a space for people with young onset dementia to support each other, and share experiences from activities to outings.

"At first, I didn't know what early onset dementia was but now I've gone to SEL Mind Dementia training and spoken to others at YODA, my awareness is far greater.

"Without the YODA group, it would be difficult. It makes a real difference to the families because otherwise we would be isolated. Isolation could destroy you completely. George meets other people at the group, he talks to others, and they may say let's go to the library or let's go to a café and chat.

"If the community is involved, we raise more awareness of how sad this disease is, and we can encourage people to donate to SEL Mind services like the YODA groups, which provide such crucial support."

Greenwich Dementia Service - Memory Café

Ernie's experience - "When I first went to the Memory Cafe it was like I'd been there all my life."

Ernie was diagnosed with vascular dementia in 2016. While he holds vivid memories of his time in the army and as a paramedic, his short-term memory is a different story:

"It's gone. I can't remember my grandchildren's names – I've had to put their names on the photos."

Referred by his social workers in 2023, Ernie began receiving support from South East London Mind's Greenwich Dementia Services. He now attends the Memory Café in Greenwich, making the journey independently and joining the group on regular outings. From his very first visit, the café felt like home.

"When I first went to the Memory Cafe it was like I'd been there all my life - people were good, everyone talked to each other. I was settled there. You're part of us a family there. It's very therapeutic. A good laugh. The staff are very friendly, very chatty, they really care about their clients."

Despite going through difficult times in his life, Ernie has a very positive outlook and helps to make the Memory Café a valuable support network, drawing on all the positive skills and empathy that he so valued about his career.

"I'm always willing to help others that are in the same boat as me. When I lost my family....that takes your legs right away. It's very easy to sit back in a corner and it can be very hard to get out. The biggest problem anybody has is taking that first step. I'd say don't deny yourself the chance of doing something - put your right foot forward and get up and go."

Financial Review

The financial results for the year are set out in pages 42-59.

Our income in 2024/25 increased to £8.3m from £7.9m in 2023/24. This £431K (6%) increase was the net result of changes in the following income types:

- Income from statutory sources was £246K higher mainly because of increased income from South East London Integrated Commissioning Board and South London & Maudsley NHS Trust for IPS Employment Support and the provision of lived experience-based services.
- Grant income was £158K higher mainly due to new grant income in Lambeth and Southwark.
- Donation income was £146K lower as last year we had the anomaly of £203K being included in the accounts from funds received on the merger with Lambeth & Southwark Mind.
- Fees receivable were £72K higher due mainly to increased income on MindCare Direct after the introduction of charging for respite services by the London Borough of Bromley, but also charges for the Low Cost Counselling service.
- Trading income was £97K higher due to the sale of Counselling services to schools and colleges in Southwark and Greenwich.

We are reporting a surplus for the year of £124K, compared to £528K in 2023/24. This surplus is equivalent to 1.5% of our turnover in the year. The surplus has mainly arisen due to two factors: staff vacancies in excess of those allowed for in the budget and the late receipt of funding for the year in one service, that we did not have time to spend before the year end.

Any surpluses we make are added to our reserves which are used to provide financial stability for the charity and also to fund projects to benefit our service users. For example, in 24/25, we committed £80K to support counselling services in Lambeth & Southwark and £8K supporting the delivery of services to adults with early onset dementia.

We continue to be a charity in a very strong financial position, with a good reserves base. Our income comes predominately from service delivery contracts with the NHS and/or local government. Contracts are typically awarded for periods between three and five years, giving us some security over our income. We are confident in our financial sustainability and ability to respond to changes in funding and need in the boroughs we operate.

Financial management in the organisation is strong, with the careful control of costs via an annual budget setting process and regular in year monitoring of spending by senior managers, budget holders and Trustees. For the 2025/26 we have set a deficit budget. This is due to contracts that were retendered during the year being at a lower value than previously reflecting continued financial pressures in the local authorities and increasingly to tighter finance in the NHS.

In the shorter to medium term we can manage a deficit as a result of our strong reserves position, however this is not sustainable in the longer term and we will be working this year to look at how we can bring in additional funding and/or reduce our costs.

Funding sources and expenditure

Of the £8,313K of total income:

- 89% (2024/25: 91%) was received from statutory bodies: South East London Integrated Care Board, the London Borough of Bromley, the London Borough of Lewisham, the Royal Borough of Greenwich, Oxleas NHS and SLaM (South London & Maudsley NHS Trust).
- 5% (2023/24: 3%) was from grants
- 4% was from trading activities including respite care provision, young person counselling and mental health training (2023/24: 3%)
- The remaining 2% (2023/24: 4%) was from donations, legacies and investment income

The total expenditure of £8,189K was spent as follows:

- £6.85M (84%) was spent on Mental Health services
- £862K (11%) was spent on MindCare Dementia services
- £420K (5%) was spent on Wellbeing & Resilience
- £47K (1%) was spent on raising funds

Fundraising, Donations and Legacies

Our income from fundraising, donations and legacies is not usually a large proportion of our income, but continues to play an important role in ensuring the sustainability and diversity of SEL Mind's services. It allows us to fund and develop services that are not part of local authority or NHS statutory provision, such as Minds Up and YODA. Our community fundraising activity is overseen by our Developments Committee and included work to promote

legacies and corporate partnerships and to help individuals wanting to raise money for SEL Mind. We do not employ any individual or organisation separate from SEL Mind to act on our behalf for fundraising activities.

We recognise that fundraising needs to be carried out in a responsible manner and are signed up to the Fundraising Regulator's Code of Practice. As such, we do not use fundraising methods that might be considered intrusive or that put pressure on people to donate. We do not share or purchase donor data from third parties. The bulk of our fundraising comes from voluntary donations. We do monitor the origin of donations to ensure that they are appropriate and not in conflict with our purpose. We received no complaints regarding our fundraising activities during 2024-25. Thank you to everyone that donated.

Reserves policy

The Trustees seek to maintain free reserves equivalent to between three and four months of unrestricted expenditure to enable the charity to be managed efficiently, to provide for termination costs and to provide a buffer against unexpected shortfalls. This policy is subject to a risk-based verification by Trustees. At the end of 2024/25 our free reserves (excluding designated funds) stand at £2.27M, which is equivalent to about three and half months' expenditure from a total 2025/26 budgeted unrestricted spend of £7.4M.

The charity also holds reserves in a number of designated and restricted funds that are set aside for a particular purpose. Restricted funds are those grants and donations given for a specific purpose and ring-fenced accordingly. Designated funds include funds allocated by the organisation for planned future expenditure.

The largest of our designated funds are:

- **Premises Fund** - The balance on this fund at the start of the year was £472K. We have not spent any this year, but have increased the fund to allow for a possible refurbishment costs at Stepping Stones and to provide a good start to a sinking fund for works needed at sites where we have a fully repairing and insuring lease.
- **Service Development Fund** - This fund exists to help us develop local services where there is unmet need. In 23/24 £85K was allocated in response to applications from staff to fund new projects within existing services where they had an idea to help meet need. So far only £6K has been spent. The remainder will be spent in 25/26.
- **Fixed Assets Fund** - This fund represents the net book value of assets and is therefore not available to be spent. It sits at £509K.

Restricted and designated funds are detailed in Notes to the Financial Statements numbers 14 and 15 respectively.

Investment policy

SEL Mind holds reserves that need to be managed in a responsible way to allow us to carry out our activities, but also to generate income to help fund our core support services. Our policy is based around two factors:

- Our appetite for risk in this area has been set at low and as such we will not invest our reserves in a way that risks capital.
- Due to uncertainties around funding and delays in being paid by suppliers, we are not able to tie up our reserves in longer term investments where over time the risk of capital loss is reduced or spread.

We will hold sufficient cash that is immediately accessible and usable to support our operations (operating balance). Excess amounts over and above this will be held either in bank accounts on term or in money market funds where they can get a market yield whilst not exposing us to the downside risk of loss.

Our balances will be spread across a few organisations with a good credit rating to reduce risk relating to the failure of one financial institution. No more than 40% of our funds will be held with any one institution.

Staff pay

SEL Mind has a Remuneration Policy which lays out the approach to and process for setting staff pay. An annual salary review is conducted, led by the People and People Strategy (P&PS) Committee and with input from the Senior Leadership Team Plus (SLT+). All staff in the organisation are paid at least the Living Wage Foundation London Living Wage and SEL Mind is an accredited Living Wage Foundation Employer.

The ratio between the average pay of SLT and average pay of all contracted staff in the organisation is 1.9:1 (down from 2:1 last year). The gender pay gap in SEL Mind is currently 6.7% (up from 4.8% last year, but well below the 14.3% average in the UK).

The most recent national data regarding ethnicity pay gap is from 2022 and indicates an average ethnicity pay gap (using White or White British as the reference group) of 2.3% (ONS). In SEL Mind the gap is 1.9% (down from 2.1% last year).

Both the gender and ethnicity pay gaps are primarily due to relatively lower representation of women and people from racialised communities in SLT.

Plans for Future Periods

In the year ahead South East London Mind will continue to be established and effective in all boroughs where we work. Seeking to ensure everyone in our communities gets the support and respect they deserve, we will include focus on the following key areas to achieve this:

Impact

- Embed our internal quality audits, assuring delivery is of a high standard and learning can be shared across services.
- Achieve our Mind Quality Mark accreditation.
- Increase our levels of service user and carer involvement and engagement to best inform our service delivery.

Development

- Develop partnerships to support our extended delivery to children and young people.
- Continue work to expand our range of support in Lambeth and Southwark.
- Evolve our use of technology to best support our clients through AI tools and use of approved software.

Connection

- Continue building trust with marginalised communities through support and funding opportunities.
- Increase our links in the communities we serve through strong partnerships and collaborative working.

- Develop a Single Point of Access (SPA) for Mental Health services in Bromley in line with our new contract.

Strength

- Work with our Mind federation colleagues to explore cost saving initiatives to support sustainability.
- Support a smooth transition of Greenwich services to their new premises.
- Continually review and respond to opportunities to diversify our income.

People

- Develop our learning and development offer for managers.
- Complete a workplace wellbeing review to best understand current and emerging issues and needs.
- Review our support for volunteers to ensure they are best equipped for their roles.

Small companies note

The Trustees' Report has been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 24 September 2025 and signed on its behalf by:



Sarah Holloway, Chair

Legal and Administrative Details as at 31 March 2024

Status

South East London Mind is an incorporated charity registered with the Charity Commission. Members are required to contribute up to £1 in the event of the charity winding up.

Charity Registration Number	1082972
Company Registration Number	04071152
Principal and Registered Office	5 Station Road, Orpington, Kent, BR6 0RZ

Honorary Officers

Sarah Holloway	Chair (from 21 May 2025)
Rikki Garcia	Chair (to 22 Jan 2025)
Donald Burford	Vice Chair & Senior Independent Trustee Acting Chair (from 22 Jan to 21 May 2025)
Sharon Kerridge	Treasurer (to 15 May 2024)
Rob Crawford	Treasurer (from 15 May 2024)

Senior Leadership Team

Ben Taylor	Chief Executive
Debbie Witherick	Director of Finance and Resources
Dominic Parkinson	Director of Services
Sally Jones	Director of Operations
Rosie Spiegelhalter	Director of Development (from 13 May 2024)

Trustees and Committee Membership

Donald Burford (F&GP, P&PS, Q&P)	John Choi (F&GP, P&PS) (from 19 March 2025)
Rob Crawford (Chair F&GP) (from 15 May 2024)	Rikki Garcia (Ex-officio on all Committees) (to 22 January 2025)
Lorraine Gordon (Q&P, P&PS) (from 19 March 2025)	Jane Harris (Chair Q&P, F&GP) (from 15 May 2024)
Sarah Holloway (DC) (from 15 May 2024)	Sharon Kerridge (Chair F&GP, P&PS) (to 15 May 2024)
Zainnab Makele (DC) (to 25 September 2024)	Rhian Morallee (F&GP, Chair P&PS) (to 25 September 2024)
Paula Morrison (Q&P, Chair DC)	Chloe Rhys (DC)
Moshiur Rahman (P&PS) (from 15 May 2024)	Dr. Stuart Robertson (Chair Q&P) (to 25 September 2024)
Nuriya Shoro (DC) (from 19 March 2025)	Melissa King (F&GP, Chair P&PS)
Jacqueline Otagburuagu (DC) (from 19 March 2025)	

Bankers

HSBC Bank PLC
141 High Street,
Beckenham, Kent,
BR3 1BX

Auditors

Kreston Reeves Audit LLP
Statutory Auditor, Chartered Accountants
9 Donnington Park, 85 Birdham Road,
Chichester, West Sussex, PO20 7AJ

Statement of Trustees' Responsibilities

The Trustees, as directors of the charitable company, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements the directors are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities SORP
- Make judgements and accounting estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business

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

So far as each of the Trustees is aware at the time the report is approved,

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



Independent Auditor's Report to the Members of South East London Mind Limited

Opinion

We have audited the financial statements of South East London Mind Limited (the 'charitable company') for the year ended 31 March 2025 which comprise Statement of Financial Activities, Balance Sheet, and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

- Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 36, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such

internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor responsibilities for the audit of the financial statements

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

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

Capability of the audit in detecting irregularities, including fraud

Based on our understanding of the charity and the sector as a whole, and through discussion with the Trustees and other management (as required by auditing standards), we identified that the principal risks of non-compliance with laws and regulations related to safeguarding, health and safety, Care Quality Commission inspection reports, anti-bribery and employment law.

We considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities SORP (FRS 102) Second Edition (released October 2019), the Companies Act 2006 and other relevant charity legislation.

We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit. We evaluated Trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks related to management bias in accounting estimates and judgemental areas of the financial statements. Audit procedures performed by the engagement team included:

- Discussions with management and assessment of known or suspected instances of non-compliance with laws and regulations (including health and safety, Care Quality Commission inspection reports and fundraising practices) and fraud, and review of the reports made by management; and
- Assessment of identified fraud risk factors; and

- Review of cash and credit card expenditure to confirm no evidence of personal benefit; and
- Checking and reperforming the reconciliation of key control accounts; and
- Performing analytical procedures to identify any unusual or unexpected relationships, including related party transactions, that may indicate risks of material misstatement due to fraud; and
- Confirmation of related parties with management, and review of transactions throughout the period to identify any previously undisclosed transactions with related parties outside the normal course of business; and
- Performing analytical procedures with automated data analytics tools to identify any unusual or unexpected relationships, including related party transactions, that may indicate risks of material misstatement due to fraud; and
- Reading minutes of meetings of those charged with governance and reviewing correspondence with relevant tax and regulatory authorities.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion.

Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation (ie. gives a true and fair view).

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

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

Lucy Hammond BSc FCA (Senior Statutory Auditor)

For and on behalf of **Kreston Reeves Audit LLP**

Chartered Accountants Registered auditor

Chichester

24 September 2025



South East London Mind Annual Event 2025



Statement of Financial Activities (incorporating an Income and Expenditure Account) for the year ended 31 March 2025

		Unrestricted Funds	Restricted Funds	Total Funds 2025	Unrestricted Funds	Restricted Funds	Total Funds 2024
	Note	£	£	£	£	£	£
Income from:							
Donations & legacies		75,123	55,201	130,324	39,685	236,973	276,658
Other trading activities	5	171,958	-	171,958	74,041	-	74,041
Investment income		57,850	-	57,850	53,630	-	53,630
		304,931	55,201	360,132	167,356	236,973	404,329
Charitable activities:							
Statutory funding	2	7,420,454	-	7,420,454	7,174,670	-	7,174,670
Grants	3	-	370,917	370,917	-	213,298	213,298
Fees receivable	4	161,394	-	161,394	86,252	2,988	89,240
		7,581,848	370,917	7,952,765	7,260,922	216,286	7,477,208
Total income		7,886,779	426,118	8,312,897	7,428,278	453,259	7,881,537
Expenditure on:							
Expenditure on raising funds	6	46,738	-	46,738	22,942	-	22,942
Expenditure on charitable activities	6	7,612,647	529,617	8,142,264	7,076,667	254,234	7,330,901
Total expenditure		7,659,385	529,617	8,189,002	7,099,609	254,234	7,353,843
Net income for the year		227,394	(103,499)	123,895	328,669	199,025	527,694
Fund balances brought forward		3,659,057	302,456	3,961,513	3,330,388	103,431	3,433,819
Fund balances carried forward	14 & 15	3,886,451	198,957	4,085,408	3,659,057	302,456	3,961,513

All of the charity's activities are continuing. The charity had no recognised or unrecognised gains or losses other than the net income for the year. The movement in reserves is shown above. The notes on pages 45 to 59 form part of these financial statements. In 2023-24, Donations and legacies included £203K from our merger with Lambeth and Southwark Mind.

Balance Sheet

as at 31 March 2025

Company Number 04071152

		2025	2025	2024	2024
	Note	£	£	£	£
Fixed assets	10		533,755		526,443
Current assets					
Debtors	11	516,005		490,790	
Cash at bank and in hand		3,594,308		3,811,709	
		4,110,313		4,302,499	
Creditors: amounts falling due within one year	12	(558,660)		(867,429)	
Net current assets			3,551,653		3,435,070
Net assets			4,085,408		3,961,513
Funds					
Restricted funds	14,16		198,957		302,456
Unrestricted funds:					
Designated funds	15		1,615,280		1,494,996
General funds	16		2,271,171		2,164,061
			4,085,408		3,961,513

The notes on pages 45 to 59 form part of these financial statements.

The financial statements have been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

Approved by the Trustees on 24 September 2025 and signed on their behalf by:



Sarah Holloway

Statement of Cash Flows

As at 31 March 2025

	2025	2025	2024	2024
	£	£	£	£
Cash flows from operating activities:				
Net cash provided by operating activities		(223,066)		302,630
Cash flows from investing activities:				
Interest from investments	57,850		53,630	
Purchase of property, plant and equipment	(52,185)		(40,590)	
Net cash used in investing activities		5,665		13,040
Change in cash and cash equivalents in the reporting period		(217,401)		315,670
Cash and cash equivalents at the beginning of the reporting period		3,811,709		3,496,039
Cash and cash equivalents at the end of the reporting period		3,594,308		3,811,709
Reconciliation of net income/(expenditure) to net cash flow from operating activities		2025		2024
		£		£
Net income/(expenditure) for the reporting period (as per SOFA)				527,694
Adjustments for:		123,895		
Depreciation charges		44,873		44,992
Interest		(57,850)		(53,630)
Decrease/(increase) in debtors		(25,215)		(21,732)
(Decrease) / Increase in Creditors		(308,769)		(194,694)
Net cash provided by operating activities		(223,066)		302,630
Analysis of cash and cash equivalents				
Cash in hand		3,594,308		3,811,709
Total cash and cash equivalents		3,594,308		3,811,709

Notes to the Financial Statements

For the year ended 31 March 2025

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a. Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP (FRS 102 second edition)).

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

b. Preparation of accounts on a going concern basis

The trustees consider there are no material uncertainties about the charity's ability to continue as a going concern. The review of our financial position, reserves levels and future plans gives trustees confidence the charity remains a going concern for the foreseeable future.

c. Income

All income is included in the statement of financial activities when the charity is entitled to the income, it is probable that income will be received and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Statutory Funding: Recognised when due in accordance with contract.

Grants: Grants, including grants for the purchase of fixed assets, are shown in the Statement of Financial Activities in the year for which they are receivable.

Donations and Gifts: Income received by the way of donations and gifts are included in the Statement of Financial Activities in the year in which they are received. No amounts are included in the financial statements for services donated by volunteers.

d. Expenditure

All expenditure is accounted for on an accruals basis and is classified under headings that aggregate all costs relating to the activity. Where costs cannot be directly attributed to a particular activity, they have been allocated on a basis consistent with the use of resources such as time spent or space used. Governance costs include costs incurred in meeting the constitutional and statutory requirements.

e. Fixed assets and depreciation

Tangible fixed assets costing more than £500 are capitalised at cost. The freehold property included is at the value as at 1 January 2001 when it was transferred to Bromley Mind.

Depreciation is provided on all fixed assets at rates calculated to write off the cost on a straight line basis over their expected economic lives, with a full year's depreciation charge in the year of acquisition, as follows:

- Freehold property is not depreciated on the basis that the market value exceeds book cost
- Leasehold property development over the remaining life of the lease
- Furniture and equipment over ten years or to match the remaining length of the lease in the building where they are if shorter
- Computer equipment over four years
- Intangible assets to match the remaining length of license

f. Financial instruments

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

g. Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discounts offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

h. Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments.

i. Creditors and provisions

Creditors and provision are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

j. Fund accounting

Designated funds are unrestricted funds, which are earmarked by the trustees for a particular purpose.

Restricted funds are funds subject to specific restricted conditions imposed by the donors. The aims and uses of these funds are set out in the notes to the financial statements.

k. Operating Leases

All leases of buildings and equipment are considered to be operating leases, and rentals are charged to the Statement of Financial Activities when incurred. No assets are held under hire purchase agreements.

l. Pensions

The Charity makes employer contributions to two schemes run by The Pensions Trust and also to NHS Pensions. The Pensions Trust is an occupational pension scheme provider for organisations involved in social, educational, charitable, voluntary or similar work. The financial position and the income and expenditure of The Pensions Trust are disclosed in its annual financial statements.

Although The Pensions Trust is a defined contribution scheme, a shortfall has occurred on a legacy part of the scheme that was defined benefit and each contributor is required to make good their share of the shortfall. On adopting FRS 102 this liability is now shown as a liability. The liability is reduced when payments are made to The Pension Trust. There is no liability to disclose in relation to the NHS pensions.

m. Taxation

The charitable company is exempt from taxation on its principal activities.

n. Employee benefits

Short term benefits - Short term benefits including holiday pay are recognised as an expense in the period in which the service is received.

Employee termination benefits - Termination benefits are accounted for on an accrual basis and in line with FRS 102.

o. Critical areas of judgement and estimation

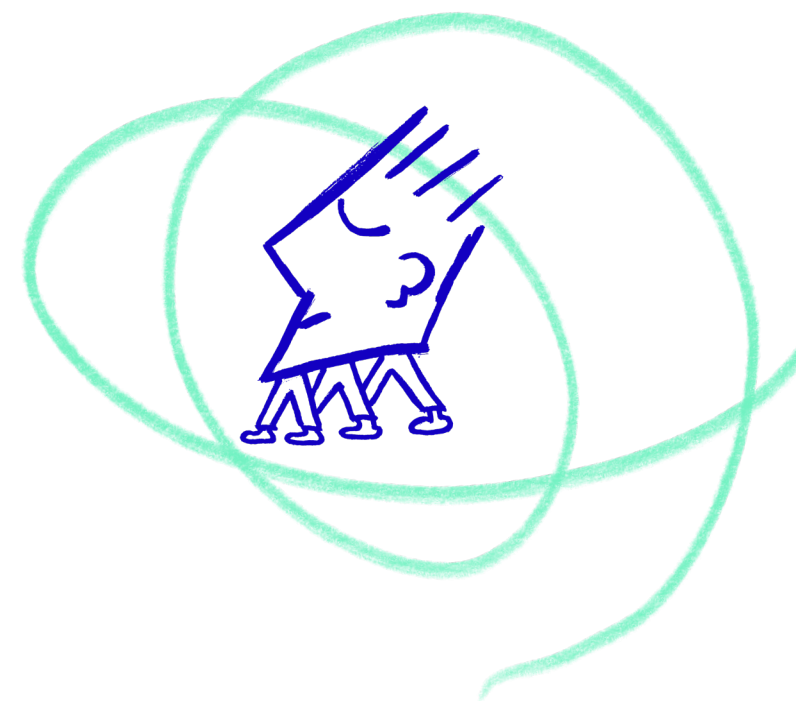
In the application of the accounting policies, trustees are required to make judgement, estimates, and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis.

Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affected current and future periods.

Judgements made by the trustees, in the application of these accounting policies that have significant effect on the financial statements and estimates with a significant risk of material adjustment in the next year are deemed to be in relation to the depreciation rates of tangible fixed assets and are discussed above.

In the view of the trustees, no assumptions concerning the future or estimation uncertainty affecting assets or liabilities at the balance sheet date are likely to result in a material adjustment to their carrying amounts in the next financial year.



Notes to the Financial Statements for the year ended 31 March 2025

		Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
		£	£	£	£
2.	Statutory Funding				
	London Borough of Bromley	490,000	-	490,000	490,000
	London Borough of Lewisham	138,873	-	138,873	123,960
	Royal Borough of Greenwich	308,945	-	308,945	316,145
	South East London Integrated Commissioning Board	4,273,309	-	4,273,309	4,218,248
	Oxleas NHS Foundation Trust	303,825	-	303,825	274,900
	South London & Maudsley NHS Foundation Trust	1,546,926	-	1,546,926	1,407,878
	Bromley Third Sector Enterprise	358,576	-	358,576	343,539
		7,420,454	-	7,420,454	7,174,670
3.	Grants				
	Peer Support Greenwich	-	50,120	50,120	50,120
	Connecting Communities Greenwich	-	50,027	50,027	50,027
	Mind - Merger with Lambeth & Southwark Mind	-	16,105	16,105	33,895
	Minds Up Greenwich	-	32,965	32,965	32,965
	Mindful Mums Greenwich	-	27,669	27,669	27,669
	Lambeth Info Service	-	43,518	43,518	10,880
	Black River Counselling	-	23,561	23,561	10,341
	Being Dad Greenwich	-	25,500	25,500	505
	Access to Work Scheme	-	5,000	5,000	(3,104)
	Befriending	-	18,333	18,333	-
	Sunflower Project	-	29,537	29,537	-
	Lambeth Advice Grant	-	22,957	22,957	-
	Queer Finds	-	15,000	15,000	-
	Queer Minds Peer Support (Lambeth Links)	-	3,125	3,125	-
	Queer Minds Peer Support (Terra Firma)	-	7,500	7,500	-
		-	370,917	370,917	213,298

Notes to the Financial Statements for the year ended 31 March 2025

		Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
		£	£	£	£
4	Fees receivable				
	MindCare Services	132,757	-	132,757	86,252
	Low-Cost Counselling Service	28,637	-	28,637	2,988
		161,394	-	161,394	89,240

5.	Trading Activities				
	Room hire and equipment	3,595	-	3,595	3,743
	Training and Consultancy	66,190	-	66,190	44,900
	Schools and College Counselling	90,821	-	90,821	21,328
	Other	11,352	-	11,352	4,070
		171,958	-	171,958	74,041

	Unrestricted Funds 2025	Restricted Funds 2025	Total Funds 2025	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024
	£	£	£	£	£	£
6. Expenditure						
Expenditure on raising funds	46,738	-	46,738	22,942	-	22,942
	46,738	-	46,738	22,942	-	22,942
Expenditure on charitable activities						
Mental Health Services						
Staff costs	4,183,837	218,462	4,402,299	3,539,652	94,266	3,633,918
Other direct costs	956,442	135,657	1,092,099	1,263,255	43,620	1,306,875
Support costs	1,318,944	45,851	1,364,795	1,175,956	25,965	1,201,921
Wellbeing and Resilience						
Staff costs	184,014	96,737	280,751	160,323	63,636	223,959
Other direct costs	56,719	2,062	58,781	18,459	1,810	20,269
Support costs	61,770	18,843	80,613	43,773	12,395	56,168
Dementia Services						
Staff costs	514,581	5,044	519,625	532,815	8,939	541,754
Other direct costs	162,586	4,701	167,287	170,285	1,849	172,134
Support costs	173,754	2,260	176,014	172,149	1,754	173,903
	7,612,647	529,617	8,142,264	7,076,667	254,234	7,330,901

Support Costs						
Salaries	831,880	35,830	867,710	706,373	20,358	726,731
Other staff costs	114,607	4,936	119,543	113,604	3,274	116,878
Premises costs	171,782	7,399	179,181	149,661	4,313	153,974
Governance	142,789	6,150	148,939	123,337	3,555	126,892
Office costs	50,993	2,196	53,189	43,697	1,259	44,956
Publicity	12,048	519	12,567	9,375	270	9,645
Fees for professional services	98,924	4,261	103,185	76,349	2,200	78,549
Computer support	88,429	3,809	92,238	125,751	3,624	129,375
Depreciation	43,017	1,853	44,870	43,731	1,261	44,992
	1,554,469	66,953	1,621,422	1,391,878	40,114	1,431,992

Support costs are allocated to projects in the ratio of the projects' direct expenditure. Within governance costs, the salaries of staff have been included based on the time spent on governance.

Notes to the Financial Statements for the year ended 31 March 2025

		2025	2024
7.	Net expenditure		
		£	£
	This is stated after charging:		
	Audit fees	19,200	22,775
	Depreciation charges	44,873	44,992
	Operating leases	110,386	46,964

8.	Employees		
	The average (full time equivalent) number of persons employed during the period was	163	141
	Average number of staff during the period	230	205
	Staff costs (for the above persons)	£	£
	Salaries	5,460,206	4,648,306
	Social Security costs	493,929	397,826
	Pension costs	211,456	171,498
	Agency costs	-	-
	Redundancy costs	28,046	1,900
		6,193,637	5,219,530

One employee received remuneration (excluding employer pension contributions) that fell in the band £80,000 to £90,000 (2024: 0).
 No employees received remuneration (excluding employer pension contributions) that fell in the band £70,000 to £80,000 (2024: 1).
 One employee received remuneration (excluding employer pension contributions) that fell in the band £60,000 to £70,000 (2024: 1).
 Remuneration of key management staff was £371,375 for the year (2024: £291,968). This has increased due to pay awards and the appointment of a Director of Development.

Notes to the Financial Statements for the year ended 31 March 2025

9. Trustees

No Trustees received any remuneration for their services during the year (2024: nil). No Trustees expenses were paid during the year (2024: nil).

Expenditure on Trustee training was £1,579 for the year (2024: £793).

10. Fixed Assets

	Freehold Property	Freehold renovation	Leasehold improvement	Furniture & equipment	Computer equipment	Intangible Assets	Total
Cost/value	£	£	£	£	£	£	£
At 1 April 2024	230,000	343,685	16,280	116,476	243,839	4,548	954,828
Additions in the year	-	-	-	-	14,898	37,287	52,185
Disposals in the year	-	-	-	-	-	-	-
At 31 March 2025	230,000	343,685	16,280	116,476	258,737	41,835	1,007,013
Depreciation / Amortisation							
At 1 April 2024	79,350	36,265	13,024	107,486	192,260	-	428,385
Charge for the year	-	-	1,628	5,015	31,865	6,365	44,873
Disposals in the year	-	-	-	-	-	-	-
At 31 March 2025	79,350	36,265	14,652	112,502	224,124	6,362	473,255
Net book value at 31 March 2025	150,650	307,420	1,628	3,975	34,612	35,470	533,755
Net book value at 31 March 2024	150,650	307,420	3,256	8,990	51,579	4,548	526,443

Notes to the Financial Statements for the year ended 31 March 2025

11.	Debtors		
		2025	2024
		£	£
	Prepayments	97,745	73,450
	Sales ledger and other debtors	418,260	417,340
		516,005	490,790

The majority of the sales ledger balance at year end related to Statutory Income and the balances have been paid in full. There is no provision for doubtful debts.

12.	Creditors		
		2025	2024
		£	£
	Amounts falling due within one year		
	Trade creditors	30,098	192,288
	Other creditors	7,837	4,611
	Accruals and deferred income	520,725	670,530
		558,660	867,429

Included within other creditors is an amount totalling £2,315 (2024: £460) due in respect of pension contributions.

13.	Deferred income		
		2025	2024
		£	£
	B/f	417,498	804,048
	Released in SOFA	(337,411)	(498,029)
	Deferred during year	209,169	111,479
	Carried forward	289,256	417,498

Notes to the Financial Statements for the year ended 31 March 2025

14. Restricted Funds									
		At 1 April 2024	Income	Expenditure	At 31 March 2025	At 1 April 2023	Income	Expenditure	At 31 March 2024
		£	£	£	£	£	£	£	£
	Recovery Works fundraising	1,377	-	(1,377)	-	1,377	-	-	1,377
	Recovery Works donations and legacies	2,476	-	(2,476)	-	2,425	51	-	2,476
	Bromley Dementia Hub donations	5,330	540	(2,451)	3,419	5,330	-	-	5,330
	Mindful Mums	3,206	609	(735)	3,080	206	3,000	-	3,206
	Dementia Café donations	-	-	-	-	-	100	(100)	-
	MindCare donations	2,280	-	(2,280)	-	2,180	100	-	2,280
	Greenwich Amenities Fund	2,881	265	-	3,146	1,684	1,197	-	2,881
	Greenwich donations	30,449	2,411	(1,174)	31,686	26,182	4,267	-	30,449
	Greenwich Connecting Communities	24,726	50,027	(74,753)	-	16,061	50,027	(41,362)	24,726
	Greenwich Peer Support	2,633	50,225	(48,194)	4,664	5,683	50,130	(53,180)	2,633
	Mind – Get Set Go	5,494	-	(5,494)	-	6,507	-	(1,013)	5,494
	Mind – Mentally Healthy Universities	9,846	-	-	9,846	9,846	-	-	9,846
	Greenwich Counselling Services	625	-	-	625	625	-	-	625
	Greenwich Mindline	444	-	-	444	444	-	-	444
	Orpington Dementia Respite	-	-	-	-	750	-	(750)	-
	Minds Up	20,343	72,449	(67,772)	25,020	24,031	46,772	(50,460)	20,343
	Recovery and Wellbeing College	328	-	(328)	-	100	228	-	328
	Young Onset Dementia Activists	-	7,273	(7,273)	-	-	11,692	(11,692)	-
	Greenwich Being Dad grant	-	25,500	(21,464)	4,036	-	505	(505)	-
	Greenwich Mindful Mums grant	792	27,669	(28,406)	55	-	27,669	(26,877)	792
	Mind - LSM Merger	-	16,105	(16,105)	-	-	33,895	(33,895)	-
	Lambeth and Southwark Mind (general)	142,906	2,032	(82,486)	62,452	-	142,906	-	142,906
	Black River Counselling	6,591	23,561	(30,152)	-	-	16,118	(9,527)	6,591
	Low Cost Counselling	-	-	-	-	-	9,000	(9,000)	-
	Befriending Service	3,330	18,333	(15,850)	5,813	-	4,481	(1,151)	3,330

	At 1 April 2024	Income	Expenditure	At 31 March 2025	At 1 April 2023	Income	Expenditure	At 31 March 2024
	£	£	£	£	£	£	£	£
Lambeth Information Service	18,973	43,518	(48,813)	13,678	-	27,317	(8,344)	18,973
Mind Continuity Fund	496	-	(240)	256	-	6,874	(6,378)	496
Peter Stebbings Memorial Fund	20,032	-	(20,032)	-	-	20,032	-	20,032
Access to Work	(3,102)	5,000	(1,898)	-	-	(3,102)	-	(3,102)
Sunflower Project	-	29,537	(17,355)	12,182	-	-	-	-
Lambeth Advice grant	-	22,958	(16,063)	6,895	-	-	-	-
Queer Finds	-	15,000	(14,209)	791	-	-	-	-
Queer Minds (Lambeth Links)	-	3,125	(1,001)	2,124	-	-	-	-
Queer Minds (Terra Firma)	-	7,500	(1,236)	6,264	-	-	-	-
Suicide Bereavement Service donations	-	2,481	-	2,481	-	-	-	-
	302,456	426,118	(529,617)	198,957	103,431	453,259	(254,234)	302,456

Recovery Works fundraising – funds raised to support the service.	Greenwich Mindful Mums – grant from the Royal Borough of Greenwich to support mothers during pregnancy and their child’s first year.
Recovery Works donations – donations to support this service.	Greenwich Being Dad – grant from Royal Borough of Greenwich to support expectant fathers, and fathers with children aged under 2.
Bromley Dementia Hub donations – donations to support this service.	Mind – LSM Merger – a grant from Mind to support the transition of the merger with Lambeth and Southwark Mind.
Mindful Mums – donations to support this service.	Lambeth and Southwark Mind – general – funds received from Lambeth and Southwark Mind which are not restricted for a specific service, but will be used within the boroughs of Lambeth and Southwark.
Dementia Café donations – donations to support the Dementia Café.	Black River Counselling – LSM funds ringfenced to support this service.
MindCare donations – donations received to support our dementia work.	Low Cost Counselling – LSM funds ringfenced to support this service.
Greenwich Amenities Fund - the accumulation of donations and fundraising income. It is used to support group activities.	Lambeth Information Service – a grant from the NHS for the provision of an information service and maintenance of the online mental health
Greenwich donations – donations to support our services in Greenwich.	Befriending Service – funds which are used to provide a telephone befriending service in Lambeth and Southwark.
Greenwich Connecting Communities – a project to provide support to people, funded by a grant from the Royal Borough of Greenwich.	Mind Continuity Fund – a grant from National Mind to help improve the fundraising capability of Lambeth and Southwark Mind.

Greenwich Peer Support - a project to provide peer support to people funded from a grant from the Royal Borough of Greenwich. The fund was fully utilised in the year.	Peter Stebbings Memorial Fund – a grant from the Peter Stebbings Memorial Charity to provide peer support to under-represented communities.
Mind – Get Set Go – a grant from Mind to encourage physical activity.	Access to Work – amounts spent and claimed on this scheme.
Mind – Mentally Healthy Universities – a grant from Goldman Sachs to provide mental health support to students at Greenwich University.	Sunflower Counselling – grant from London Borough of Southwark to provide counselling to Ukrainian refugees in Southwark.
Greenwich Counselling Service – donations to support this service.	Lambeth Advice Grant – grant from London Borough of Lambeth to deliver signposting and form filling relating to benefits for service users in Lambeth.
Greenwich Mindline Fund – donations to support this service.	Queer Finds – grant administered through Health and Social Equity Collective exploring challenges faced by LGBTQIA+ people when accessing mental health services.
Orpington Dementia Respite - grant from The Phillips Foundation to provide additional dementia respite services in Orpington.	Queer Minds (Lambeth Links) – grant to provide peer support for LGBTQIA+ people in Lambeth.
Minds Up - a wellbeing training programme taking place in schools, made possible by in memoriam donations and ongoing fundraising.	Queer Minds (Terra Firma) - grant to provide peer support for LGBTQIA+ people in Lambeth and Southwark.
Recovery and Wellbeing College – donations made to support this service.	Suicide Bereavement Service donations – donations to support this service.
Young Onset Dementia Activists (YODA) – donations used to fund our work with young onset dementia clients. This is also funded by our designated funds.	

Notes to the Financial Statements for the year ended 31 March 2025

15. Designated Funds									
		At 1 April 2024	Increase in the year	Decrease in the year	At 31 March 2025	At 1 April 2023	Increase in the year	Decrease in the year	At 31 March 2024
		£	£	£	£	£	£	£	£
	Tangible Fixed Assets Fund	526,443	24,474	(41,619)	509,298	530,845	40,590	(44,992)	526,443
	Service Development Fund	200,000	-	(5,518)	194,482	200,000	-	-	200,000
	Dementia Café	735	-	(735)	-	2,698	-	(1,963)	735
	Premises Fund	472,161	27,839	-	500,000	505,000	-	(32,839)	472,161
	Digital Fund	50,766	11,027	(41,793)	20,000	100,000	-	(49,234)	50,766
	Minds Up Fund	60,000	-	-	60,000	60,000	-	-	60,000
	Lambeth and Southwark Mind	55,332	-	(55,332)	-	100,000	-	(44,668)	55,332
	YODA	27,788	4,265	(12,053)	20,000	37,585	-	(9,797)	27,788
	Mindful Mums	-	-	-	-	5,700	-	(5,700)	-
	Greenwich Equality Grants	8,104	-	-	8,104	8,104	-	-	8,104
	Service Transition Fund	93,667	57,980	(1,647)	150,000	-	93,667	-	93,667
	Mindcare Respite	-	153,396	-	153,396	-	-	-	-
		1,494,996	278,981	(158,697)	1,615,280	1,549,932	134,257	(189,193)	1,494,996

Tangible Fixed Asset Fund - represents assets of the Charity used for the purchase of tangible fixed assets after the deduction of depreciation, which is therefore not free for other use within the Charity.

Service Development Fund - to enable the organisation to respond to new initiatives

Dementia Café Fund - comes from unspent past funding that Commissioners have agreed can be used to fund the dementia café.

Premises Fund - to help fund the organisation's future premises needs.

Digital Fund - to fund improvements to our digital capacity and capabilities

Minds Up Fund - set up to fund the expansion of this project to help young people with their mental health to other schools

Lambeth and Southwark Mind - was set aside to support with the recent merger

YODA - to fund the continuation of our work with clients with young onset dementia

Mindful Mums - funded some consultancy to support our **Lewisham Mindful Mums LGBTQ+ groups**

Greenwich Equality Grants - to fund a grant giving programme to smaller charities working with underrepresented communities in Greenwich

Service Transition Fund - funds set aside to improve service delivery

Mindcare Respite - funds set aside to support this service

Notes to the Financial Statements for the year ended 31 March 2025

16. Analysis of Net Assets between Funds				
		Tangible Fixed Assets 2025	Net Current Assets 2025	Total
		£	£	£
	Restricted funds	-	198,959	198,959
	Unrestricted funds	533,757	3,352,694	3,886,451
		533,757	3,551,653	4,085,410
		Tangible Fixed Assets 2024	Net Current Assets 2024	Total
		£	£	£
	Restricted funds	-	302,456	302,456
	Unrestricted funds	526,443	3,132,614	3,659,057
		526,443	3,435,070	3,961,513

17. Commitments under Operating Leases					
		2025		2024	
		Land & buildings	Equipment	Land & buildings	Equipment
	Total payment due:	£	£	£	£
	Within one year	23,640	-	19,880	-
	Within two to five years	-	-	-	-
	After five years	-	-	-	-
		23,640	-	19,880	-

18. Analysis of changes in net debt				
		At 1 April 2024	Cash flows	At 31 March 2025
		£	£	£
	Cash at bank and in hand	3,811,709	(217,401)	3,594,308
		3,811,709	(217,401)	3,594,308

19.	Related parties	
	Declarations have been obtained from all of the Trustees and Senior Leadership Team of South East London Mind. They confirm that each is a fit and proper person to act as a Charity Trustee under the Finance Act 2010. During the year ended 31 March 2025, the Trustees donated £195 (2024: £nil) to the charity.	
20.	Liabilities of members	
	The Charity is constituted as a company limited by guarantee and has no share capital. In the event of the Charity being wound up, the liability of each of the 12 members is limited to the sum of £1. In November 2021 our Articles of Association were amended so that the only members of the organisation are the Trustees (Directors).	
21.	Pension	
	<p>The charity makes employer contributions to two multi-employer schemes run by The Pensions Trust; the Flexible Retirement Plan and the Growth Plan Series 4; both of which are defined contribution schemes. The Growth Plan Series 4 has predecessors in Series 1, 2 and 3 which are all now closed. Series 1 and 2 are classified as defined benefit schemes in the UK. The schemes are multi-employer schemes which provide benefits to some 521 non-associated participating employers. It is not possible for the charity to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.</p> <p>The scheme is subject to the funding legislation outlined in the Pensions Act 2014, which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.</p> <p>The scheme is classified as a ‘last-man standing arrangement’. Therefore, the company is potentially liable for other participating employers’ obligations if those employers are unable to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.</p>	<p>A full actuarial valuation for the scheme was carried out at 30 September 2023. This valuation showed assets of £514.9m, liabilities of £531.0m and a deficit of £16.1m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme until January 2025. The share of the contribution is allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.</p> <p>South East London Mind’s share of these contributions has a net present value of £1,156 at 31 March 2025 (2024: £417) and the liability is reflected in the accounts. The discount rates used for the March 2025 valuation is 4.84%</p> <p>The Charity also makes contributions to the NHS Pension scheme in relation to three employees that transferred into the organisation during 2016/17 under TUPE regulations. The scheme is an unfunded defined benefits scheme that covers NHS employers, GP practices and other bodies allowed under the discretion of the Secretary of State in England and Wales. They are not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, the scheme is accounted for as if it were a defined contribution scheme: the cost to the NHS body of participating is taken as equal to the contributions payable to that scheme for the accounting period. Employers pension cost contributions are charged to operating expense as and when they become due at the rate determined.</p>

South East London Mind Limited

England & Wales - Charity number 1082972

Accounts

South East
London  mind

Your local mental health and dementia charity.

Annual Report and Financial Statements

1 April 2023 - 31 March 2024

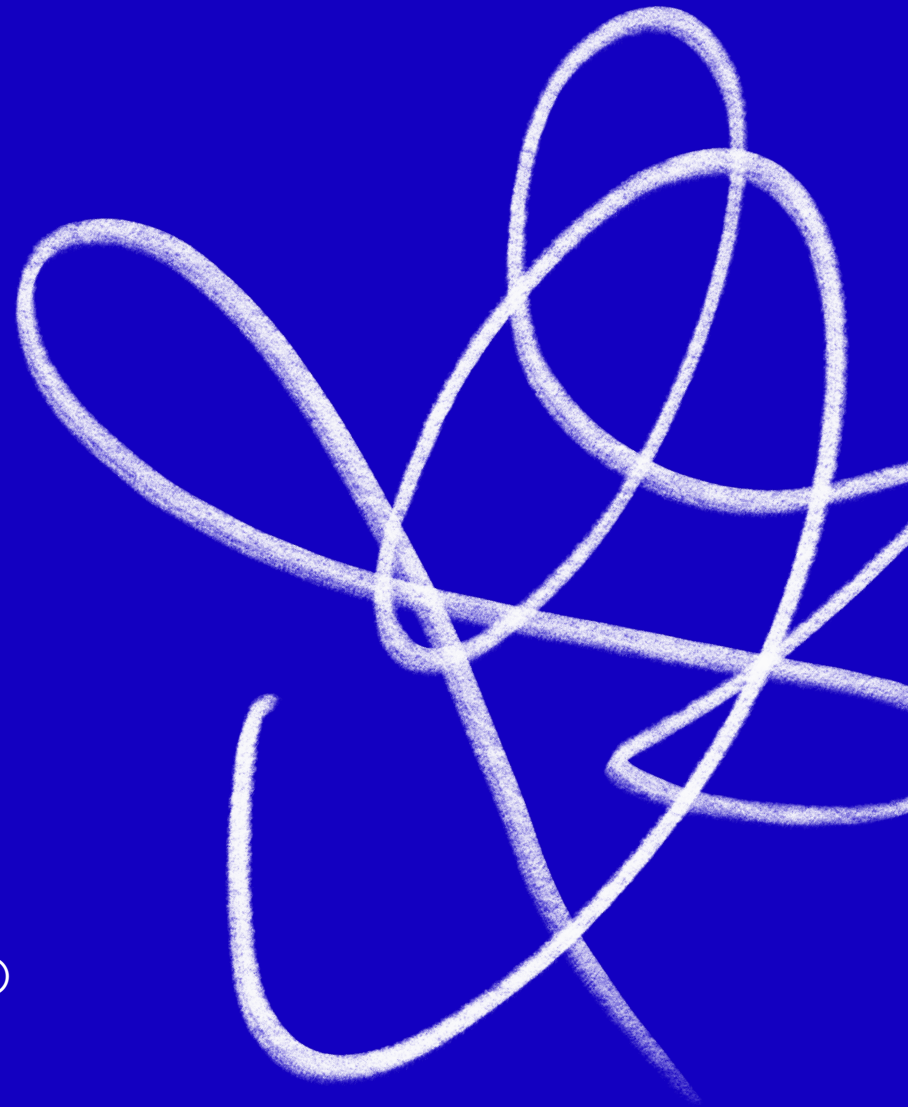
South East London Mind Limited

(formerly known as Bromley, Lewisham and Greenwich Mind Limited)

Registered Charity Number: 1082972

Company Registration Number: 04071152

Registered Office: 5 Station Road, Orpington, Kent, BR6 0RZ



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Report of the Board of Trustees for the year ended 31st March 2024

South East London Mind is a local mental health and dementia charity covering the London Boroughs of Bromley, Greenwich, Lambeth, Lewisham and Southwark. We are affiliated to national mental health charity Mind.

South East London Mind (then Bromley Mind) was incorporated on 13 September 2000 as a company limited by guarantee. On 1st January 2001 a merger of Beckenham Mind, Orpington Mind and Stepping Stones Club transferred ongoing activities to Bromley Mind. Since 2011, the organisation has been delivering services in the London Borough of Lewisham and in November 2013 became Bromley and Lewisham Mind. In 2018 we completed a merger with Greenwich Mind, having become Bromley, Lewisham and Greenwich Mind in November 2017. In January 2024 we completed a merger with Lambeth and Southwark Mind to become South East London (SEL) Mind Limited.

MindCare is South East London Mind's specialist dementia arm.

The governing documents are the Memorandum and Articles of Association. These were last revised in January 2024.

Structure, Governance and Management

Charity objects

South East London Mind's objects are:

1. To promote the preservation of good mental health, in particular by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition.
2. To relieve the needs and improve the quality of life of people with mental health problems and dementia by providing a range of services.

Operating particularly but not exclusively in the London Boroughs of Bromley, Greenwich, Lambeth, Lewisham & Southwark and surrounding areas.

Trustees have considered the Charity Commission's Public Benefit requirements and believe SEL Mind meets its objectives by virtue of its ongoing work within the field of mental health and dementia care. This Trustees' report clearly demonstrates the benefit of the charity's work to the general public across a range of activities.

Charity governance code

SEL Mind is committed to good governance and providing leadership of a high level. To demonstrate this commitment the Board formally adopted the Charity Governance Code in 2020. The latest internal evaluation (conducted in 2023 and based on the current version of the code) confirms it is applied in all areas. The Trustees do not tolerate behaviours which are not aligned to this code or SEL Mind's code of conduct.

Trustee recruitment

The directors of the company are also charity Trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association:

- The members of the charity are also the current Trustees
- Trustees are elected at a Board meeting
- The Board is comprised of a minimum of seven and a maximum of fifteen Trustees
- Trustees serve for a fixed term of three years from their election. No more than three terms shall be served.
- At least three Trustees are required to have experience of mental health problems or of being the carer for someone with dementia or mental health problems.

In an effort to maintain a broad skill mix, the Board of Trustees reviews its effectiveness annually and in the event of particular skills being needed or lost due to retirement, individuals are recruited to offer themselves for election or for appointment to the Board. When recruiting new Trustees we seek to increase the diversity of the Board, including to reflect the demographics of the Boroughs we operate in, for example by advertising for Trustees from demographic groups that are currently under-represented on the Board. In 2024-25 we will recruit new Trustees with an understanding of our new Boroughs of Lambeth and Southwark.

SEL Mind's Chair, Rebecca Jarvis, stood down from the Board in November 2023 and, following a thorough open recruitment process, was replaced by Rikki Garcia. Trustees serving during the year are listed on page 33.

Trustee induction, training and review

Induction to the Board of Trustees is led by the Chair and Chief Executive. The programme includes visits to the organisation's services and a training session which covers:

- Aims and values of SEL Mind
- Trustee roles and responsibilities
- Committee and staffing structures
- Strategic and Business plans
- Current financial position and accounts
- Current issues and priorities

External training for Trustees is undertaken as appropriate to develop their knowledge and a core training schedule for Trustees is in place. A Governance Manual is provided and Trustees have access to all SEL Mind Policies and Procedures. Trustees complete a Skills Audit form.

Trustees are given opportunities throughout the year to meet staff and service users through planned events, service visits and presentations to the Board and its Committees.

An annual Board Away Day is held to assess the Board's performance during the past year, consider improvements, address strategic priorities and identify any training needs. Trustees also participate in individual Reflection Meetings with the Chair or Vice-Chair every two years, to reflect on their role and contribution and to consider their future development.

Organisation

The Board of Trustees meets every two months and is responsible for the strategic direction and policies of the Charity. The Board has a number of sub-committees, Trustee membership (which is reviewed every year) is reported on page 34:

- The Finance and General Purposes Committee (F&GP) meets every two months. It has delegated authority to deal with facilities issues and is responsible for scrutinising financial matters.
- The People and People Strategy Committee (P&PS) meets every two months. It has delegated authority to deal with people matters, including responsibility for staff remuneration.
- The Quality and Performance Committee (Q&P) meets quarterly. It reviews quality and performance across all service areas and identifies areas in which to undertake more detailed scrutiny.
- The Developments Committee (DC) meets quarterly. It is responsible for examining emerging needs and maintaining an overview of service developments, tenders, funding applications and new work programmes, as well as communications and community fundraising.

The Board appoints a Chief Executive who has delegated responsibility for the day-to-day running of the Charity in accordance with policies and strategies set by the Board.

Risk Management Policy statement

- The Board of Trustees has approved a risk management strategy. The strategy includes:
- Setting risk appetite for all material risk across SEL Mind and monitoring adherence to these
- An assessment of each significant organisational risk, taking into account impact and likelihood.
- Ensuring all new activities are in line with SEL Mind's values, objectives, purpose and agreed risk appetite.
- Policies, procedures and management actions to mitigate risks identified.
- Policies, procedures and management actions to minimise the impact should a risk materialise
- Regular reviews by Senior Leaders of the risks the Charity may face. These reviews are discussed and agreed by Trustees at F&GP three times a year, with major and emerging risks being reported to the Board.
- Our approach to risk and their own responsibility in relation to it is covered in the staff induction process. More in-depth training will be provided should a role require it.

As part of this strategy the charity has prepared a Business Continuity Plan that looks at ways of recovering from incidents and, where possible, preventing them happening. The Plan is subject to an annual test to help identify any improvements needed, and during the year was subject to real-life testing as a result of the pandemic, leading to significant review of the Plan. Procedures are in place to ensure the Charity complies with regulations and current best practice including health and safety and fire regulations.

Key significant risks identified and managed during the year included:

- Pressure on public finances leading to below-inflation uplifts on our contract values. Negotiations with commissioners took place.
- The challenge of securing suitable accommodation for our services in Ormiston Road. This was mitigated through regular contact with Royal Borough of Greenwich and initiating a property search.
- The competitive job market and continued cost of living crisis could lead to an increase in staff turnover. This was mitigated through approval of a 5% salary uplift applied from April 2024 and development of our People Strategy.
- Our merger with Lambeth and Southwark Mind would put pressure on core services, mitigated through considered planning and the support of an external project manager and interim finance manager.
- Current significant risks being managed relate to retention of key contracts, cost of living, staff recruitment and retention and Greenwich services premises.

During the year the Board established risk appetites across key risk themes. Where there is a discrepancy between the risk appetite and current risk level within one of these themes, mitigation is put in place.

Inclusion statement

SEL Mind is committed to equity of opportunity and the elimination of discrimination in all its forms. We are proud to be an anti-racist organisation. We seek to create environments and services

that are accessible and meaningful to all in our communities and reflect their diversity. We believe that SEL Mind is strengthened and enriched by diversity throughout the organisation. We are committed to developing and promoting a culture of inclusion which means that everyone who works for or receives services from SEL Mind feels that the organisation is welcoming and somewhere they can be comfortable, be themselves and be included.

SEL Mind's Equity, Diversity and Inclusion work is overseen by an Inclusion Advisory Group (IAG), consisting of Trustees, staff, volunteers and service users from across the organisation. The IAG support and monitor the implementation of actions to support our journey to becoming an increasingly inclusive organisation and provide a forum for discussion and a source of advice on inclusion issues. We have recruited a team of 11 Inclusion Champions from across the organisation to further extend our reach and commitment to our inclusive principles and practices.

Working in partnership

SEL Mind is affiliated to Mind, the national mental health charity. During the year, SEL Mind were actively involved in working with the Mind Federation and played a key role in the Mind in London CEO and Chairs Network.

SEL Mind is also a key contributor to local partnerships including the key strategic mental health and Voluntary & Community Sector (VCS) partnership groups across the five Boroughs (Bromley, Greenwich, Lambeth, Lewisham and Southwark). We are also represented on Safeguarding Adults Boards and a wide range of working and implementation groups.

In addition SEL Mind's Chief Executive plays a key role in representing the Voluntary & Community Sector (VCS) in the South East London Integrated Care System (ICS), including as the VCS adult mental health lead, and with NHS England. He is also a member of the SEL VCS Strategic Alliance. The Director of Services is a Partnership Governor for Oxleas NHS Foundation Trust. SEL Mind is represented on the South East London Suicide Prevention Strategy Group.

Bromley Third Sector Enterprise (BTSE) is a collaboration led by SEL Mind, Age UK Bromley & Greenwich, Bromley Citizens Advice, Bromley Mencap and Community Links Bromley, who are the core members. It acts as a voluntary sector partnership to facilitate the delivery of co-ordinated and integrated health and social care services in the Borough of Bromley and is a Charitable Incorporated Organisation (CIO), with SEL Mind's Chief Executive as one of the Directors and Trustees.

In the year under review, SEL Mind was involved in several formal partnerships to provide integrated services:

- Bromley Well is delivered in partnership with BTSE
- The Bromley Dementia Support Hub is delivered in partnership with Age UK Bromley & Greenwich and Oxleas NHS Foundation Trust (Oxleas)
- The Bromley Recovery Works service, Bromley Mental Health Hub, Perinatal Community Outreach service, IPS Employment Support service and Care Team Approach are delivered in partnership with Oxleas NHS Foundation Trust
- The Greenwich Mental Health Hub is delivered in partnership with Oxleas and Bridge Support

- The Lewisham Primary Care and Community Mental Health Services and Lewisham Enhanced Community Outreach service are delivered in partnership with South London and Maudsley NHS Foundation Trust (SLaM)
- The Lewisham Culturally Diverse Communities Programme is delivered in partnership with Holistic Well Women, Mabadiliko, Sydenham Garden and Therapy for Healing
- The South East London Suicide Bereavement Service is delivered in partnership with Mind in Bexley and SLaM
- The Peer Support In-reach Service is delivered in Greenwich and Lewisham in partnership with Mind in Croydon and Mind in Brent, Wandsworth & Westminster
- The Lived Experience Support Worker service in Southwark was delivered in partnership with SLaM from January 2024.

Partnership agreements are in place to clarify the approach to joint working and partners' responsibilities and liabilities.

Safeguarding

We are committed to safeguarding the wellbeing of all vulnerable adults and children to ensure they are free from abuse or neglect. To achieve this we will work closely with the Safeguarding Boards and Local Authorities across our area.



Staffing

As a result of the merger, 15 staff and 15 volunteers transferred from Lambeth and Southwark Mind to South East London Mind on 1 January 2024.

- * The average number of staff employed during the year, including bank/sessional, was 205. At the end of the year, SEL Mind had 183 contracted staff (147 FTE).
- * Throughout the year there were 78 sessional (bank) staff employed (9 FTE on average).
- * 62% of staff reported having personal lived experience of mental health problems.
- * Volunteers make a huge contribution to the organisation's work with 252 volunteers delivering on average, a total of approximately 872 hours per week.

Involvement

SEL Mind has a range of mechanisms for involving people who use our services and their carers, as well as people with lived experience of mental health problems more widely, in the organisation. Key involvement mechanisms include:

- Person-centred services and informal involvement
- Informed choice
- Feedback and consultation, including feedback questionnaires and focus groups
- Involvement in:
 - service delivery, including through the use of peer support volunteers and peer support workers

- staff recruitment and training
- organisational decision making, including through representation on the Board and Committees
- service decision making
- business and service development, including through the use of service design approaches
- Supporting external involvement opportunities

Our Lived Experience Consultants, recruited to provide a lived experience perspective on strategic issues, policies and new developments, have contributed across the organisation in a range of capacities, including:

- Regular contributions to our Quality and Performance committee
- Steering Group member for the Bromley Mental Health Hub
- Panel member on the Service Development Fund awards
- Supporting the development of the Service User Forum programme
- Advised on accessibility for the refurbished Rachel Notley Centre
- Staff recruitment panel members

Ambassadors

During the year, SEL Mind began working with our first celebrity ambassador: the actor, writer and director Cush Jumbo OBE.



Vision, Purpose, Values, Aims and Objectives

We undertook a comprehensive engagement process during the year to contribute to the development of a new organisational strategy covering the period April 2024 – March 2027. The strategy includes the organisation's vision, purpose, values, aims and objectives, and these are detailed below:

Vision

Everyone with mental health problems and dementia in our local communities gets the support and respect they deserve.

Purpose

We will help people to be mentally healthy, and work together with those experiencing mental health problems and dementia to improve their quality of life.

Values

Inclusive in our approach and all we do, so that we effectively meet the needs of our diverse communities

Responsive to each individual we support and their unique needs, histories and aspirations

Evolving, demonstrating sustainable and ethical continuous improvement, agility, innovation and effectiveness

Together, working with our partners and people with lived experience of mental health problems and dementia and their support networks

Aims

To achieve our purpose, SEL Mind will be there when it matters so that people in our diverse local communities:

- Feel listened to and respected
- Understand their options and exercise choice
- Can develop and maintain good mental health and wellbeing
- Connect and have positive relationships
- Live fulfilling lives
- Trust us to speak up and stand alongside them

Strategic objectives

1. **Impact:** How we make a positive difference
2. **Development:** How we innovate and adapt
3. **Connection:** How we collaborate and engage
4. **Strength:** How we resource and sustain our services
5. **People:** How we support and develop our people



Main Achievements in 2023-24

Significant progress was made in relation to all of our Strategic Objectives in the final year of our 2021-24 strategy. Some of the main achievements are detailed below:

Excellence

- We expanded our work with community groups to support connection to the right support through our partnerships to deliver to culturally diverse communities in Lewisham and the Equality grants programmes in Bromley and Greenwich.
- Through the introduction of Community of Practice groups, we increased the sharing of best practice across our services.
- We embedded the Lived Experience Consultant roles into our strategic decision making.

Our people

- We conducted a comprehensive Inclusion Survey with Staff, volunteers and clients to assess the progress we have made on inclusion issues.
- We completed a full review of our Learning and Development offer for staff and volunteers ready for implementation in 2024.
- We prepared for the launch of our new HR database in April 2024.

Development

- We completed a merger with Lambeth and Southwark Mind, enabling the sustainment of valuable services.

- We increased our provision of Mental Health training through the year.
- The Minds Up programme continued to expand.

Engagement

- We increased our connections with local communities through stakeholder events and online through increased engagement with our website and social media channels.
- We contributed to the development of the SEL VCS Strategic Network.

Our infrastructure

- We implemented a new IT infrastructure to increase flexibility and cyber-security.
- We reconfigured, refurbished and improved accessibility at one of our buildings to create a base for the Bromley Mental Health Hub.

Performance in 2023-24

During the year, SEL Mind services provided direct help to 13,167 people.

	Beneficiaries in 2023-4	Change on previous year
Mental Health Services		
Bromley Recovery Works Service	992	+47%
Bromley and Greenwich Perinatal Community Support	179	+118%
Bromley Mental Health Hub	1,147	+107%
Bromley Care Team Approach	200	+71%
IPS Employment Support (Bromley & Greenwich)	481	+97%
Lewisham Primary Care & Community Mental Health Services	1,216	+23%
Peer Support In-Reach (Greenwich, Lewisham and Lambeth)	197	NEW
Lived Experience Support Workers (Southwark)	60	NEW
Greenwich Mental Health Hub	1,266	+149%
Greenwich Mindline	See below	N/A
Greenwich Peer Support	109	+49%
Greenwich Connecting Communities	66	-66%
Greenwich Counselling	251	No change
Black River Counselling (Lambeth & Southwark)	86	NEW
Low-Cost Counselling (Lambeth & Southwark)	28	NEW
School & College Counselling	57	NEW
Southwark Women's Forum	37	NEW
Benefits Assessment Support Service	42	+45%
Benefits Service	128	NEW
SE London Suicide Bereavement Service	268	+14%

	Beneficiaries in 2023-4	Change on previous year
MindCare Dementia Services		
Respite Care at Home	73	-56%
Young Onset Dementia Activists	68	+25%
Bromley Dementia Support Hub	1,761	+12%
Greenwich MindCare	492	+16%
Wellbeing & Resilience		
Mindful Mums	636	+56%
Being Dad	52	+19%
Bromley Well Mental Health Carers Pathway	163	+55%
Minds Up Schools Wellbeing Programme	3,083	+39%
Lambeth Information Service	See below	N/A
Lambeth Telephone Befriending	29	NEW
Total 2023-24	13,167	+17%

Overall, our reach has increased by **17%** with **13,167** people benefiting from SEL Mind services during the year. Whilst some services increased their reach as they embedded delivery during the year, other numbers reduced because of changes to the service model or funding arrangements.

The number of beneficiaries for Mindline and Lambeth Information service have not been included in the total as these are anonymous services, should the callers want this, and unique individuals are not known. However, Mindline received a total of **2,941** contacts during the year (previous year saw 3,426 contacts). Lambeth Information Service received **1,402** contacts in the period.

There may be some people who are counted twice in the figures because of accessing more than one of our services.

In addition to this, SEL Mind provided mental health training to **587** people (an increase of **25%** on the previous year) from other organisations and dementia training, coaching and consultancy to 414 individuals. As the direct beneficiaries are not necessarily people with mental health needs or dementia, or their family carers, they have not been included within the table above.

Client feedback

SEL Mind uses standard client experience questions, enabling us to gather consistent feedback on people's experiences of, and the benefits they derive from, our services. During the year, an analysis across all our services showed that:

- * **97%** of clients were very satisfied or satisfied with the overall service
- * **89%** of clients said the support had a positive impact on their day-to-day life and wellbeing
- * 98% of clients strongly agree or agree that they felt listened to and treated with dignity
- * 94% of clients strongly agree or agree that the support they received was right for them and met their needs
- * 97% of clients strongly agree or agree that they would recommend the service to someone they know

Mental Health Services support the recovery of people with mental health problems, helping them develop skills and strategies to manage periods of distress while leading full and rewarding lives.

Bromley Mental Health Hub

This service works in partnership with Oxleas NHS Foundation Trust (Oxleas) to deliver a range of clinical and non-clinical mental health support to residents of Bromley. Short-term interventions (up to 12 weeks) provided by SEL Mind through the Hub currently include Mental Health Advice, Peer Support, Benefits advice and IPS Employment support. Work to address the inequalities experienced by marginalised communities is supported by dedicated resource within the team, and this year we awarded equalities grants to six organisations. Towards the end of the year, the Hub team prepared

to move into newly reconfigured and refurbished premises in Beckenham.

Bromley Mental Health Hub client story

Shanice's experience - "I will cherish how much I've grown thanks to this support"

When Shanice first came to the hub, she was experiencing work-related stress that had a knock-on effect on her mental health. She explains, "I started my journey feeling insecure, unable to trust and in fear due to the ongoing work-related stress.

"I'm grateful that I had the hub as a safe space and that I was given the time to heal. I have found all my Mental Health Advisor's advice, support, patience and help to be invaluable. I am so grateful for the kindness, patience and care that they have shown me and will cherish how much I have grown thanks to their ongoing support.

"I have loved all the courses that I have attended thanks to my Mental Health Advisor's suggestions, and hope to continue with these."

Shanice was also signposted to local opportunities to boost her confidence and form connections in her community. She added, "I am now looking forward to exploring other avenues such as tutoring and volunteering.

"I really looked forward to regular conversations on the phone with my Mental Health Advisor. The **Bromley Mental Health Hub** has helped me see the good in me again. Without judgment, the hub persevered with me, and it has paid off."

Recovery Works

Supports people across Bromley, and provides:

- Person-Centred Recovery Support, including support to access community resources and opportunities
- Specialist Employment Support, to help people return to work or stay in their jobs during a period of ill-health

- A Recovery College, offering a wide range of structured courses and workshops which are co-developed and co-delivered by people with lived experience of mental health problems
- Peer Support, including individual peer support befriending and peer support groups

Recovery Works client story

Sophia's experience - "I should have been broken but instead I have thrived"

"I was homeless and really struggling – I'd sofa surfed, lived in hostels, and I felt like I had no support. I couldn't afford to keep paying for professional help and other groups weren't for me, or they cut me off. I'd been in hospital following a mental breakdown.

"I didn't know where to turn, but I found the **Recovery College** online and with that found the employment group.

The Employment Specialist was so impressive, compassionate and kind, and really pushed me in the right way, she has kept on supporting me and checking in. Even when I left the borough and wasn't eligible, she connected again when I moved back, and it was like I'd never been gone. When I call her she is able to listen and to switch my mindset. She has really encouraged me where she thought I could excel, and when I was offered an interview for something that she recommended she knew how to support and guide me.

"I joined the **Recovery College's** creative writing course and that ignited my passion for writing. I have now written a play and I use the skills that the classes developed to write songs. A year ago, my brain couldn't even comprehend that that was something I could do.

"I didn't think that people would care so much – their level of compassion, awareness and empathy, you can tell that there is an understanding that people have to have agency and a support system. She doesn't tell me what to do but helps me to get to the solution with guiding support and questions, and now I am able to get myself out of crisis so much faster.

"I'm now ready to get to work properly and I've never felt like I'm doing better work than I am now. I am moving into my first stable home after two years of insecure accommodation and it really feels like something has shifted. I've transitioned to a positive mindset and opportunities keep coming up when people see that in me. It's been such a difficult time. I should have been collapsed and broken, but instead I have thrived.

"None of that would have been possible without **South East London Mind**. Dorian always says that I'm the one making that change, but I have to be honest that I needed to be shown that was actually capable of these things."

Perinatal Community Outreach Support

works closely alongside the specialist perinatal mental health team in Oxleas in Bromley and Greenwich. The service provides person-centred support with the dual challenges of managing mental health problems alongside pregnancy and new motherhood. It also facilitates peer support between mothers.

Care Team approach

SEL Mind is working in partnership with Oxleas NHS Foundation Trust to pilot delivery of integrated support within the Trust's Community Mental Health Teams. The integrated team provide support to people with long-term mental health problems, helping people develop their independence, self-management skills and achieve their recovery goals.

IPS Employment Support

provides Individual Placement and Support (IPS) model employment support to people supported by Oxleas' community teams in Bromley and Greenwich. During the year, the service supported 256 people into full-time paid employment.



IPS Employment Support client story

Robin's experience - "I felt like I could talk to them about anything without judgment"

"When I think back to how I felt before - everything is very cloudy - it's like trying to recall a childhood memory. I was not in this world. I see it as a different time, I was a different person.

"I was reliant on my friends and family to steer my way to recovery. Luckily, they encouraged me to seek help via Oxleas NHS. My care co-ordinator then referred me to the **IPS Service**.

"The first conversation I had was a very easy conversation. My employment specialist was really understanding. I felt almost straight away that she was there for me.

"The service goes beyond helping you find a job - she was there for me every step of the way. I could never have done that amount of preparation by myself. She helped re-write my CV, cover letter and even held mock interviews to boost my confidence.

"She understands what I've been through and has that added layer of understanding my mental health problems.

"Looking for a job and being unemployed is incredibly stressful but this support took the weight off. I felt like I could talk about anything without judgment. Thanks to the support from IPS, I now work at a restaurant in a garden centre - a job I wouldn't have had without this invaluable support."

Benefits Assessment Support Service

Working across Bromley, Lewisham and Greenwich, and delivered through a team of trained volunteers, this service can:

- Meet with an individual prior to their benefits assessment to get a full understanding of how their mental health needs affect their life.
- Attend the assessment with the individual, helping them give the assessor a full and accurate picture of their health.
- Meet with them post-assessment to help them understand the next steps.

The support of a volunteer can increase the chances of benefits to which people are entitled being awarded and avoid a lengthy appeals process.

Lewisham Primary Care and Community Mental Health Services

Delivered in partnership with South London & Maudsley NHS Foundation Trust (SLaM). SEL Mind employs Mental Health Advisers, a Benefits Specialist and Peer Support Workers who work alongside clinical staff to support people with mental health problems, linking closely with GPs and other primary care staff. We provide information and advice, person-centred recovery-orientated support, community bridge building and skills development courses.

We also provide targeted support for people with complex needs who find it difficult to engage with mental health support through the Lewisham Enhanced Community Outreach Service (LECOS).

Culturally Diverse Communities Programme

The Culturally Diverse Communities Project provides wellbeing and mental health support to diverse communities in Lewisham.

It aims to engage with members of the community who previously may not have felt comfortable or confident in reaching out and asking for the help they need.

The programme is provided as a partnership between SEL Mind, SLaM and four Lewisham-based, non-profit community organisations: Therapy 4 Healing (T4H), Mabadiliko CIC, Sydenham Garden and Holistic Well Women, each offering support via a variety of courses and individual support

Greenwich Mental Health Hub

This service works in partnership with Oxleas and Bridge Support to deliver a range of clinical and non-clinical mental health support to residents of Greenwich. Short-term interventions (up to 12 weeks) provided by SEL Mind through the Hub currently include Mental Health Advice, Peer Support, Benefits advice and IPS Employment support. Work to address the inequalities experienced by marginalised communities is supported by dedicated resource within the team, and this year the Hub provided Equality Grants to seven local community groups working with marginalised communities. The Hub team moved into new premises in Plumstead during the year.

Greenwich Mental Health Hub client story

Emir's experience - "I'm so grateful for this second chance"

Homelessness can strike almost anyone. A job lost, a rent increase you can't afford, a fight with family – it doesn't discriminate. Emir understands this first hand – just a few months ago, he had found himself on the streets, his physical health declining as he gave up on taking his medication.

"I just wasn't sure what the point was anymore. I had lost all hope." Emir disclosed this to his GP and was referred to the **Greenwich Mental Health Hub**.

"It was hard to even form words. I was in a really bad place – I couldn't even speak without breaking down." Emir's Mental Health Advisor offered steady support and kind encouragement to help Emir to express himself and his needs. Together, they tackled the challenge of finding him a place to live and furnishing his flat.

"She became my rock. She listened to what I needed and was there for me every step of the way. She showed me that I had more strength than I thought."

Emir's Mental Health Advisor contacted local charities to turn Emir's empty flat into a home. One phone call at a time, she filled the space with the essentials – a cooker, a fridge, cutlery, and bedding for a restful night's sleep.

"Without that help I would've been staring at four empty walls, probably feeling just as lost."

Greenwich Counselling Services

Provide talking therapies in a number of forms: Mindline offers telephone counselling and emotional support; crisis counselling provides up to six sessions to people in emotional distress, and long term counselling (up to 6 months) also includes culturally specific services for people from Asian and African/African-Caribbean backgrounds. The services are primarily delivered by experienced trainees and qualified counsellors, with high quality clinical support and supervision. Counselling is currently available in a total of 16 languages. Outcomes for clients are measured using CORE 10 and show reliable change for clients of both the crisis and long term counselling services.

This year, in addition to the core offer, the service has:

- Continued to develop the therapeutic group offer with 3 regular groups running: Men's group, Hearing Voices group, Psychodrama Group
- Introduced an LGBTQ+ Project with monthly meetings to ensure the service is welcoming, understanding and inclusive for the LGBTQ+ community

Greenwich Peer Support includes drop-in sessions and a range of activity-based peer support groups, currently including Walk and Talk, Arts & Crafts, Coffee Morning and Social group.



Greenwich Peer Support client story

Sarah's experience - "If I hadn't received this support I still would have been in my shell"

"I first started experiencing mental health problems a long time ago. In the past, I had been sectioned. I knew that I needed to get support to prevent this from happening again.

"When I first went to **SEL Mind Greenwich Centre** at Ormiston Road, it was like I was in a shell, I was so shy.

"Eventually, I came out of this shell and started opening up to people around me who I found out were feeling similar things to me. I've even made a few friends there.

"The art group helps me to manage my mental health problems. It has inspired me and I'm doing my own art at home now. The peer support groups really were an escape from the torment I felt. It's very reassuring, there's always that sense of community.

"I found the ecology visit was a place to escape in all that nature, watching the birds. Going out in a group in nature gave me an enormous sense of wellbeing.

"What's more, **SEL Mind** has also connected me with other support like Lewisham Refugee and Migrant Network.

"If I hadn't received this support, I would have been still in a shell – I'd still be someone who sits in the corner and is just afraid of life. When I first left the hospital, I was still terrified of life itself, but I've overcome this with the amazing help of **SEL Mind.**"

Connecting Communities in Greenwich

Focuses on helping and empowering people with mental health problems to connect to the information, advice and support that they need from mainstream services and within the wider community.

Counselling in School and College settings

Operated in Southwark College and London South Bank University Academy School during the year, supporting children and young people struggling with their mental health. In Southwark College, SEL Mind also provided supervision for safeguarding leads in the staff team.

Lambeth and Southwark Counselling services

Include Low Cost Counselling, which people pay for on a sliding scale depending on their earnings, and Black River Counselling, in which Black therapists provide culturally-appropriate counselling to people from the local Black communities.



Black River Counselling client story

Yasmin's experience - “You walk away feeling valued”

After several years working for an abusive manager and experiencing a major bereavement, along with family challenges in the aftermath, Yasmin was referred by her GP's social prescriber to **Black River Counselling**.

“I had no-one to talk to, nowhere to go. I didn't have family support, community support. There were times when I didn't have money. I didn't know where to turn. It was emotionally and physically exhausting trying to cope with everything on my own and I didn't have the guidance that I needed.”

Making contact with **Black River Counselling** gave Yasmin reassurance that she wasn't alone and helped her confidence and morale. After two initial assessment sessions, Yasmin had six weeks of one-to-one appointments with a counsellor.

“The support is tremendously helpful in every area you can possible think of. One-to-one is great, an immense help for my wellbeing moving forward. It's excellent. I'm truly grateful. It's not everyone who can speak to people with understanding and clarity. You walk away feeling valued, you feel reassured, you feel a sense of belonging and a sense that you can move forward.”

Stating that her counsellor “really, really, really does know her stuff” and is “very professional”, Yasmin also commented on her ability to help people work through challenges:

“We haven't come across an issue or anything that she has not been able to give clarity on, or to remove a blockage, or to give a clear guidance. Nothing that she has not been able to give an understanding and to get me to move forward.”



Lived Experience Support Workers

Based in Primary Care Mental Health Teams in Southwark, provided individual practical, emotional, wellbeing and independence support to clients of the teams. The service has been linked with

a reduction in hospitalisation, improved patient engagement with statutory service providers, reduced rates of relapse and an increase in treatment maintenance.

Lived Experience Support Worker client story

Michael's experience - "This was the most useful support I've ever had"

"Everything came crashing down on me all at once – workplace issues and family problems. I responded by mentally shutting down and neglecting myself. I'd go for extensive periods of time without showering.

"A lot of my struggles were around daily living and looking after myself. A lot of my stress was exacerbated by having an unclean flat. It didn't help that I live alone so it was easier to isolate myself from friends and family.

"I had been through the NHS system before, so I knew that getting mental health support was going to take a long time, and that when I got support it might not be right for me. But I wasn't expecting to receive support as effective as this.

"I met with my support worker one-to-one and felt instantly relieved – he really listened to me, and I felt immediately comfortable as he could relate to me through his personal experience of mental health problems.

"I had lots of support through the NHS before, but this support was the most useful I've ever had because it addressed my problems at the root cause. For example, when I told him I was living off my last paycheque and didn't have enough money to get to my new job, he helped me get a bus pass. When I told him that the mess in my flat was causing me stress and anxiety, he connected me to some cleaning support.

"I'm now in a very different position both mentally and socially – I'm able to live independently and my confidence is boosted. This means I'm in a much more stable position, and I'm grateful for that."



Information and Advice Service in Lambeth and Southwark

Provides an online service directory and information and advice over the phone, via email and in-person at drop-in sessions. The service also incorporates the Community Opportunities Information Network (COIN), run in conjunction with Black Thrive and SLAM. During the year, the service secured additional funding from Lambeth Council and joined the Lambeth Advice Network. We also secured funding to enable us to extend and expand our telephone befriending service for Lambeth and Southwark residents.

Southwark Women's Forum

A monthly peer support group, supplemented by individual support to group members. It provides women with mental health support and community and social engagement.

South East London Suicide Bereavement Service

A partnership led by SEL Mind and also involving Mind in Bexley and SLAM NHS Foundation Trust. The service is delivered across Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark, providing holistic support to friends and relatives, focussing on those who have been recently bereaved. It provided a combination of practical, emotional, and spiritual support to **268** people during the year, including counselling, group and 1-1 support. In February 2024 the service won the Gold award for NHS/Not for Profit Partnership of the Year at the Health Service Journal Partnership Awards.

Suicide Bereavement Service client story

Alice's experience - “It was fantastic to be in a group of people who had a similar experience”

“I lost my son three and half years ago. When I was first bereaved, because he died by suicide, it was very shocking. It was also very difficult for my immediate friends and family to support me. I remember it being so overwhelmingly difficult. It took a really long time to begin to make sense of it.

“Very early on, the **Suicide Bereavement Service** Manager actually came to my flat which was absolutely fantastic. She came when I needed help with the inquest. The inquest went on for a very long time due to the nature of my son's death. Suddenly after so long, I was presented with this huge bundle of documents and I found it very overwhelming.

“I was so grateful to the Service Manager as she literally sat down with me, and she flagged up not only the important documents that I should see but also documents that I didn't want to see. I was so grateful I didn't have to look at any of those pages. That really helped me manage my emotions and prepare for the inquest.

“The other thing that was so wonderfully helpful was that I was invited to join a bereavement group close to where I live. It was fantastic to be with people who had a similar experience to me I made friendships that I'm sure will endure for a long time.

“If I hadn't had this support from the service when I did, I wouldn't have been able to support my other son and my family through such a traumatic event. I'd be in a very bleak place.”

Greenwich MindCare

Provides post-diagnosis dementia support in partnership with Oxleas Memory Service. The small team was increased during the year with the addition of a further Dementia Advisor and provided individual support to **492** people with dementia and their carers during the year.

Dementia Skills Training and Consultancy

Delivered to a total of 414 staff from other organisations & members of the public. Participants included health and social care professionals & service providers in Bromley and Lewisham, as well as staff working in a range of other roles, including Extra Care Housing, Care Homes & Agencies, GPs Surgeries, clinics & local PCNs, Supported Living Services, Retirement Homes, Church Groups & pastoral staff, community groups & cafes, wellness coaches, activity groups, local choir groups & community transport services.

Analysis of participant feedback showed that as a result of the training sessions:

- * **100%** felt they were better equipped to support people with dementia.
- * **94%** had a better understanding of dementia. **84%** of respondents reported this improvement as significant

Peer Support In-reach

Working in partnership with other local Minds in South London, SEL Mind delivers a peer support programme providing support to people before and after discharge from mental health rehabilitation wards.

Wellbeing and Resilience programmes are universal rather than being targeted at people with an identified mental health problem. In addition to building the coping skills and resilience of those who are

struggling, these projects help prevent the development of mental health problems by educating people about how to look after their emotional wellbeing.

Bromley Well

An early intervention and prevention service operating to support a wide range of client groups across the Borough. SEL Mind provide support for mental health carers and Cognitive Behavioural Therapy groups for carers.

Mindful Mums and Being Dad

Supported **688** parents across Bromley, Lewisham and Greenwich during the year.

Mindful Mums services include wellbeing and resilience groups for pregnant women and new parents across Bromley, Greenwich and Lewisham. Each group runs for five sessions and is co-facilitated by trained and supported volunteers with lived experience of perinatal mental health problems. The support is supplemented by drop-in support sessions for expectant and new mothers. We also deliver an individual befriending service for new mothers in Bromley. We provide tailored Mindful Mums delivery for women from culturally diverse communities, LGBTQ+ parents and young mothers in Lewisham. Being Dad provided online and in-person wellbeing and resilience focused support to expectant and new fathers and male caregivers. Whilst numbers were relatively small, the benefits for those who engaged with the project were significant. Already funded in Lewisham, during the year we secured funding to extend Being Dad into Greenwich.

Evaluation of the Mindful Mums and Being Dad groups during the year found that **98%** learnt skills they could take away and use **93%** felt happier and more positive and **92%** felt less isolated.

Bromley Well Mental Health Carers client story

Julie's experience - “it makes me feel less alone and takes me out my bubble of worry”

“My son has long term mental health problems and has been in mental health crisis. My Occupational Therapist suggested I contact **Bromley Well** to get support for myself as I spend my life caring for him. At first, I brushed it off – I didn't think I needed any support. He is the main focus, so why should I get any support? Luckily my Occupational Therapist was very persistent, and I got in contact with the Mental Health Carers team.

“Given how hesitant I was to get support, I now see how important it is that the team are so welcoming. Straight away, I felt comfortable, and I felt like they really understood, especially as one staff member had personal experience herself.

“I felt for a long time that I was completely on my own. And now suddenly I was in a room full of people in a similar situation to me.

“Not long after joining, the team invited me to online workshops – an opportunity to learn more about mental health problems and meet experts in psychology. I feel incredibly privileged to be on a small online call with an expert like this – the call is so intimate, we can ask questions that are relevant to our personal circumstances and I'm so grateful for that.

“I've also been on a walk and talk with other carers. At first, I was apprehensive about meeting other carers – I thought I needed more escapism as caring is taking over my life, but I have found it

really helpful in making me feel less alone and taking me out of my bubble of worry.

“I now feel more secure as I've been connected to a web of support. If he deteriorates again, I know exactly what to do and who to go to.

“The way that I interact with my son has now changed. At first, I hadn't realised how difficult it was for him. Learning more about his mental health problems has increased my empathy. What I realise now is that you can't change the person, but you can change the way you react to it – having empathy and compassion for it.

“I've learnt that it's important to look after myself. If you don't look after yourself, you won't be as resilient looking after that person, so it's important to build that strength. It's also important to build compassion not just for the person you're supporting but for yourself too.”

Mindful Mums client story

Lisa's experience - "I would have felt lost without this"

"I felt alone and unable to cope caring and entertaining my baby all day and night, on minimal sleep. The expectations I had on myself felt impossible to reach. I told my Health Visitor I was feeling overwhelmed, and thankfully they suggested **SEL Mind's Mindful Mums** service."

Lisa received a response from **Mindful Mums** in 24 hours and registered for an upcoming group.

"I was reluctant to contribute to conversation at first. I was worried I might be branded as a bad mother for telling strangers that I'm overwhelmed.

"The staff and volunteers were so warm and encouraging that I felt more confident sharing my own thoughts. I went to all five sessions and became so much more vocal as time went on.

"The group helped me understand that my feelings and situations are not unique and gave me coping tools to help me unravel myself when overthinking or negatively thinking.

"Finally, I felt like I was being heard and having my feelings validated. I'm so thankful to this programme because I would have felt lost without it. I am now more confident as a mother and more resilient during difficult days."

Being Dad client story

James's experience - "I could be open with no risk of judgment"

"My son woke 4-8 times each night for over two years. Me and my partner struggled with the exhaustion and frustration of this. The feeling that we had done something wrong was the worst bit - nobody could support or understand our situation. We felt judged by some, including family, because they thought we had caused it by being too hands on with our child - we tried all the positive sleep stuff but nothing worked."

As they were expecting their second child in January, their midwife recommended the service when James spoke to her about how traumatic the first birth and early years had been. James reached out to **Being Dad** and attended four sessions.

"The chance to speak as a group with dads that were not part of my existing network offered a chance to be authentic with myself and others. I felt I could be open with no risk of judgement. The facilitator made it such an inclusive and welcoming space that I felt confident opening up. As a bonus, I felt that what I said also may have helped others too."

As a result of attending **Being Dad**, James feels he has more confidence in his parenting and has learnt some coping skills that he is able to use. "It mentally prepared me for having our second baby and got me back into that early child mindset.

"Being aware of my own state of mind when things get stressful is something I have learnt to do more now that I have kids, thanks to **Being Dad**."

Minds Up

Provides wellbeing interventions to young people in local secondary schools. During the year we worked with seven schools across Bromley, Lewisham and Greenwich. Minds Up is funded by donations received in memory of two local young people who tragically died by suicide, and funding from the Royal Borough of Greenwich. The programme was successful in increasing students' understanding of mental health and the tools they have to support their wellbeing, as well as helping a significant number of young people who were struggling to access further help. Evaluation found that **84%** of pupils had an improved understanding of mental health as a result of the workshop and **79%** would use tips and techniques they learnt in the session. Around **1 in 10** pupils used the opportunity to highlight to the school that they would benefit from support with their mental health.

We support a team of **fourteen** 13–17-year-old young people as Minds Up Influencers to contribute to the future development of the programme as a Youth Advisory Board.

Mental Wellbeing Training

Provided to **587** people outside SEL Mind, from a wide range of organisations and audiences including local businesses, other voluntary sector organisations, leisure service providers and school and college staff. We offer accredited Mental Health First Aid and Suicide First Aid training, alongside our 'pick and mix' selection of shorter courses. During 2023-24 we provided Suicide Prevention training to **191** people across the Royal Borough of Greenwich. We also provided Be Well Champion training to 86 mental health champions, working in partnership with South London Listens.

MindCare Dementia Services

Support people with dementia to remain in their own homes and local communities, helping them to have the best possible quality of life. Some of our clients live on their own; others are cared for by family carers who, in turn, rely on MindCare services for advice and respite from the demands of being on call 24 hours a day, seven days a week.

Respite at Home Service

Provided an average of **193** hours a week of respite in the home to give family carers a break. Flexible care packages include regular daytime and evening respite and programmes to support active lifestyles. MindCare staff engage clients in a range of stimulating activities during their visits. During the year, client numbers significantly reduced as a result of the introduction of charging for the service by the Local Authority.

The Care at Home service was last inspected by the Care Quality Commission in 2017 and received a 'Good' rating across all areas inspected.

Young Onset Dementia Activists (YODA)

Provides life-changing support to people aged under-65 with a dementia diagnosis, and their families, with activities this year including cricket, pizza making, a drama workshop, soap making and dance. We also worked with a film director to create a documentary film about life with young onset dementia, which premiered at a West End screening in November.

MindCare Dementia Respite client story

Kath's experience - “This service was invaluable to me”

Kath's husband Simon was diagnosed with progressive supranuclear palsy, a rare brain disease that affects everything from balance to swallowing, in 2020. After an assessment with adult social services, they were put in touch with the **MindCare Respite at Home** service.

The **Respite and Support** Team Leader introduced them to Ted, who she thought would be compatible with Simon. Ted would sit with him once a week for three hours to give Kath respite from her caring duties. Simon and Ted hit it off, playing dominoes together and chatting. This gave Simon some much needed company and companionship, while Kath was able to have time to exercise, see her friends, and go shopping in her respite time.

“Ted was very friendly, lovely guy. My mind was put at rest because I knew I could go and do my exercise classes without any worry, knowing that somebody would be there to keep an eye on Simon. It was just really, really, really good. I was very pleased. Ted did over and above.”

As Simon's condition worsened, he became restricted to his bed and unable to verbally communicate. With little support from family members, the MindCare Respite at Home service was the primary support Kath received while caring for Simon. When Ted left his post, the service ensured that he was quickly replaced by Dee. While Kath was out on her respite time, Dee fed and took care of Simon, reading him the paper and chatting to him, something that had happened less and less.

As Dee was a former carer in palliative care, she was able to give Kath practical advice for caring for Simon, such as how to avoid bed sores, which Kath had not received any other guidance for.

“Dee was an absolute godsend. I couldn't have asked for anybody better than Dee. She was absolutely amazing. Her knowledge was amazing. When you're a carer nobody trains you, you just have to learn as you go along. Dee's knowledge was vast, she would tell me different things to look out for.

“This service was invaluable to me. Simon had to have somebody with him. I'd never have got out. I'd have had to rely on neighbours, but I couldn't expect people to come every Wednesday afternoon. I couldn't have done without it – I think I would have gone stir crazy. When you're a carer for somebody, that person comes first, you don't have time for yourself, you're on your own. It's a hard life. It's a lonely life. It's exhausting as well. So knowing that every Wednesday, I had those 3 hours to myself, I could do something with peace of mind, knowing that Simon was in safe hands.

“A service like this, it's invaluable. It's very important when you're a carer to have that bit of me time. I know it's only three hours a week, but those three hours do make a difference.”

YODA client story

Katie's experience - "you can tell they care about the person you love"

Katie is a carer for her mum, Judith. After Judith's manager rang Katie with concerns that her mum was struggling to complete her day-to-day work tasks, they began a lengthy journey to find out the cause. After roughly a year, Judith was diagnosed with young onset dementia.

Katie was the primary person looking after Judith and finding out what support and treatment was available.

"I felt super burnt out. It was just me leading it all, and trying to understand what it is Mum had, what her appointments look like, what kind of things we would need to put in place to support her. Luckily, the doctor suggested **YODA**."

Attending a welcome session for the **YODA** group, Judith and Katie immediately felt at ease.

"The Service Manager is amazing. Our first interaction was really positive - going there and just sitting there and taking it all in. It wasn't like 'you need to get involved.' It was like just 'come and sit down, have a coffee with us, a bit of cake.' My mum got involved straight away, which I thought was really nice. She obviously felt comfortable to do that. The group and staff don't make a big thing out of it - if you want to get involved, you can. There's no pressure.

"My mum had gone from not working and just being at home for all of that last year to having a routine. She knows Friday mornings is when she goes and spends time with **YODA**."

A key part of this is **SEL Mind**'s holistic and person-centred approach to dementia care.

"It's good that they're able to get out and about. It's not just a place where you just sit and have a cup of tea. She likes the interaction. She likes dancing or singing or moving because my mum is an active person – she was a big walker. **YODA** has given her back some independence, which is really nice."

YODA has also supported Katie in her role as a carer:

"With **YODA**, you're working with professionals who have been through it time and time again with people, they care about the person that you love and they're able to help you in manageable ways.

"If I didn't have **YODA**'s knowledge and input I'd just be Googling and hoping for the best, which is really hard and so overwhelming. There are so many pages and then you're looking at different councils, different areas, it's like you're stabbing in the dark.

South East London Mind are really good with educating you and making you not feel like you're silly for not knowing, and they're really patient. They educate you, but it's easy to digest.

"It's definitely given her some confidence back. She is happier, she looks forward to Fridays. She's been able to flourish in an environment that supports her. I can't imagine no **YODA**."

Bromley Dementia Support Hub client story

Claire's experience - “until I found fellow wives in the same boat, I felt totally isolated”

After Nicholas's dementia diagnosis on Christmas Eve, he was immediately discharged with little support. While she can't remember how they were referred, his wife Claire was incredibly grateful to make contact with **Bromley Dementia Support Hub**.

“That was excellent. I was given a support worker, and they came forth with all sorts of information. We felt were in the loop and getting help.”

The couple were invited to join a pilot dementia café group, which Claire found helpful for meeting others, including a neighbour.

“It was just nice to mix with other people in the same boat, which is I think is what most of us need.”

Claire then went on to attend a three-week workshop for carers run by the Hub.

“That was excellent. That took us all through all the information about dementia and trying to help us understand how to deal with it.”

Following that, Nicholas joined a six-week course for people living with dementia. Although he found the course itself useful, Claire expressed that the connections they both made with others were invaluable.

“He enjoyed it, he got a lot out of it. And as a result of the course, they've actually carried on meeting for coffee, which is great. And

some of us wives have set up our own informal group, which has been nothing short of amazing. Until I found fellow wives in the same boat, I felt totally isolated. Because, you know, with the best will in the world, your friends just do not understand.

“The experience of caring for a partner is very different from those caring for a parent, and I hadn't met many carers in my position until then. I do think the most important thing is meeting people in the same boat. Having opportunities to meet them and make these friendships.”

Claire was also offered a one-off session with our **Dementia Skills Coach**, which she described as “superb”.

“She was on the same wavelength, she's clearly very well trained and she understood. Very easy to get on with. It was phenomenal. The most useful thing I've done.

“The more I understand it, the more able I am to deal with things. Being able to understand the processes that his mind is going through is really quite useful. It gives you the power to understand that us carers are actually in charge, despite all the difficulties, it's up to us to defuse things. That was quite empowering.”



Financial Review

The financial results for the year are set out in pages 40-57.

Our income in 2023/24 increased to £7,882K from £6,825K in 2022/23. This £1,057K (15%) increase was a result of increases across all income types as follows:

- Income from statutory sources was £653K higher mainly because of increased income from South East London Integrated Commissioning Board for expanding services. Income from local authorities as a proportion of our income is decreasing.
- Grant income was £109K higher due to some new grant income in Greenwich, Lambeth and Southwark
- Donation income was £177K higher because of the £203K donation we received on the merger with Lambeth & Southwark Mind.
- Fees receivable were £64K higher due mainly to increased income on MindCare Direct after the introduction of charging for respite services by the London Borough of Bromley.
- Investment income was £38K higher as a result of higher interest rates.

We are reporting a surplus for the year of £528K, compared to £449K in 2022/23. This surplus is equivalent to 7% of our turnover in the year. Approximately 40% of this relates to the way that we needed to account for the merger with Lambeth & Southwark Mind. Their net assets of £203K needed to be reflected in our books as a donation. The remaining surplus is, like last year, the result

of staffing vacancies during the year. In common with the wider economy, we are finding it more difficult to recruit and retain staff. We are working hard to address these vacancies as they arise to ensure that we are continuing to provide safe, good quality services. For example awarding a significant pay increase in April 2024 and improving our benefits. Our recent staff turnover statistics indicate that this is improving as we work hard at being an attractive employer as part of the ongoing implementation of our People Strategy.

Any surpluses we make are added to our reserves which are used to provide financial stability for the charity and also to fund projects to benefit our service users. For example, in 23/24, we committed £45K to support counselling services in Lambeth & Southwark Mind, put aside £94K to spend on improving service delivery in our counselling and peer support services in Greenwich, and spent £10K supporting the delivery of services to young people and adults with early onset dementia.

We continue to be a charity in a very strong financial position, with a good reserves base. Our income comes predominately from service delivery contracts with the NHS and/or local government. Contracts are typically awarded for periods between three and five years, giving us some security over our income. We are confident in our financial sustainability and ability to respond to changes in funding and need in the boroughs we operate. Financial management in the organisation is strong, with the careful control of costs via an annual budget setting process and regular in year monitoring of spending by senior managers, budget holders and Trustees.

Funding sources and expenditure

Of the £7,882K of total income:

- 91% (2022/23: 96%) was received from statutory bodies: South East London Integrated Care Board, the London Borough of Bromley, the London Borough of Lewisham, the Royal Borough of Greenwich, Oxleas NHS Trust and SLaM (South London & Maudsley NHS Trust).
- 3% (2022/23: 2%) was from grants
- 4% (2022/23: 1%) was from donations, legacies and investment income
- The remaining 2% was mostly from trading activities such as the sale of training (2022/23: 1%)

The total expenditure of £7,354K was spent as follows:

- £6,143K (83%) was spent on Mental Health services
- £888K (12%) was spent on MindCare Dementia services
- £300K (4%) was spent on Wellbeing & Resilience
- £23K (1%) was spent on raising funds

Fundraising, Donations and Legacies

Our income from fundraising, donations and legacies is not usually a large proportion of our income, but continues to play an important role in ensuring the sustainability and diversity of SEL Mind's services. It allows us to fund and develop services that are not part of local authority or NHS statutory provision, such as Minds Up and YODA. Our community fundraising activity is overseen by our Developments Committee and included work to promote

legacies and corporate partnerships and to help individuals wanting to raise money for SEL Mind. We do not employ any individual or organisation separate from SEL Mind to act on our behalf for fundraising activities.

We recognise that fundraising needs to be carried out in a responsible manner and are signed up to the Fundraising Regulator's Code of Practice. As such, we do not use fundraising methods that might be considered intrusive or that put pressure on people to donate. We do not share or purchase donor data from third parties. The bulk of our fundraising comes from voluntary donations. We do monitor the origin of donations to ensure that they are appropriate and not in conflict with our purpose. We received no complaints regarding our fundraising activities during 2023-24. Thank you to everyone that donated.

Reserves policy

The Trustees seek to maintain free reserves equivalent to at least three months of unrestricted expenditure to enable the charity to be managed efficiently, to provide for termination costs and to provide a buffer against unexpected shortfalls. This policy was subject to a risk-based verification by Trustees. At the end of 2023/24 our free reserves (excluding designated funds) stand at £2.16M, which is equivalent to a little over three months' expenditure from a total 2024/25 budgeted unrestricted spend of £8.2M.

The charity also holds reserves in a number of designated and restricted funds that are set aside for a particular purpose. Restricted funds are those grants and donations given for a specific purpose and ring-fenced accordingly.

Designated funds include funds allocated by the organisation for planned future expenditure. The largest of our designated funds are:

- Premises Fund - The balance on this fund at the start of the year was £505K, During the year we have spent £475K on the renovation of a building to accommodate the Bromley Mental Health Hub. Most of this was paid for by SEL ICB, but we contributed £33K from this fund. The fund that now sits at £472K is being retained for use at other sites. Most notably we need to move out of Greenwich site and will likely incur refit costs wherever we move to.
- Service Development Fund – This fund exists to help us develop local services where there is unmet need. The fund was increased to £200K and staff asked to make applications to the fund services or part of a service where they have an idea to help meet need. £85K was allocated at the end of 23/24 and will start to be spent during 2024/25.
- Fixed Assets Fund – This fund represents the net book of assets and is therefore not available to be spent.

Designated and restricted funds are detailed in Notes to the Financial Statements numbers 15 and 14 respectively.

Investment policy

SEL Mind seeks to produce the best financial return on our reserves within an acceptable level of risk. All investments therefore need to:

- a. Provide additional income where possible
- b. Be capable of being made liquid in a short period of time should an emergency arise
- c. Provide some level of inflation protection

However, as our reserves are also required for capital expenditure and provide resilience, capital volatility cannot be tolerated and assets will be invested to minimise the risk of this as follows:

- The Charity’s assets will be held in cash or near cash investments denominated in sterling
- The Charity’s cash balances will be deposited with institutions with a minimum rating of A or invested in a diversified money market fund.
- Deposits will be spread by counterparty, subject to a maximum exposure of 40% of the total cash balance per institution.

Staff pay

SEL Mind has a Remuneration Policy which lays out the approach to and process for setting staff pay. An annual salary review is conducted, led by the People and People Strategy (P&PS) Committee and with input from the Senior Leadership Team Plus (SLT Plus). All staff in the organisation are paid at least the Living Wage Foundation London Living Wage and SEL Mind is an accredited Living Wage Foundation Employer.

The ratio between the average pay of SLT and average pay of all contracted staff in the organisation is 2:1. The gender pay gap in SEL Mind continues to fall and is currently 4.8% (down from 8.2% last year, and well below the 14.3% average in the UK). The most recent national data regarding ethnicity pay gap is from 2022 and indicates an average ethnicity pay gap (using White or White British as the reference group) of 2.3% (ONS). In SEL Mind the gap is 2.1% (down from 3.6% last year). Both the gender and ethnicity pay gaps are primarily due to relatively lower representation of women and people from racialised communities in the SLT.

Plans for Future Periods

The coming year will see us embed South East London Mind's new identity following the merger in January 2024. We will continue to build strong relationships and partnerships across all our Boroughs as we seek to work with others to ensure that people in our local communities get the support and respect they deserve. To enable us to achieve our new strategic objectives, key priorities and plans for the coming year include:

Impact

- Undertake internal service audits and case file reviews for learning and quality assurance
- Share proven service models across Boroughs
- Develop a fresh inclusion action plan, drawing on the findings from the 2024 Inclusion Survey of staff, volunteers and clients

Development

- Secure existing delivery and expand our service offer in Lambeth and Southwark
- Invest in new service initiatives to complement contracted work through our Service Development Fund
- Extend our delivery of support to children and young people

Connection

- Provide supportive funding to local groups working with under-served communities
- Work with other organisations to create a smoother process for referrals into mental health services

- Involve Lived Experience Consultants and relevant delivery partners in the development of compelling bids to retain key services at tender

Strength

- Improve support for staff in integrated teams to increase sense of belonging at SEL Mind
- Diversify funding sources, including by increasing grant and fundraising income
- Secure long-term contracts for delivery of community mental health services across Bromley and Lewisham
- Secure premises that meet our needs in Lambeth and Greenwich

People

- Implement a new HR database, and use this to provide regular reporting
- Introduce our new learning and development offer, including targeted training for managers
- Review our recruitment processes and approach and our staff benefits package to ensure we attract and retain good quality staff

Small companies note

The Trustees' Report has been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies. Approved by the Board of Trustees on 25 September 2024 and signed on its behalf by:



Rikki Garcia, Chair

Legal and Administrative Details as at 31 March 2024

Status

South East London Mind is an incorporated charity registered with the Charity Commission. Members are required to contribute up to £1 in the event of the charity winding up.

Charity Registration Number	1082972
Company Registration Number	04071152
Principal and Registered Office	5 Station Road, Orpington, Kent, BR6 0RZ

Honorary Officers	
Rikki Garcia	Chair (from 22 November 2023)
Rebecca Jarvis	Chair (to 22 November 2023)
Donald Burford	Vice Chair & Senior Independent Trustee
Sharon Kerridge	Treasurer (to 15 May 2024)
Rob Crawford	Treasurer (from 15 May 2024)

Senior Leadership Team	
Ben Taylor	Chief Executive
Debbie Witherick	Director of Finance & Resources
Dominic Parkinson	Director of Services
Sally Jones	Director of Operations
Rosie Spiegelhalter (from 13 May 2024)	Director of Development

Trustees and Committee membership	
Donald Burford (F&GP, P&PS, Q&P)	Rikki Garcia (Ex-officio on all Committees) (from 22 November 2023)
Rebecca Jarvis (Ex-officio on all Committees) (to 22 November 2023)	Sharon Kerridge (Chair F&GP, P&PS)
Melissa King (F&GP, P&PS)	Zainnab Makele (DC)
Jonathan Moore (Q&P) (to 27 September 2023)	Rhian Morallee (F&GP, Chair P&PS)
Paula Morrison (Q&P, Chair DC)	Dr. Stuart Robertson (Chair Q&P)
Chloe Waters (DC)	Rob Crawford (Chair F&GP) (from 15 May 2024)
Jane Harris (Q&P) (from 15 May 2024)	Sarah Holloway (DC) (from 15 May 2024)
Moshiur Rahman (P&PS) (from 15 May 2024)	

Bankers	Auditors
HSBC Bank PLC 141 High Street, Beckenham, Kent, BR3 1BX	Kreston Reeves LLP Statutory Auditor, Chartered Accountants 9 Donnington Park, 85 Birdham Road, Chichester, West Sussex, PO20 7AJ

Statement of Trustees' Responsibilities

The Trustees, as directors of the charitable company, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements the directors are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and accounting estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

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

So far as each of the Trustees is aware at the time the report is approved,

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



Independent Auditor's Report to the Members of South East London Mind Limited

Opinion

We have audited the financial statements of South East London Mind Limited (the 'charitable company') for the year ended 31 March 2024 which comprise Statement of Financial Activities, Balance Sheet, and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the trustees' report has been prepared in accordance with applicable legal requirements.

- matters on which we are required to report by exception

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

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

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

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement set out on page 36, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such

internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor responsibilities for the audit of the financial statements

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

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

procedures are capable of detecting irregularities, including fraud is detailed below:

Capability of the audit in detecting irregularities, including fraud

Based on our understanding of the charity and the sector as a whole, and through discussion with the Trustees and other management (as required by auditing standards), we identified that the principal risks of non-compliance with laws and regulations related to safeguarding, health and safety, Care Quality Commission inspection reports, anti-bribery and employment law. We considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities SORP (FRS 102) Second Edition (released October 2019), the Companies Act 2006 and other relevant charity legislation. We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit. We evaluated Trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks related to management bias in accounting estimates and judgemental areas of the financial statements. Audit procedures performed by the engagement team included:

- Discussions with management and assessment of known or suspected instances of non-compliance with laws and regulations (including health and safety, Care Quality Commission inspection reports and fundraising practices) and fraud, and review of the reports made by management; and

- Assessment of identified fraud risk factors; and
- Review of cash and credit card expenditure to confirm no evidence of personal benefit; and
- Checking and reperforming the reconciliation of key control accounts; and
- Performing analytical procedures to identify any unusual or unexpected relationships, including related party transactions, that may indicate risks of material misstatement due to fraud; and
- Confirmation of related parties with management, and review of transactions throughout the period to identify any previously undisclosed transactions with related parties outside the normal course of business; and
- Performing analytical procedures with automated data analytics tools to identify any unusual or unexpected relationships, including related party transactions, that may indicate risks of material misstatement due to fraud; and
- Reading minutes of meetings of those charged with governance and reviewing correspondence with relevant tax and regulatory authorities.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism

throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation (ie. gives a true and fair view).

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

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

Kreston Reeves LLP

Lucy Hammond BSc FCA (Senior Statutory Auditor)
 For and on behalf of Kreston Reeves LLP
 Chartered Accountants Registered auditor
 Chichester

25 October 2024



South East London Annual Event 2024

Above L to R: Mayoress and Mayor of Bromley, Mayor of Southwark, Ben Talyor (CEO SEL Mind) and Rikki Garcia (Chair, SEL Mind).



Statement of Financial Activities (incorporating an Income and Expenditure Account)

for the year ended 31 March 2024

		Unrestricted Funds	Restricted Funds	Total Funds 2024	Unrestricted Funds	Restricted Funds	Total Funds 2023
	Note	£	£	£	£	£	£
Income from:							
Donations & legacies		39,685	236,973	276,658	66,116	33,739	99,855
Other trading activities	5	74,041	-	74,041	59,104	-	59,104
Investment income		53,630	-	53,630	15,276	-	15,276
		167,356	236,973	404,329	140,496	33,739	174,235
Charitable activities:							
Statutory funding	2	7,174,670	-	7,174,670	6,521,544	-	6,521,544
Grants	3	-	213,298	213,298	18,636	85,578	104,214
Fees receivable	4	86,252	2,988	89,240	25,119	-	25,119
		7,260,922	216,286	7,477,208	6,565,299	85,578	6,650,877
Total income		7,428,278	453,259	7,881,537	6,705,795	119,317	6,825,112
Expenditure on:							
Expenditure on raising funds	6	22,942	-	22,942	9,988	-	9,988
Expenditure on charitable activities	6	7,076,667	254,234	7,330,901	6,219,978	145,858	6,365,836
Total expenditure		7,099,609	254,234	7,353,843	6,229,966	145,858	6,375,824
Net income for the year		328,669	199,025	527,694	475,829	(26,541)	449,288
Fund balances brought forward		3,330,388	103,431	3,433,819	2,854,559	129,972	2,984,531
Fund balances carried forward	14 & 15	3,659,057	302,456	3,961,513	3,330,388	103,431	3,433,819

All of the charity's activities are continuing. The charity had no recognised or unrecognised gains or losses other than the net income for the year. The movement in reserves is shown above. The notes on pages 43 to 57 form part of these financial statements.

Donations and legacies includes £203K donated from Lambeth & Southwark Mind on our merger.

Balance Sheet

As at 31 March 2024 -

Company Number 04071152

		2024	2024	2023	2023
	Note	£	£	£	£
Fixed assets	10		526,443		530,845
Current assets					
Debtors	11	490,790		469,058	
Cash at bank and in hand		3,811,709		3,496,039	
		4,302,499		3,965,097	
Creditors: amounts falling due within one year	12	(867,429)		(1,062,123)	
Net current assets			3,435,070		2,902,974
Net assets			3,961,513		3,433,819
Funds					
Restricted funds	14,16		302,456		103,431
Unrestricted funds:					
Designated funds	15		1,494,996		1,549,932
General funds	16		2,164,061		1,780,456
			3,961,513		3,433,819

The notes on pages 45 to 61 form part of these financial statements.

The financial statements have been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

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



Rikki Garcia

Statement of Cash Flows

As at 31 March 2024

	2024	2024	2023	2023
	£	£	£	£
Cash flows from operating activities:				
Net cash provided by operating activities		302,630		528,468
Cash flows from investing activities:				
Interest from investments	53,630		15,276	
Purchase of property, plant and equipment	(40,590)		(299,002)	
Net cash used in investing activities		13,040		(283,726)
Change in cash and cash equivalents in the reporting period		315,670		244,742
Cash and cash equivalents at the beginning of the reporting period		3,496,039		3,251,297
Cash and cash equivalents at the end of the reporting period		3,811,709		3,496,039
Reconciliation of net income/(expenditure) to net cash flow from operating activities			2024	2023
			£	£
Net income/(expenditure) for the reporting period (as per SOFA)			527,694	449,288
Adjustments for:				
Depreciation charges			44,992	41,067
Interest			(53,630)	(15,276)
Decrease/(increase) in debtors			(21,732)	157,440
(Decrease) / Increase in Creditors			(194,694)	(104,051)
Net cash provided by operating activities			302,630	528,468
Analysis of cash and cash equivalents				
Cash in hand			3,811,709	3,496,039
Total cash and cash equivalents			3,811,709	3,496,039

Notes to the Financial Statements

For the year ended 31 March 2024

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a. Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP (FRS 102 second edition)).

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

b. Preparation of accounts on a going concern basis

The trustees consider there are no material uncertainties about the charity's ability to continue as a going concern. The review of our financial position, reserves levels and future plans gives trustees confidence the charity remains a going concern for the foreseeable future.

c. Income

All income is included in the statement of financial activities when the charity is entitled to the income, it is probable that income will be received and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Statutory Funding: Recognised when due in accordance with contract.

Grants: Grants, including grants for the purchase of fixed assets, are shown in the Statement of Financial Activities in the year for which they are receivable.

Donations and Gifts: Income received by the way of donations and gifts are included in the Statement of Financial Activities in the year in which they are received. No amounts are included in the financial statements for services donated by volunteers.

d. Expenditure

All expenditure is accounted for on an accruals basis and is classified under headings that aggregate all costs relating to the activity. Where costs cannot be directly attributed to a particular activity, they have been allocated on a basis consistent with the use of resources such as time spent or space used. Governance costs include costs incurred in meeting the constitutional and statutory requirements.

e. Fixed assets and depreciation

Tangible fixed assets costing more than £500 are capitalised at cost. The freehold property included is at the value as at 1 January 2001 when it was transferred to Bromley Mind.

Depreciation is provided on all fixed assets at rates calculated to write off the cost on a straight line basis over their expected economic lives, with a full year's depreciation charge in the year of acquisition, as follows:

- Freehold property is not depreciated on the basis that the market value exceeds book cost
- Leasehold property development over the remaining life of the lease
- Freehold property renovation over ten years
- Furniture and equipment over ten years or to match the remaining length of the lease in the building where they are if shorter
- Computer equipment over four years

f. Financial instruments

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

g. Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discounts offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

h. Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments.

i. Creditors and provisions

Creditors and provision are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

j. Fund accounting

Designated funds are unrestricted funds, which are earmarked by the trustees for a particular purpose.

Restricted funds are funds subject to specific restricted conditions imposed by the donors. The aims and uses of these funds are set out in the notes to the financial statements.

k. Operating Leases

All leases of buildings and equipment are considered to be operating leases, and rentals are charged to the Statement of Financial Activities when incurred. No assets are held under hire purchase agreements.

l. Pensions

The Charity makes employer contributions to two schemes run by The Pensions Trust and also to NHS Pensions. The Pensions Trust is an occupational pension scheme provider for organisations involved in social, educational, charitable, voluntary or similar work. The financial position and the income and expenditure of The Pensions Trust are disclosed in its annual financial statements.

Although The Pensions Trust is a defined contribution scheme, a shortfall has occurred on a legacy part of the scheme that was defined benefit and each contributor is required to make good their share of the shortfall. On adopting FRS 102 this liability is now shown as a liability. The liability is reduced when payments are made to The Pension Trust. There is no liability to disclose in relation to the NHS pensions.

m. Taxation

The charitable company is exempt from taxation on its principal activities.

n. Employee benefits

Short term benefits - Short term benefits including holiday pay are recognised as an expense in the period in which the service is received.

Employee termination benefits - Termination benefits are accounted for on an accrual basis and in line with FRS 102.

o. Critical areas of judgement and estimation

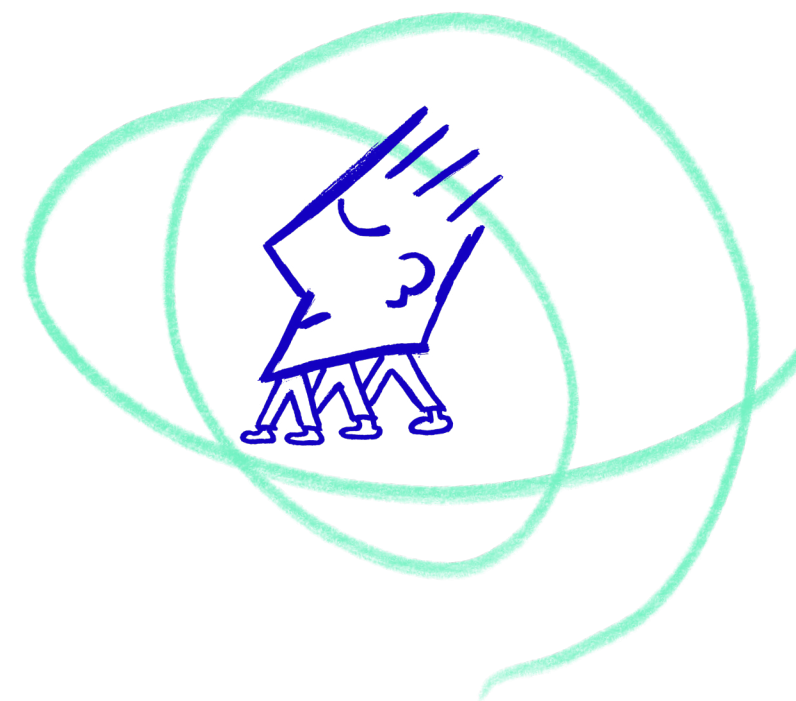
In the application of the accounting policies, trustees are required to make judgement, estimates, and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis.

Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affected current and future periods.

Judgements made by the trustees, in the application of these accounting policies that have significant effect on the financial statements and estimates with a significant risk of material adjustment in the next year are deemed to be in relation to the depreciation rates of tangible fixed assets and are discussed above.

In the view of the trustees, no assumptions concerning the future or estimation uncertainty affecting assets or liabilities at the balance sheet date are likely to result in a material adjustment to their carrying amounts in the next financial year.



Notes to the Financial Statements for the year ended 31 March 2024

		Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
		£	£	£	£
2. Statutory Funding					
London Borough of Bromley		490,000	-	490,000	682,819
London Borough of Lewisham		123,960	-	123,960	585,016
Royal Borough of Greenwich		316,145	-	316,145	343,312
South East London Integrated Commissioning Board		4,218,248	-	4,218,248	3,219,695
Oxleas NHS Foundation Trust		274,900	-	274,900	280,500
South London & Maudsley NHS Foundation Trust		1,407,878	-	1,407,878	1,143,740
Bromley Third Sector Enterprise		343,539	-	343,539	266,462
		7,174,670	-	7,174,670	6,521,544
3. Grants					
Peer Support Greenwich		-	50,120	50,120	45,000
Connecting Communities Greenwich		-	50,027	50,027	40,500
Mind - Merger with Lambeth & Southwark Mind		-	33,895	33,895	-
Minds Up Greenwich		-	32,965	32,965	-
Mindful Mums Greenwich		-	27,669	27,669	-
Lambeth Info Service		-	10,880	10,880	-
Black River Counselling		-	10,341	10,341	-
Being Dad Greenwich		-	505	505	-
Young Onset Dementia Activists		-	-	-	39
Access to Work Scheme		-	(3,104)	(3,104)	18,675
		-	213,298	213,298	148,479
4. Fees receivable					
MindCare Services		86,252	-	86,252	25,119
Low-Cost Counselling Service		-	2,988	2,988	-
		86,252	2,988	89,240	25,119

Notes to the Financial Statements for the year ended 31 March 2024

		Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
		£	£	£	£
5. Trading Activities					
Room hire & equipment		3,743	-	3,743	1,360
Training and Consultancy		44,900	-	44,900	45,427
Schools and College Counselling		21,328	-	21,328	-
Other		4,070	-	4,070	12,317
		74,041	-	74,041	59,104

Notes to the Financial Statements for the year ended 31 March 2024

	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023
	£	£	£	£	£	£
6. Expenditure						
Expenditure on raising funds	22,942	-	22,942	9,988	-	9,988
	22,942	-	22,942	9,988	-	9,988
Expenditure on charitable activities						
Mental Health Services						
Staff costs	3,539,652	94,266	3,633,918	3,072,674	58,073	3,130,747
Other direct costs	1,263,255	43,620	1,306,875	775,366	12,238	787,604
Support costs	1,175,956	25,965	1,201,921	918,843	25,085	943,928
Wellbeing and Resilience						
Staff costs	160,323	63,636	223,959	142,880	26,017	168,897
Other direct costs	18,459	1,810	20,269	7,926	1,293	9,219
Support costs	43,773	12,395	56,168	36,010	3,554	39,564
Dementia Services						
Staff costs	532,815	8,939	541,754	788,093	9,089	797,182
Other direct costs	170,285	1,849	172,134	234,104	9,035	243,139
Support costs	172,149	1,754	173,903	244,082	1,474	245,556
	7,076,667	254,234	7,330,901	6,219,978	145,858	6,365,836
Support Costs						
Salaries	706,373	20,358	726,731	559,943	14,064	574,007
Other staff costs	113,604	3,274	116,878	131,846	3,311	135,157
Premises costs	149,661	4,313	153,974	108,272	2,720	110,992
Governance	123,337	3,555	126,892	110,703	2,780	113,483
Office costs	43,697	1,259	44,956	59,418	1,492	60,910
Publicity	9,375	270	9,645	8,272	208	8,480
Fees for professional services	76,349	2,200	78,549	72,087	1,810	73,897
Computer support	125,751	3,624	129,375	108,333	2,722	111,055
Depreciation	43,731	1,261	44,992	40,061	1,006	41,067
	1,391,878	40,114	1,431,992	1,198,935	30,113	1,229,048

Support costs are allocated to projects in the ratio of the projects' direct expenditure. Within governance costs, the salaries of staff have been included based on the time spent on governance.

Notes to the Financial Statements for the year ended 31 March 2024

	2024	2023					
7. Net expenditure							
	£	£					
This is stated after charging:							
Audit fees	22,775	13,214					
Depreciation charges	44,992	41,067					
Operating leases	46,964	35,446					
8. Employees							
The average (full time equivalent) number of persons employed during the period was	141	135					
Average number of staff during the period	205	192					
Staff costs (for the above persons)	£	£					
Salaries	4,648,306	4,198,612					
Social Security costs	397,826	376,316					
Pension costs	171,498	150,555					
Agency costs	-	19,770					
Redundancy costs	1,900	4,500					
	5,219,530	4,749,753					

One employee received remuneration (excluding employer pension contributions) that fell in the band £70,000 to £80,000 (2023: one).

One employee received remuneration (excluding employer pension contributions) that fell in the band £60,000 to £70,000 (2023: nil).

Remuneration of key management staff was £291,968 for the year (2023: £275,259). This has increased due to pay awards.

Notes to the Financial Statements for the year ended 31 March 2024

9. Trustees

No Trustees received any remuneration for their services during the year (2023: nil). No Trustees expenses were paid during the year (2023: nil). Expenditure on Trustee training was £793 for the year (2023: £980).

10. Fixed Assets

	Freehold Property	Freehold renovation	Leasehold improvement	Furniture & equipment	Computer equipment	Software & systems	Total 2024
	£	£	£	£	£	£	£
Cost/value							
At 1 April 2023	230,000	333,782	16,280	116,476	217,700	-	914,238
Additions in the year	-	9,903	-	-	26,139	4,548	40,590
Disposals in the year	-	-	-	-	-	-	-
At 31 March 2024	230,000	343,685	16,280	116,476	243,839	4,548	954,828
Depreciation							
At 1 April 2023	79,350	36,265	11,396	102,351	154,031	-	383,393
Charge for the year	-	-	1,628	5,135	38,229	-	44,992
Disposals in the year	-	-	-	-	-	-	-
At 31 March 2024	79,350	36,265	13,024	107,486	192,260	-	428,385
Net book value at 31 March 2024	150,650	307,420	3,256	8,990	51,579	4,548	526,443
Net book value at 31 March 2023	150,650	297,517	4,884	14,125	63,669	-	530,845

Notes to the Financial Statements for the year ended 31 March 2024

11.	Debtors			
		2024		2023
		£		£
	Prepayments	73,450		30,057
	Sales ledger and other debtors	417,340		439,001
		490,790		469,058

The sales ledger balance at year end included balances for South East London Clinical Commissioning Group (£252,763), Oxleas NHS Foundation Trust (£59,950) and the remaining monies held by Lambeth and Southwark Mind (£32,449). The majority of sales ledger balances have been paid in full and there is no provision for doubtful debts.

12.	Creditors			
		2024		2023
		£		£
	Amounts falling due within one year			
	Trade creditors	192,288		138,847
	Other creditors	4,611		7,273
	Accruals and deferred income	670,530		916,003
	Other taxes and social security	-		-
		867,429		1,062,123

Included within other creditors is an amount totalling £460 (2023: £2,868) due in respect of pension contributions.

13.	Deferred income			
	Brought forward	804,048		882,403
	Released in SOFA	(498,029)		(312,105)
	Deferred during year	111,479		233,750
	Carried forward	417,498		804,048

Notes to the Financial Statements for the year ended 31 March 2024

		At 1 April 2023	Income	Expenditure	At 31 March 2024	At 1 April 2022	Income	Expenditure	At 31 March 2023
		£	£	£	£	£	£	£	£
14.	Restricted Funds								
	Recovery Works Fundraising	1,377	-	-	1,377	1,377	-	-	1,377
	Recovery Works Donations & legacies	2,425	51	-	2,476	2,425	-	-	2,425
	Lewisham MindCare donations	-	-	-	-	343	-	(343)	-
	Bromley Dementia Hub donations	5,330	-	-	5,330	5,291	39	-	5,330
	Mindful Mums	206	3,000	-	3,206	186	20	-	206
	Dementia Café Donations	-	100	(100)	-	-	-	-	-
	MindCare Donations	2,180	100	-	2,280	2,100	80	-	2,180
	Greenwich Amenities Fund	1,684	1,197	-	2,881	1,684	-	-	1,684
	Greenwich Donations	26,182	4,267	-	30,449	26,022	160	-	26,182
	Greenwich Connecting Communities	16,061	50,027	(41,362)	24,726	15,532	40,500	(39,971)	16,061
	Greenwich Peer Support	5,683	50,130	(53,180)	2,633	7,743	45,000	(47,060)	5,683
	Mind – Get Set Go	6,507	-	(1,013)	5,494	6,507	-	-	6,507
	Mind – Peer Support Hub	-	-	-	-	8,364	-	(8,364)	-
	Mind – Mentally Healthy Universities	9,846	-	-	9,846	9,846	-	-	9,846
	Greenwich Counselling Services	625	-	-	625	625	-	-	625
	Greenwich Mindline	444	-	-	444	444	-	-	444
	Orpington Dementia Respite	750	-	(750)	-	7,500	-	(6,750)	750
	Minds Up	24,031	46,772	(50,460)	20,343	31,200	23,694	(30,863)	24,031
	Recovery College	100	228	-	328	100	-	-	100
	Young Onset Dementia Activists	-	11,692	(11,692)	-	2,682	9,824	(12,506)	-
	Greenwich Being Dad Grant	-	505	(505)	-	-	-	-	-
	Greenwich Mindful Mums Grant	-	27,669	(26,877)	792	-	-	-	-
	Mind - LSM Merger	-	33,895	(33,895)	-	-	-	-	-

Notes to the Financial Statements for the year ended 31 March 2024

		At 1 April 2023	Income	Expenditure	At 31 March 2024	At 1 April 2022	Income	Expenditure	At 31 March 2023
		£	£	£	£	£	£	£	£
14.	Restricted Funds - continued								
	Lambeth and Southwark Mind (general)	-	142,906	-	142,906	-	-	-	-
	Black River Counselling	-	16,118	(9,527)	6,591	-	-	-	-
	Low Cost Counselling	-	9,000	(9,000)	-	-	-	-	-
	Befriending Service	-	4,481	(1,151)	3,330	-	-	-	-
	Lambeth Information Service	-	27,317	(8,344)	18,973	-	-	-	-
	Mind Continuity Fund	-	6,874	(6,378)	496	-	-	-	-
	Peter Stebbings Memorial Fund	-	20,032	-	20,032	-	-	-	-
	Access to Work	-	(3,102)	-	(3,102)	-	-	-	-
		103,431	453,259	(254,234)	302,456	129,972	119,317	(145,858)	103,431

Notes to the Financial Statements for the year ended 31 March 2024

Recovery Works Fundraising – funds raised to support the service.	Orpington Dementia Respite – grant from The Phillips Foundation to provide additional dementia respite services in Orpington.
Recovery Works Donations – donations to support this service.	Minds Up – a wellbeing training programme taking place in schools, made possible by in memoriam donations and ongoing fundraising.
Bromley Dementia Hub donations – donations to support this service.	Recovery College – donations made to support this service.
Lewisham MindCare donations – donations to support this service. The fund was fully utilised in the year	Young Onset Dementia Activists (YODA) – donations used to fund our work with young onset dementia clients. This is also funded by our designated funds
Mindful Mums – donations to support this service.	Greenwich Mindful Mums – grant from the Royal Borough of Greenwich to support mothers during pregnancy and their child’s first year.
Dementia café donations – donations to support the dementia café.	Greenwich Being Dad – grant from Royal Borough of Greenwich to support expectant fathers, and fathers with children aged under 2.
MindCare donations – donations received to support our dementia work.	Mind – LSM Merger – a grant from Mind to support the transition of the merger with Lambeth and Southwark Mind.
Greenwich Amenities Fund – the accumulation of donations and fundraising income. It is used to support group activities.	Lambeth and Southwark Mind (general) – funds received from Lambeth and Southwark Mind which are not restricted for a specific service, but will be used within the boroughs of Lambeth and Southwark.
Greenwich donations – donations to support our services in Greenwich.	Black River Counselling – LSM funds ringfenced to support this service.
Greenwich Connecting Communities – a project to provide support to people, funded by a grant from the Royal Borough of Greenwich.	Lambeth Information Service – a grant from the NHS for the provision of an information service and maintenance of the online mental health
Greenwich Peer Support – a project to provide peer support to people funded from a grant from the Royal Borough of Greenwich. The fund was fully utilised in the year.	Befriending Service – funds which are used to provide a telephone befriending service in Lambeth and Southwark.
Mind – Get Set Go – a grant from Mind to encourage physical activity.	Low Cost Counselling – LSM funds ringfenced to support this service.
Mind – Peer Support Hub – a grant to fund a work to support the development of peer support groups to help people with mental health problems across South London. This grant has now been spent	Mind Continuity Fund – a grant from National Mind to help improve the fundraising capability of Lambeth and Southwark Mind.
Mind – Mentally Healthy Universities – a grant from Goldman Sachs to provide mental health support to students at Greenwich University.	Peter Stebbings Memorial Fund – a grant from the Peter Stebbings Memorial Charity to provide peer support to under-represented communities.
Greenwich Counselling Service – donations to support this service.	Access to Work – amounts spent and claimed on this scheme. The negative income arose due to an over-accrual in the previous year.
Greenwich Mindline Fund – donations to support this service.	

Notes to the Financial Statements for the year ended 31 March 2024

		At 1 April 2023	Increase in the year	Decrease in the year	At 31 March 2024	At 1 April 2022	Increase in the year	Decrease in the year	At 31 March 2023
15.	Designated Funds								
	Tangible Fixed Assets Fund	530,845	40,590	(44,992)	526,443	272,910	299,002	(41,067)	530,845
	Service Development Fund	200,000	-	-	200,000	100,000	140,000	(40,000)	200,000
	Dementia Café	2,698	-	(1,963)	735	5,057	-	(2,359)	2,698
	Premises Fund	505,000	-	(32,839)	472,161	485,000	277,526	(257,526)	505,000
	Digital Fund	100,000	-	(49,234)	50,766	100,000	-	-	100,000
	Minds Up! Fund	60,000	-	-	60,000	60,000	-	-	60,000
	Lambeth and Southwark Mind	100,000	-	(44,668)	55,332	-	100,000	-	100,000
	YODA	37,585	-	(9,797)	27,788	-	40,000	(2,415)	37,585
	Mindful Mums	5,700	-	(5,700)	-	-	5,700	-	5,700
	Greenwich Equality Grants	8,104	-	-	8,104	-	8,104	-	8,104
	Service Transition Fund	-	93,667	-	93,667	-	-	-	-
		1,549,932	134,257	(189,193)	1,494,996	1,022,967	870,332	(343,367)	1,549,932

Tangible Fixed Asset Fund – represents assets of the Charity used for the purchase of tangible fixed assets after the deduction of depreciation, which is therefore not free for other use within the Charity.

Service Development Fund – to enable the organisation to respond to new initiatives

Dementia Café Fund – comes from unspent past funding that Commissioners have agreed can be used to fund the dementia café.

Premises Fund – to help fund the organisation’s future premises needs. We will continue to spend this in 2023/24.

Digital Fund – to fund improvements to our digital capacity and capabilities

Minds Up Fund – set up to fund the expansion of this project to help young people with their mental health to other schools Lambeth and Southwark Mind – we have set aside some funds to support some of their services post-merger, if necessary.

YODA – to fund the continuation of our work with clients with young onset dementia

Mindful Mums – funded some consultancy to support our Lewisham Mindful Mums LGBTQ+ groups

Greenwich Equality Grants – to fund a grant giving programme to smaller charities working with underrepresented communities in Greenwich

Service Transition Fund – funds set aside to improve service delivery

Notes to the Financial Statements for the year ended 31 March 2024

16. Analysis of Net Assets between Funds				
		Tangible Fixed Assets 2024	Net Current Assets 2024	Total
		£	£	£
	Restricted funds	-	302,456	302,456
	Unrestricted funds	526,443	3,132,614	3,659,057
		526,443	3,435,070	3,961,513
		Tangible Fixed Assets 2023	Net Current Assets 2023	Total
		£	£	£
	Restricted funds	-	103,431	103,431
	Unrestricted funds	530,846	2,799,542	3,330,388
		530,846	2,902,973	3,433,819

17. Commitments under Operating Leases				
	2024		2023	
	Land & buildings	Equipment	Land & buildings	Equipment
	£	£	£	£
Total payment due:				
Within one year	19,880	-	32,200	-
Within two to five years	-	-	4,167	-
After five years	-	-	-	-
	19,880	-	36,367	-

18. Analysis of changes in net debt			
	At 1 April 2023	Cash flows	At 31 March 2024
	£	£	£
Cash at bank and in hand	3,496,039	302,630	3,811,709
	3,496,039	302,630	3,811,709

Notes to the Financial Statements for the year ended 31 March 2024

19. Related parties

Declarations have been obtained from all of the Trustees and Senior Leadership Team of South East London Mind. They confirm that each is a fit and proper person to act as a Charity Trustee under the Finance Act 2010.

There have been no related party transactions during the year or during the previous financial year.

20. Liabilities of members

The Charity is constituted as a company limited by guarantee and has no share capital. In the event of the Charity being wound up, the liability of each of the 12 (2020: 76) members is limited to the sum of £1.

In November 2021 our Articles of Association were amended so that the only members of the organisation are the Trustees (Directors).

21. Pensions

The charity makes employer contributions to two multi-employer schemes run by The Pensions Trust; the Flexible Retirement Plan and the Growth Plan Series 4; both of which are defined contribution schemes. The Growth Plan Series 4 has predecessors in Series 1, 2 and 3 which are all now closed. Series 1 and 2 are classified as defined benefit schemes in the UK. The schemes are multi-employer schemes which provide benefits to some 950 non-associated participating employers. It is not possible for the charity to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2014, which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked

the participating employers to pay additional contributions to the scheme until January 2025. The share of the contribution is allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

South East London Mind's share of these contributions has a net present value of £417 at 31 March 2024 (2023: £892) and the liability is reflected in the accounts. The discount rates used for the March 2023 valuation is 5.31%

The Charity also makes contributions to the NHS Pension scheme in relation to three employees that transferred into the organisation during 2016/17 under TUPE regulations. The scheme is an unfunded defined benefits scheme that covers NHS employers, GP practices and other bodies allowed under the discretion of the Secretary of State in England and Wales. They are not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, the scheme is accounted for as if it were a defined contribution scheme: the cost to the NHS body of participating is taken as equal to the contributions payable to that scheme for the accounting period. Employers pension cost contributions are charged to operating expense as and when they become due at the rate determined.

South East London Mind Limited

England & Wales - Charity number 1082972

Accounts



Bromley, Lewisham & Greenwich Mind Ltd

ANNUAL REPORT AND FINANCIAL STATEMENTS

1st April 2022 - 31st March 2023

Registered Charity Number 1082972

Company Registration Number 04071152

Registered Office: 5 Station Road, Orpington, Kent, BR6 0RZ

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REPORT OF THE BOARD OF TRUSTEES for the year ended 31st March 2023

Bromley, Lewisham & Greenwich Mind (then Bromley Mind) was incorporated on 13 September 2000 as a company limited by guarantee. On 1st January 2001 a merger of Beckenham Mind, Orpington Mind and Stepping Stones Club transferred ongoing activities to Bromley Mind.

Since 2011, the organisation has been delivering services in the London Borough of Lewisham. On 7th November 2013, the members voted to change the organisation's area of benefit to include Lewisham and its name to Bromley & Lewisham Mind. In 2018 we completed a merger with Greenwich Mind, having become Bromley, Lewisham & Greenwich Mind (BLG Mind) in November 2017.

MindCare is Bromley, Lewisham & Greenwich Mind's specialist dementia arm.

The governing documents are the Memorandum and Articles of Association. These were last revised in 2021.

Structure, Governance and Management

Charity Objects

Bromley, Lewisham & Greenwich Mind's objects are:

- (a) To promote the preservation of good mental health, in particular by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition.
- (b) To relieve the needs and improve the quality of life of people with mental health problems and dementia by providing a range of services.

Operating particularly but not exclusively in the London Boroughs of Bromley, Lewisham & Greenwich and surrounding areas.

Trustees have considered the Charity Commission's Public Benefit requirements and believe BLG Mind meets its objectives by virtue of its ongoing work within the field of mental health and dementia care. This Trustees' report clearly demonstrates the benefit of the charity's work to the general public across a range of activities.

Charity Governance Code

BLG Mind is committed to good governance and providing leadership of a high level. To demonstrate this commitment the Board formally adopted the Charity Governance Code in 2020. The latest internal evaluation (conducted during the year and based on the current version of the code) confirms it is applied in all areas. The Trustees do not tolerate behaviours which are not aligned to this code or BLG Mind's code of conduct.

Trustee recruitment

The directors of the company are also charity Trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association:

- The members of the charity are also the current Trustees
- Trustees are elected at a Board meeting
- The Board is comprised of a minimum of seven and a maximum of fifteen Trustees
- Trustees serve for a fixed term of three years from their election. No more than three terms shall be served.

- At least three Trustees are required to have experience of mental health problems or of being the carer for someone with dementia or mental health problems.

In an effort to maintain a broad skill mix, the Board of Trustees reviews its effectiveness annually and in the event of particular skills being needed or lost due to retirement, individuals are recruited to offer themselves for election or for appointment to the Board. When recruiting new Trustees we seek to increase the diversity of the Board, including to reflect the demographics of the Boroughs we operate in, for example by advertising for Trustees from demographic groups that are currently under-represented on the Board.

Two Trustees, Lydia Lee and Lisa Burnand, stood down from the Board during 2022-23. Trustees serving during the year are listed on page 28.

Trustee induction, training and review

Induction to the Board of Trustees is led by the Chair and Chief Executive. The programme includes visits to the organisation's services and a training session which covers:

- Aims and values of BLG Mind
- Trustee roles and responsibilities
- Committee and staffing structures
- Strategic and Business plans
- Current financial position and accounts
- Current issues and priorities

Whilst we have not had any new recruits this year, this is the established process that we follow and it is continuously under review.

External training for Trustees is undertaken as appropriate to develop their knowledge and a core training schedule for Trustees was introduced and implemented during the year.

A Governance Manual is provided and Trustees have access to all BLG Mind Policies and Procedures. Trustees complete a Skills Audit form, which was refreshed during the year.

Trustees are given opportunities throughout the year to meet staff and service users through planned events, service visits and presentations to the Board and its Committees.

An annual Board Away Day is held to assess the Board's performance during the past year, consider improvements, address strategic priorities and identify any training needs. Trustees also participate in individual Reflection Meetings with the Chair or Vice-Chair every two years, to reflect on their role and contribution and to consider their future development.

Organisation

The Board of Trustees meets every two months and is responsible for the strategic direction and policies of the Charity. The Board has a number of sub-committees, Trustee membership (which is reviewed every year) is reported on page 28:

- The Finance and General Purposes Committee (F&GP) meets every two months. It has delegated authority to deal with facilities issues and is responsible for scrutinising financial matters.
- The People and People Strategy Committee (P&PS) meets every two months. It has delegated authority to deal with people matters, including responsibility for staff remuneration.
- The Quality and Performance Committee (Q&P) meets quarterly. It reviews quality and performance across all service areas and identifies areas in which to undertake more detailed scrutiny.
- The Developments Committee (DC) meets quarterly. It is responsible for examining emerging needs and maintaining an overview of service developments, tenders, funding applications and new work programmes, as well as communications and community fundraising.

At the start of the year, the Board also had in place a Covid-19 sub-committee to enable rapid decision making regarding urgent issues arising from the pandemic. This committee was disbanded in November 2022.

The Board appoints a Chief Executive who has delegated responsibility for the day-to-day running of the Charity in accordance with policies and strategies set by the Board.

Risk Management Policy Statement

The Board of Trustees has approved a risk management strategy. The strategy includes:

- An assessment of each significant organisational risk, taking into account impact and likelihood.
- Ensuring all new activities are in line with BLG Mind's values, objectives and purpose.
- Policies, procedures and management actions to mitigate risks identified.
- Policies, procedures and management actions to minimise the impact should a risk materialise
- Regular reviews by Senior Leaders of the risks the Charity may face. These reviews are discussed and agreed by Trustees at F&GP three times a year, with major and emerging risks being reported to the Board.
- Our approach to risk and their own responsibility in relation to it is covered in the staff induction process. More in-depth training will be provided should a role require it.

As part of this strategy the charity has prepared a Business Continuity Plan that looks at ways of recovering from incidents and, where possible, preventing them happening. The Plan is subject to an annual test to help identify any improvements needed, and during the year was subject to real-life testing as a result of the pandemic, leading to significant review of the Plan. Procedures are in place to ensure the Charity complies with regulations and current best practice including health and safety and fire regulations.

Key significant risks identified and managed during the year included:

- The cost of living crisis could lead to unrest among staff in relation to pay and possible increase in staff turnover. This was mitigated through a one-off cost of living payment in November 2022 and agreement to a 5% salary uplift applied from April 2023.

- Challenges in effectively implementing new integrated community mental health services. These were mitigated by regular partnership meetings, employing implementation project managers and undertaking cross-service team building and organisational development activity.
- Inflationary pressures affecting BLG Mind's costs, mitigated by resisting increases and negotiating new deals were possible.
- A significant number of contracts were due to end in March 2023. Some losses occurred, but most negotiated to continue due to good relationships with commissioners, good engagement with local communities and cost effective operation.

Current significant risks being managed relate to inflationary pressures, cost of living, staff recruitment and premises. During the coming year the Board will be establishing risk appetites across key risk themes to ensure risk appetite and practice are aligned.

Inclusion Statement

Bromley, Lewisham & Greenwich Mind (BLG Mind) is committed to equity of opportunity and the elimination of discrimination in all its forms. We are proud to be an anti-racist organisation. We seek to create environments and services that are accessible and meaningful to all in our communities, and reflect their diversity. We believe that BLG Mind is strengthened and enriched by diversity throughout the organisation. We are committed to developing and promoting a culture of inclusion which means that everyone who works for or receives services from BLG Mind feels that the organisation is welcoming and somewhere they can be comfortable, be themselves and be included.

In October 2020, BLG Mind's Inclusion Review Group completed their 18-month review and presented a report and detailed recommendations to the Board of Trustees. The recommendations were accepted and an Inclusion Advisory Group (IAG) consisting of Trustees, staff, volunteers and service users from across the organisation was established. The IAG support and monitor the implementation of the recommendations and provide a forum for discussion and a source of advice on inclusion issues. To date more than 70% of the recommendations have been completed with the remainder either in progress or modified according to further evaluation. We have recruited a team of 16 Inclusion Champions from across the organisation to further extend our reach and commitment to our inclusive principles and practices.

The work of the IAG and the inclusive practices adopted by BLG Mind have also been recognised by the latest Mind Quality Mark (MQM) review and winning the Mind Excellence Award for Equality, Diversity & Inclusion in January 2023.

Working in Partnership

BLG Mind is affiliated to Mind, the national mental health charity. During the year, BLG Mind were actively involved in working with the network and played a key role in the Mind in London CEO and Chairs Network.

BLG Mind is also a key contributor to local partnerships including:

In Bromley:

- Mental Health Strategic Partnership Group
- Voluntary Sector Strategic Network
- Safeguarding Adults Board

- Bromley Third Sector Enterprise
- Community Mental Health Transformation

In Lewisham:

- Mental Health Alliance Leadership Board
- Right Care Programme Board
- Safeguarding Adults Board
- Dementia Community Action Group

In Greenwich:

- Mental Health Alliance Board
- MH Oversight & Co-ordination Board
- Mental Health Development Collaborative
- Safeguarding Adults Board
- Community Mental Health Transformation

In addition BLG Mind's Chief Executive plays a key role in representing the Voluntary & Community Sector (VCS) in the South East London Integrated Care System (ICS), including as the VCS adult mental health lead, and with NHS England. The Director of Services is a Partnership Governor for Oxleas NHS Foundation Trust. BLG Mind is represented on the South East London Suicide Prevention Strategy Group.

Bromley Third Sector Enterprise (BTSE) is a collaboration led by BLG Mind, Age UK Bromley & Greenwich, Bromley Citizens Advice, Bromley Mencap and Community Links Bromley, who are the core members. It acts as a voluntary sector partnership to facilitate the delivery of co-ordinated and integrated health and social care services in the Borough of Bromley and is a Charitable Incorporated Organisation (CIO), with BLG Mind's Chief Executive as one of the Directors and Trustees.

In the year under review, BLG Mind was involved in several formal partnerships to provide integrated services.

- Bromley Well is delivered in partnership with BTSE
- The Bromley Dementia Support Hub is delivered in partnership with Age UK Bromley & Greenwich and Oxleas NHS Foundation Trust (Oxleas)
- The Lewisham Dementia Support Hub was delivered in partnership with South London and Maudsley NHS Foundation Trust (SLaM), Sydenham Garden and Carers Lewisham
- Lewisham Community Wellbeing was delivered in partnership with Lewisham Refugee & Migrant Network (LRMN), Sydenham Garden, Metro and SLaM
- The Bromley Recovery Works service, Bromley Mental Health Hub, Perinatal Community Outreach service, IPS Employment Support service and Care Team Approach are delivered in partnership with Oxleas NHS Foundation Trust
- The Greenwich Mental Health Hub is delivered in partnership with Oxleas and Bridge Support
- The Lewisham Primary Care and Community Mental Health Services and Lewisham Enhanced Community Outreach service are delivered in partnership with SLaM
- The Lewisham Culturally Diverse Communities Programme is delivered in partnership with Holistic Well Women, Mabadiliko, Sydenham Garden and Therapy for Healing

- The Greenwich Connecting Communities Alliance was a partnership with Metro, Age UK Bromley & Greenwich and Greenwich Mencap
- Mindful Mums in Greenwich was delivered in partnership with MumsAid
- The South East London Suicide Bereavement Service is delivered in partnership with Lambeth & Southwark Mind, Mind in Bexley and SLaM
- The Peer Support In-reach Service began delivery in Greenwich and Lewisham in partnership with Mind in Croydon, Lambeth & Southwark Mind and Mind in Brent, Wandsworth & Westminster

Partnership agreements are in place to clarify the approach to joint working and partners' responsibilities and liabilities.

Staffing

The average number of staff employed during the year, including bank, was 205. At the end of the year, BLG Mind had 169 contracted staff (138 FTE). Throughout the year there were 65 sessional (bank) staff employed (12 FTE on average). 60% of staff reported having personal lived experience of mental health problems. Volunteers make a huge contribution to the organisation's work with 246 volunteers delivering, on average, a total of approximately 850 hours per week.

Involvement

BLG Mind has a range of mechanisms for involving people who use our services and their carers, as well as people with lived experience of mental health problems more widely, in the organisation. Key involvement mechanisms include:

- Person-centred services and informal involvement
- Informed choice
- Feedback and Consultation, including feedback questionnaires and focus groups
- Involvement in:
 - o service delivery, including through the use of peer support volunteers and peer support workers
 - o staff recruitment and training
 - o organisational decision making, including through representation on the Board and Committees
 - o service decision making
 - o business and service development, including through the use of service design approaches
- Supporting external involvement opportunities

Our Lived Experience Consultants, recruited to provide a lived experience perspective on strategic issues, policies and new developments, have contributed across the organisation in a range of capacities, including:

- Regular contributions to our Quality and Performance committee
- Steering Group member for the Bromley Mental Health Hub
- Panel member at LGBTQIA History Month event in Lewisham
- Supported The Big Conversation – a Mind in London initiative to explore health inequalities
- Contributing to the development of a mental health non-clinical workforce competency programme for South East London
- Staff recruitment panel members

Vision, Purpose, Values, Aims and Objectives

BLG Mind's current Strategy covers the period April 2021 – March 2024. The strategy includes the organisation's vision, purpose, values, aims and objectives, and these are detailed below:

Vision

Everyone with mental health problems and dementia in our local communities gets the support and respect they deserve

Purpose

We will help people to be mentally healthy, and work together with those experiencing mental health problems and dementia to improve their quality of life

Values

Inclusive in our approach and all we do, so that we effectively meet the needs of our diverse communities

Responsive to each individual we support and their unique needs, histories and aspirations

Evolving, demonstrating continuous improvement, agility, innovation and effectiveness

Together, working with our partners and people with lived experience of mental health problems & dementia and their support networks

Aims

To achieve our purpose, BLG Mind will:

- Help people across our local communities to develop approaches that build resilience, maintain wellbeing and encourage good mental health
- Support people to make well informed choices and address issues in their lives
- Equip people to cope with, manage and improve their own mental health
- Facilitate access for people to fulfilling activities and meaningful involvement within their community
- Improve understanding of the lived experience of people with mental health problems and dementia
- Ensure that diverse voices are influential in our planning, decision making and delivery

Strategic objectives

- 1. Excellence** - We will provide excellent quality, highly effective, evidence-based services
- 2. Our People** - We will invest in our staff, volunteers and trustees to enable us to achieve our purpose
- 3. Development** - We will develop new services to meet the needs of our local communities
- 4. Engagement** - We will connect with the local community and other organisations to maximise the reach and impact of BLG Mind
- 5. Our Infrastructure** - We will maintain a reliable and flexible infrastructure that is fit for purpose and supports the current and future needs of the organisation

Main Achievements in 2022-23

Significant progress was made in relation to all of our Strategic Objectives in the first year of our strategy. Some of the main achievements are detailed below:

Excellence

- We received a very positive report from the Mind Quality Mark review which highlighted several areas of excellence, and supported further development
- We analysed the extent of in-person and remote support to ensure that appropriate support was offered to our clients
- We embedded joint working protocols within the Community Transformation Projects to support the best outcomes for clients

Our People

- We completed both a staff and volunteer survey which has informed the development of our People Strategy
- We held a Staff and Volunteer conference to bring teams and services together
- We increased the range of training available to staff including annual Cyber Security training and delivering a leadership development programme for 20 leaders in BLG Mind

Development

- We increased our support to culturally diverse and marginalised communities through the Mindful Mums service in Lewisham and the Equality Grants in Greenwich
- We continued to contribute to the London-wide and national conversations about transforming community mental health services through our partnerships and led on developing a national good practice guide on integrated mental health services
- We secured funding to increase our reach to young people by expanding the Minds Up programme

Engagement

- We supported the development of VCS engagement structures in mental health for SEL ICS as VCS Mental Health lead.
- We recruited four Lived Experience Consultants to contribute to our strategic decision making
- We rebranded to reflect the new Mind brand identity

Our Infrastructure

- We made significant improvements to our IT security to safeguard against cyber threats
- We renovated and refurbished our Orpington site to improve accessibility and inclusion

Performance in 2022-23

During the year, BLG Mind services provided direct help to **11,223** people.

	Beneficiaries In 2022-23	Change on previous year
Mental Health Services		
Bromley Recovery Works Service	676	-25%
Bromley and Greenwich Perinatal Community Support	82	+256%
Bromley Mental Health Hub	553	NEW
Bromley Care Team Approach	117	NEW
IPS Employment Support (Bromley & Greenwich)	244	+5%
Hospital to Home (Bromley & Greenwich)	67	NEW
Lewisham Primary Care & Community Mental Health Services	988	+55%
Lewisham Community Wellbeing	1575	-1%
Greenwich Mental Health Hub	507	NEW
Greenwich Mindline	See below	N/A
Greenwich Peer Support	73	-35%
Greenwich Counselling	252	+5%
Greenwich Connecting Communities	194	+4%
Benefits Assessment Support Service	29	+315%
SE London Suicide Bereavement Service	235	+65%
MindCare Dementia Services		
Respite Care at Home	168	-17%
Young Onset Dementia Activists	54	+134%
Bromley Dementia Support Hub	1578	-19%
Lewisham Dementia Support Hub	634	-17%
Greenwich MindCare	424	+28%
Wellbeing & Resilience		
Mindful Mums	406	-6%
Being Dad	44	+26%
Bromley Well Mental Health Carers Pathway	105	NEW
Minds Up Schools Wellbeing Programme	2,218	+183%
Total 2022-23	11,223	+16%

Overall, our reach has increased by 16% with **11,223** people benefiting from BLG Mind services during the year. Whilst some services increased their reach as they embedded delivery during the year, other numbers reduced because of changes to the service specification or leading up to the end of their delivery period.

The number of beneficiaries for Mindline has not been included because as an anonymous service this is not known. However, Mindline dealt with a total of **3426** contacts during the year (a decrease of 7% on the previous year). There may be some people who are counted twice in the figures as a result of them accessing more than one of our services.

In addition to this, BLG Mind provided mental health training to **468** people from other organisations and dementia training, coaching and consultancy to **411** staff from other organisations. As the direct beneficiaries are not people with mental health needs or dementia or their family carers they have not been included within the table above.

Mental Health Services support the recovery of people with mental health problems, helping them develop skills and strategies to manage periods of distress while leading full and rewarding lives.

Bromley Mental Health Hub

Part of the national Community Mental Health Transformation agenda, this service works in partnership with Oxleas to deliver a range of clinical and non-clinical mental health support to residents of Bromley. Short-term interventions (up to 12 weeks) provided by BLG Mind through the Hub currently include Mental Health Advice, Peer Support, Benefits advice and IPS Employment support. Work to address the inequalities experienced by marginalised communities is supported by dedicated resource within the team.

Bromley Mental Health Hub client feedback:

"My experience with Bromley Mental Health Hub had made a significant positive impact on my mental health and well-being."

"I found many helpful resources and was signposted to other great services such as the Recovery College and its mindfulness based courses. I received excellent support from my mental health advisor, who encouraged my independence and engaged in my areas of interest, with self-reflection and a positive mental state of mind."

Recovery Works supports people across Bromley, and provides:

- Person-Centred Recovery Support, including support to access community resources and opportunities
- Specialist Employment Support, to help people return to work or stay in their jobs during a period of ill-health
- A Recovery College, offering a wide range of structured courses and workshops which are co-developed and co-delivered by people with lived experience of mental health problems
- Peer Support, including individual peer support befriending and peer support groups

Recovery Works Client Story

'Martin' had a difficult childhood. As he entered adulthood, he experienced PTSD, anxiety and feelings of isolation: *"From the age of 12 I started to experience mental health problems due to my difficult childhood. I felt extremely low, isolated, and different from other people. I also experienced being bullied at school, which also led to me feel different to others"*.

Martin felt unheard and on his own until he reached out to BLG Mind. *"I felt scared and hesitant to reach out for help, but I knew I couldn't go on feeling the way I did. As soon as I contacted BLG Mind, I felt heard and understood"*.

Since reaching out to the Recovery Works service for employment support, Martin has

also benefited from other BLG Mind services, including Peer Support groups and individual support from a Recovery Support Advisor: *“I was able to get practical support with one service, and emotional support with another. The peer support group was a great way to interact and build on my social skills”*

These services have boosted Martin’s confidence and given him tools to manage his mental health. *“I have made great friendships and gained confidence, especially, through communicating how I feel and being around other people. I have also gained more self-awareness and resilience when managing my own mental health”.*

Not only has the Employment Support service opened the door to many other services, but it has also given him the opportunity to volunteer his time and develop his skills. *“I am now volunteering for Employment related courses. This has motivated me to seek a career in mental health and help others”.*

Perinatal Community Outreach Support in Bromley works closely alongside the specialist perinatal mental health team in Oxleas. The service provides person-centred support with the dual challenges of managing mental health problems alongside pregnancy and new motherhood. It also facilitates peer support between mothers. From April 2023 the service will also cover Greenwich.

Care Team Approach

BLG Mind is working in partnership with Oxleas NHS Foundation Trust to pilot delivery of integrated support within the Trusts Community Mental Health Teams. The integrated team provide support to people with long-term mental health problems, helping people develop their independence, self-management skills and achieve their recovery goals.

IPS Employment Support provides Individual Placement and Support (IPS) model employment support to people supported by Oxleas’ community teams in Bromley and Greenwich. During the year, the service supported **69** people into full-time paid employment. The service expanded during the year as a result of additional funding being secured from South East London Integrated Care Board (SEL ICB).

Benefits Assessment Support Service

Working across Bromley, Lewisham and Greenwich, and delivered through a team of trained volunteers, this service can:

- Meet with an individual prior to their benefits assessment to get a full understanding of how their mental health needs affect their life.
- Attend the assessment with the individual, helping them give the assessor a full and accurate picture of their health.
- Meet with them post-assessment to help them understand the next steps.

The support of a volunteer can increase the chances of benefits to which people are entitled being awarded and avoid a lengthy appeals process.

Lewisham Primary Care and Community Mental Health Services are delivered in partnership with South London & Maudsley NHS Foundation Trust (SLaM). BLG Mind employs Mental Health Advisers, a Benefits Specialist and Peer Support Workers who work alongside clinical staff to support people with mental health problems, linking closely with GPs and other primary care staff. They provide information and advice,

person-centred recovery-orientated support, community bridge building and skills development courses.

The service expanded this year to include targeted support for people with complex needs who find it difficult to engage with mental health support through the Lewisham Enhanced Community Outreach Service (LECOS).

Culturally Diverse Communities Programme

The Culturally Diverse Communities Project provides wellbeing and mental health support to diverse communities in Lewisham.

It aims to engage with members of the community who previously may not have felt comfortable or confident in reaching out and asking for the help they need.

The programme is provided as a partnership between BLG Mind, SLaM and four Lewisham-based, non-profit community organisations: Therapy 4 Healing (T4H), Mabadiliko CIC, Sydenham Garden and Holistic Well Women, each offering support via a variety of courses and individual support

Lewisham Community Wellbeing was delivered through a successful partnership with Lewisham Refugee & Migrant Network, Sydenham Garden, Metro and SLaM NHS Foundation Trust. The contract for this service came to an end in March 2023 when staff and clients transferred to a new provider.

Greenwich Mental Health Hub

Part of the national Community Mental Health Transformation agenda, this service works in partnership with Oxleas and Bridge to deliver a range of clinical and non-clinical mental health support to residents of Bromley. Short-term interventions (up to 12 weeks) provided by BLG Mind through the Hub currently include Mental Health Advice, Peer Support, Benefits advice and IPS Employment support. Work to address the inequalities experienced by marginalised communities is supported by dedicated resource within the team, and this year the Hub provided Equality Grants to seven local community groups working with marginalised communities.

Greenwich Mental Health Hub Client Story

‘David’ has been diagnosed with depression. His symptoms worsened around two years ago when he began to hallucinate, became increasingly paranoid.

“I was finding myself in different places – and I couldn’t remember how I got there. I thought the plumbers in my house were going to attack me. I had no hope that I’d get better”

Fearful of what he might do if he went outside, David isolated himself, which worsened his mental health problems: *“I only went outside to put the bins out – I was scared about what I might do to myself and other people if I went outside.”*

One day, David was triggered by an interaction in his local shop, and reached tipping point. He phoned the Oxleas NHS Crisis line and was referred to the Greenwich Mental Health Hub.

David was instantly reassured by his Mental Health Advisor, ‘Ali’: *“He was like no one else I’d ever spoken to – I could tell that he really understood me”.*

After several telephone calls, Ali encouraged David to come to Woolwich and meet up: *“Meeting in person was a real turning point for me – it made me not want to sink, to keep my head above the water, because there was someone that truly cared”*

Ali worked with David on a personalized recovery plan. *“Every time I told him there was progress – he was over the moon, so I felt like he was truly on my side. I could tell he was genuinely happy I was progressing which made me motivated to continue my journey to recovery. Talking to Ali, it was very different to any other service I’d had – his advice was personalised – I knew he was genuinely listening to me”.*

Greenwich Mental Health Hub encourages service users to take part ownership of their recovery plans. This approach gave David the confidence to continue his recovery, breaking down his recovery into small, personal and achievable goals: *“It’s like when you hear about people having an awful traffic car accident and they have to learn to walk again – I’m rebuilding myself mentally, building those strongholds. Ali taught me to take small steps and take it day by day”*

Without the help that David received from Greenwich Mental Health Hub, he doesn’t think he would be here today.

“I can’t put a price on the help I received. I would have died by suicide. I couldn’t have coped. Genuinely, I’d be dead. This service saved my life”

Greenwich Counselling Services provide talking therapies in a number of forms: Mindline offers telephone counselling and emotional support; crisis counselling provides up to six sessions to people in emotional distress, and long term counselling (up to 6 months) also includes culturally specific services for people from Asian and African/African-Caribbean backgrounds. The services are primarily delivered by experienced trainees and qualified counsellors, with high quality clinical support and supervision. Counselling is currently available in a total of 16 languages. Outcomes for clients are measured using CORE 10 and show reliable improvement for clients of both the crisis and long term counselling services.

This year, the service has:

- Delivered an estimated 8000 counselling sessions across our generic and culturally specific services
- Set up three new therapeutic groups
- Rolled out the new CORE Net database to improve client record keeping
- Managed a sustained increase in the number of crisis counselling sessions needed
- Been available for over 1000 hours of Mindline telephone counselling

Greenwich Peer Support includes drop-in sessions and a range of activity-based peer support groups, currently including Walk and Talk, Arts & Crafts, Coffee Morning and Social group. This service was re-commissioned for a further 4 years from April 2023.

Greenwich Peer Support Client Story

‘Kerry’ was aged 14 when she tried to take her own life: *“It just all became too much for me – I couldn’t cope after being diagnosed with Turner’s syndrome”*

Once she'd finished school, Kerry's GP told her about BLG Mind Greenwich Peer Support Service. As she registered her details, she felt immediately comforted and welcomed by the team.

"I felt very at ease and that I was not alone. Even when you know you're not alone, because you have your family, it's always nice to know that there are other people there to support you"

Kerry has now become a peer support volunteer – helping to manage the kitchen during sessions: *"It's only a couple of hours I volunteer here but without those I would feel lost, it is where I can socialise comfortably because everyone who attends the sessions are always trying to understand how we can best support each other. We are like an extended family"*

The Greenwich peer support group has not only built Kerry's confidence, but has been a potential lifesaver for her: *"Without this support I would feel totally lost, and feel like I wouldn't be here. I have learned how to better manage my condition – which includes colouring for Mindfulness. I have made so many friends since attending here which has surprised me – because I have the expectation that people wouldn't want to talk to me. I have also learned skills that have enabled me to be able to take over the Tea Bar at BLG Mind. It was originally a trial run, but I haven't looked back! Where there are tasks I struggle with, like calculating change, my fellow service users have supported me and helped boost my confidence"*

Kerry would encourage others to ask for help, and is incredibly grateful for the support she has received: *"I'd advise anyone else in my position - as hard as it can be, it will become clearer – you won't always be in that dark space. You just need to keep fighting the dark days, it might take a day or a year, but you will get there, and it's an amazing feeling once things do start to clear... If I won the lottery, the first place I would donate to would be BLG Mind"*

Connecting Communities in Greenwich was delivered through a partnership with Metro, Age UK Bromley & Greenwich and Greenwich Mencap. BLG Mind focuses on helping and empowering people with mental health problems to connect to the information, advice and support that they need from mainstream services and within the wider community. From April 2023 the mental health component of the service was re-commissioned as a standalone provision run by BLG Mind, rather than a partnership.

South East London Suicide Bereavement Service continued to develop during the year. BLG Mind lead the partnership delivery, which also involves Lambeth & Southwark Mind, Mind in Bexley and SLaM NHS Foundation Trust. The service is delivered across Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark, providing holistic support to friends and relatives, focussing on those who have been recently bereaved. It provided a combination of practical, emotional, and spiritual support to **235** people during the year, including counselling, group and 1-1 support.

Suicide Bereavement Service Client Story

Following his wife's death by suicide in 2022, 'Harry' was referred to the Suicide Bereavement service by the Metropolitan police.

Harry describes how he felt at the time: *"Being upset is an understatement. I couldn't link what was happening with my mind and body to a trauma response"*

Harry was contacted two weeks after his wife's death, and remembers the phone call vividly: *"I feel like my higher power is looking after me. I thought 'this is incredible'. BLG Mind also offered to find support for my son and daughter who live in different areas of the UK"*

With the support of the Suicide Bereavement Service, Harry started to make sense of his emotions and was given tools to manage them: *"I don't know where I'd be without this service. I learnt every day must have a purpose. I made my purpose to get out each morning, on the way to mass I'd be crying. My Support Worker told me that was really good to hear – it's important to let your emotions out. He was able to explain that my mental capacity had been reduced as my body is in trauma response. That I needed to slow things down"*

Harry joined Suicide Bereavement Support groups with other people who had been affected by suicide. The group formed such a close bond that they continue to meet up: *"Most of the group still meet outside of the facilitated sessions. We are all making progress in our own way"*.

Harry is grateful for the support he has received, and is now positive about his future.

"I don't know how lucky I am. I'll never forget the staff for the support they've given me. I don't know where I'd be without that. I'm eternally grateful for the support. They're just lovely people – everyone I've met has been so supportive and concerned and caring. It's been incredible."

"I've got a lot to look forward to in life – my youngest grandson was 3 on Friday. In the early days, I found it hard to be around them because of their association with my wife who died by suicide. I've been able to not let what's happened stop me from living"

Peer Support in Hospitals

During the year, BLG Mind completed delivery of the pilot Hospital to Home scheme, which supported people being discharged from mental health inpatient wards in Bromley and Greenwich to return home. Building on this, and working in partnership with other local Minds in South London we secured funding for and started delivery of a peer support programme providing support to people before and after discharge from mental health rehabilitation wards.

Wellbeing and Resilience programmes are universal rather than being targeted at people with an identified mental health problem. In addition to building the coping skills and resilience of those who are struggling, these projects help prevent the

development of mental health problems by educating people about how to look after their emotional wellbeing.

Mindful Mums and Being Dad supported over 450 parents across Bromley, Lewisham and Greenwich during the year.

Mindful Mums services include wellbeing and resilience groups for pregnant women and new parents across all three Boroughs. Each group runs for five sessions and is co-facilitated by trained and supported volunteers with lived experience of perinatal mental health problems. The support is supplemented by drop-in support sessions for expectant and new mothers. We also deliver an individual befriending service for new mothers in Bromley. During the year we secured further funding to develop tailored Mindful Mums delivery for women from culturally diverse communities, LGBTQ+ parents and young mothers in Lewisham.

Evaluation of the Mindful Mums groups during the year found that 94% of attendees felt better able to cope. In addition, 100% learnt skills they could take away and use, and 99% had increased confidence.

Perinatal Community Outreach & Mindful Mums Client Story

'Rhiannon' is a mum to two girls: Ella, who is five and Aoife who is 21 months old.

"When I had my first daughter apart from the sleepless nights, I felt amazing. I was free, in control and happy. I assumed it would be the same for my second daughter Aoife. My pregnancy overall with Aoife was horrible - I was sick for about 4 months, we were renovating our house so had to live in the back garden converted garage"

Aoife was delivered by C-section: *"I've never felt such pain in my life and she came into the world crying....and it felt like she never stopped"*

Rhiannon, overwhelmed by the juggling act of raising a 3 year old and a demanding baby, struggled with everyday tasks: *"Dropping my 3 year old at pre-school, running a household, spending dedicated time with each of my kids. I was slowly losing control of my life, my hormones were all over the place and I felt numb"*

One day, Rhiannon reached a tipping point, and realised that she needed support: *"The brave face I was putting on was beginning to crack and I'll never forget one outing to Tescos with my two girls and husband just about sent me over the edge. When I got home I ran upstairs and put the quilt over my head and sobbed my heart out. My bewildered husband came into the room and it dawned on all of us that I needed help"*

Rhiannon was referred to the Perinatal Support team as she was 5 months into her maternity leave. A support worker from BLG Mind, 'Maria', was assigned to her.

"Maria would come to my house, sit down and ask 'How are you doing'. She would listen with a compassionate non-judgemental ear and I could offload. On some visits she would come with me to pick up Ella from preschool or suggest we meet in the park. Some days I would just stare into space and not say anything and she would say 'this will pass'.... I never believed her and she would insist that it will pass... Either way, after

every visit I would feel lighter and like some of the weight had been lifted”

Rhiannon signed up to the 5 week BLG Mind Mindful Mums course which gave her a forum for meeting other like-minded mums and offload: *“There was no pressure to participate or pretend to be happy, you could just be your authentic self. I felt validated with what I was hearing from other mums and felt less crazy - this meant everything to me as I felt so so alone”*

With the support from BLG Mind and the Perinatal Community Support Service, Rhiannon no longer felt alone: *“As we know depression is like a wave - there are ups and there are downs, and when things got really bad to the point I was having suicidal thoughts I could text/call Maria from BLG Mind and say 'I'm struggling' and know she would be there. Through her support she was able to help off load some of these things - arrange the doctors appointment at the children and family centre, look after Aoife in the 'sensory room' so I could have my appointment, cry to the doctor without having to juggle a screaming baby... Things like this are invaluable to someone who is so vulnerable and obviously needs help”*

Rhiannon may not be here without this service: *“All of this help made me feel like I had a voice, that I can get through this - most importantly that I matter. And when you're in the depths of despair feeling so worthless and out of control, its truly lifesaving...without this help and support I don't know where I would have ended up and I feel so passionate/lucky that I had this service that I too want to empower others by volunteering as a befriender / Mindful Mums course facilitator to give hope that it will indeed pass.”*

Being Dad provided online and in-person wellbeing and resilience focused support to expectant and new fathers. Whilst numbers were relatively small, the benefits for those who engaged with the project were significant, with 100% reported improved confidence and 96% felt more positive. 100% learnt skills they could use and 91% felt better able to cope. During the year, we secured longer-term funding for the service from the London Borough of Lewisham.

Being Dad Client Story

‘Martin’ and his partner had a baby in March 2022. *“When the adrenaline of the first few weeks had passed, I was experiencing differences in the way I was being treated by family members/friends. It felt like a change in identity”*

Martin found out about Being Dad as his partner had benefited from our Mindful Mums service. Martin felt immediately welcomed into the Being Dad group: *“The facilitator helped to frame the conversation by speaking about his challenges and vulnerabilities – this created a safe space....I saw people transform over the course of sessions, a real culture of sharing which for a lot of dads isn't there. Dads often don't talk and don't share”*

Martin enjoyed the structure of the Being Dad sessions. *“It was really helpful each of the five sessions were structured. I felt more open and honest, it opened up new conversations with other new dads that I wouldn't have had before – instead of small*

talk, we'd quickly move onto something real"

Martin found the BLG staff to be warm, understanding and supportive. "I found him to be kind, caring, helpful, supportive, he felt like a mentor, facilitator. It's helpful that they've had lived experience themselves – it's not unusual but it's unusual to share them so freely, without any shame. They normalise and humanise the experience of being a dad.

"BLG mind services are so impactful. They're not just supporting a dad, but a parent, a partner, a husband, a brother – someone in your community to be in a better place. It goes beyond the individual you're helping – it's such a crucial time, it's exactly where support is needed"

Bromley Well is an early intervention and prevention service operating to support a wide range of client groups across the Borough. BLG Mind were responsible for delivering the mental wellbeing pathway (until September 2022 when the pathway was integrated into the Bromley Mental Health Hub) and continue to provide support for mental health carers and Cognitive Behavioural Therapy groups for carers.

Bromley Well Mental Health Carer Story

'Jackie' began accessing support for herself when her daughter's mental health deteriorated. Her daughter had struggled to fit in and form long lasting friendships at primary school, a pattern which then continued into her secondary school. Jackie felt that this, coupled with hormonal changes was largely responsible for the onset of what became a number of really difficult years. Years where she felt failed by services, with a lack of joined up working and, at times she felt like no one understood her family's situation and that there was no end to it all.

Eventually Jackie's daughter was diagnosed with Emotional Dysregulation (a form of Complex Emotional Needs). Getting a diagnosis was a great start on the journey of understanding what to do in the face of a largely poorly understood condition which often includes suicidal thoughts – a terrifying prospect for a mum.

Jackie experienced a range of emotions and feelings including shock, disbelief, guilt, anger and self-blame. Accessing the Bromley Well Carers service provided by BLG Mind provided her with both emotional and practical support right from the start. It also enabled her to meet people in similar situations, caring for others with mental health problems. Sharing her personal experiences, and listening to those disclosed by others, felt supportive and cathartic. She felt less alone and more able to share her circumstances in an authentic way, leading to reassurance and an improved confidence to face her incredibly stressful day to day life.

Attending the courses provided by the service added problem solving skills and other tips to Jackie's toolbox of coping mechanisms, but also helped her to validate her own feelings and know that she was doing something positive by educating herself to look at the reasons behind the behaviour being displayed by her daughter. She shared that

“a lack of understanding fuels hostility”.

Through the carers courses she also learnt about the importance of making time for herself and timetabling self-care into her carer’s routine.

Today, Jackie takes each day as it comes but ensures that she reaches out for support when she needs it and talks about her situation with others. Her daughter has now been diagnosed with autism and ADHD which Jackie has begun to learn about. She feels strongly that refreshing your knowledge is key to living the best life possible in the face of mental health struggles.

Minds Up provides wellbeing interventions to young people in local secondary schools. During the year we worked with five schools across Lewisham and Greenwich. Minds Up is funded by donations received in memory of two local young people who tragically died by suicide, and from April 2023 this income will be supplemented by funding from the Royal Borough of Greenwich. The programme was successful in increasing students’ understanding of mental health and the tools they have to support their wellbeing, as well as helping a significant number of young people who were struggling to access further help. Evaluation found that **72%** of pupils would like to participate in another workshop on mental health in the future and **12%** used the opportunity to highlight to the school that they would benefit from support with their mental health. During the year we also recruited a team of eight 14-17 year-old young people as Minds Up Influencers to contribute to the future development of the programme as a Youth Advisory Board

Mental Wellbeing Training was provided to **302** people outside BLG Mind, from a wide range of organisations and audiences including local businesses, other voluntary sector organisations, GPs, nurses and college staff. We offer Mental Health First Aid as one of the courses available, alongside our ‘pick and mix’ selection of shorter courses. During 2022-23 we provided Suicide Prevention training to **168** people across the Royal Borough of Greenwich, and will be continuing this work in 2023-24.

MindCare Dementia Services support people with dementia to remain in their own homes and local communities, helping them to have the best possible quality of life. Some of our clients live on their own; others are cared for by family carers who, in turn, rely on MindCare services for advice and respite from the demands of being on call 24 hours a day, seven days a week.

Respite at Home Service provided an average of **296** hours a week of respite in the home to give family carers a break. Flexible care packages include regular daytime and evening respite and programmes to support active lifestyles. MindCare staff engage clients in a range of stimulating activities during their visits. During the year, the service was integrated into Bromley Well delivery and commissioned for a further five years. The Care at Home service was last inspected by the Care Quality Commission in 2017 and received a ‘Good’ rating across all areas inspected.

MindCare Dementia Respite Client Story

In March ‘Karen’ contacted social services to ask for some additional support in looking after her husband ‘John’ who was suffering from dementia. John was no longer able to

talk and would have moments where he could get very frustrated and angry.

Social services referred Karen to BLG Mind and the Respite at Home Service. Karen wasn't sure at the time how her husband would respond to this outside support as he had made it clear that he really didn't want any additional help.

However right from the first meeting, John took to the carer instinctively. For Karen it was as if a weight had been lifted from her shoulders. The carer suggested places to go out and as their weekly meetings progressed, she took John out to cafes where he met other people and even without being able to speak, he was visibly enjoying the company of others. It really lifted his mood.

The BLG Mind carer now takes John regularly to a breakfast club where he meets other people and regularly to the barbers and other times just provides John with someone to sit with. The carer has also helped Karen when she hasn't been feeling well and collected prescriptions for her.

If other people think they may need support as they care for a love one with dementia, Karen's advice is just try the MindCare support for carers. *"You don't know until you try. It takes a while for someone to get used to a carer and when they have that bond and relationship it is really powerful. BLG Mind services are wonderful."*

Young Onset Dementia Activists (YODA) provides life-changing support to people aged under-65 with a dementia diagnosis, and their families, with activities this year including making an animated film, ceramic painting, cycling and an allotment project.

YODA Client Story

'Jane' started to experience signs of dementia 5 years ago. She first noticed some issues with her driving ability and her friends and family began to make a few comments. Jane decided she needed to see a doctor but the doctor didn't initially find anything wrong. The issues with driving continued and other memory related issues started to creep in at work, as well as daily life, so Jane went back to the doctor. This time referred to Kings, the diagnosis came back with young onset dementia and Jane was given medication to tackle the symptoms and the anxiety.

Around this time, Jane was told about BLG Mind's Young Onset Dementia Activists group. Immediately on joining the group, Jane felt an affinity with the people and the facilitator. Jane is now a regular member of the Friday sessions. She likes the fact that she is mixing with other people with the same issues and also helping them. Just participating in the group takes her mind off things and improves her mental wellbeing. Jane is actively involved in suggesting and organising the social activities and has also helped fundraise for the service. *"I am just so lucky to be part of such a supportive group."*

Jane feels fortunate to have good support from family and friends who are helping her manage her daily life. Her Friday YODA sessions are however a focal point of her week. She believes in the importance of talking about young onset dementia and not being embarrassed by it. She said BLG Mind is brilliant and would highly recommend. *"If I*

were to give points out of 100, I would give 100 for YODA. It's a brilliant service".

Lewisham Dementia Support Hub was delivered in partnership with Sydenham Garden, Carers Lewisham and the Lewisham Integrated Memory Service to provide a cohesive, joined up and comprehensive service to people from the point of diagnosis until end of life. The contract came to an end in March 2023 when staff and clients transferred to a new provider. The service was supplemented this year by a Dementia Befriending service during the year, which provided much-needed support to people experiencing social isolation, and was scheduled to continue until July 2023.

Bromley Dementia Support Hub provides a comprehensive post-diagnosis support service for people with dementia and their carers. BLG Mind are the lead provider, working in partnership with Age UK Bromley & Greenwich and Oxleas NHS Foundation Trust. Key elements of the service are:

- Person-centred advice, information and support provided by skilled Dementia Advisors, from the point of diagnosis and as required
- Specialist person-centred Carers Support
- Workshops and coaching in the home to equip family carers to manage their caring role and understand the experience of their relative, with **99%** of those trained feeling more able to support their relative as a result
- Cognitive Stimulation Therapy (CST) groups
- Volunteer befriending support

Bromley Dementia Support Hub Client Story

'Claire' is an only child and after losing her father six years ago she started noticing that her mum was struggling to understand certain words and needed to write everything down. Claire found it difficult to talk to her mum and worried that she was being impatient with her. It was only after her mum suffered a fall that they determined she was showing symptoms of dementia.

The diagnosis gave them some answers, but it also created a lot of questions. Fortunately, they were referred to BLG Mind and the Dementia Hub team. For the first time since she lost her dad Claire did not feel alone in caring for her mum. There was someone to illuminate the path ahead for them, to offer advice and support.

Her mum was a shy woman, content with reading books and doing puzzles. Claire noticed that the dementia had made her more distant and closed off from the things she used to love. The Dementia Hub invited them to group sessions with others going through similar experiences. Despite finding these groups overwhelming at first, Claire's mum began to open up, getting her smile back and socialising with others. Claire breathed a sigh of relief seeing her mother gaining back her independence.

The Hub offered Claire a place on a six-week dementia carers course which covered everything from communication techniques to financial advice. She was able to share her experiences and develop supportive relationships with other carers. The advice and resources she received were lifesaving. So much so that she set up a coffee morning at work to let others know about the amazing work the Dementia Hub are doing.

Without the support of BLG Mind and their brilliant staff Claire and her mum wouldn't have the quality of life they have today. Being part of the Dementia Hub felt like a warm embrace; a safe haven during a turbulent time.

Greenwich MindCare provides post-diagnosis dementia support in partnership with Oxleas Memory Service. The small team provided individual support to 424 people with dementia and their carers during the year. An increase of 28% on the previous year.

Dementia Skills Training and Consultancy was delivered to a total of **411** staff from other organisations & members of the public. Participants included health and social care professionals & service providers in Bromley and Lewisham, as well as staff working in a range of other roles, including Care Homes & Agencies, Local Trading Standards Authority, Bromley Central Library, Churchill Theatre, St Christopher's Hospice, Kent Association for the Blind, a College, GPs Surgeries, community groups & cafes, leisure services and wellness & activity groups.

Analysis of participant feedback showed that as a result of the training sessions:

- **99%** felt they were better equipped to support people with dementia.
- **99%** had a better understanding of dementia. **77%** of respondents reported this improvement as significant

Financial Review

The financial results for the year are set out in pages 34 to 52.

Our income in 2022/23 increased to £6,825K from £5,398K in 2021/22. This £1,427K (26%) increase was due mainly to the further expansion of our community mental health services across all three boroughs.

We are reporting a surplus for the year of £449K, compared to £621K in 2021/22. This surplus, equivalent to 7% of our turnover in the year, is mainly the result of staffing vacancies during the year. In common with the wider economy, we are finding it more difficult to recruit and retain staff. We are working hard to address these vacancies as they arise to ensure that we are continuing to provide safe, good quality services. Any surpluses we make are added to our reserves which are used to provide financial stability for the charity and also to fund projects to benefit our service users. For example, this year we have spent £258K on renovating our Head Office building in Orpington. This work led to the creation of a new and larger dedicated room for the delivery of group activities, an outside area to be enjoyed by our clients, an office for the staff that run our Recovery College, two one to one counselling rooms, new toilet facilities, improved accessibility and the repair of our driveway which had become unsafe. More information on our reserves and how we use and manage them is included in the Reserves policy section of document below.

We continue to be a charity in a very strong financial position, with a good reserves base and well diversified income streams. Our income comes predominately from service delivery contracts with the NHS and/or local government. Contracts are typically awarded for periods between three and five years, giving us some security over our income. We are confident in our financial sustainability and ability to respond to changes in funding and need in the boroughs we operate. Financial management in

the organisation is strong, with the careful control of costs via an annual budget setting process and regular in year monitoring of spending by senior managers, budget holders and Trustees.

Funding sources and expenditure

Of the £6,825K of total income:

- 96% (2021/22: 94%) was received from statutory bodies: South East London Integrated Care Board, the London Borough of Bromley, the London Borough of Lewisham, the Royal Borough of Greenwich, Oxleas NHS Trust and SLaM (South London & Maudsley NHS Trust).
- 2% (2021/22: 3%) was from grants
- 1% (2021/22: 2%) was from donations and legacies
- The remaining 1% was mostly from trading activities such as the sale of training (2021/22: 1%)

The total expenditure of £6,376K was spent as follows:

- £4,862K (76.26%) was spent on Mental Health services
- £1,286K (20.17%) was spent on MindCare Dementia services
- £218K (3.41%) was spent on Wellbeing & Resilience
- £10K (0.16%) was spent on raising funds

Fundraising, Donations & Legacies

Our income from fundraising, donations and legacies is not usually a large proportion of our income, but continues to play an important role in ensuring the sustainability and diversity of BLG Mind's services. It allows us to fund and develop services that are not part of local authority or NHS statutory provision, such as Minds Up and YODA. Our community fundraising activity is overseen by our Developments Committee and included work to promote legacies and corporate partnerships and to help individuals wanting to raise money for BLG Mind. We do not employ any individual or organisation separate from BLG Mind to act on our behalf for fundraising activities.

We recognise that fundraising needs to be carried out in a responsible manner and are signed up to the Fundraising Regulator's Code of Practice. As such, we do not use fundraising methods that might be considered intrusive or that put pressure on people to donate. We do not share or purchase donor data from third parties. The bulk of our fundraising comes from voluntary donations. We do monitor the origin of donations to ensure that they are appropriate and not in conflict with our purpose. We received no complaints regarding our fundraising activities during 2022/23.

Reserves policy

The Trustees seek to maintain free reserves equivalent to at least three months of unrestricted expenditure to enable the charity to be managed efficiently, to provide for termination costs and to provide a buffer against unexpected shortfalls. This policy was subject to a risk-based verification by Trustees in 2021. At the end of 2022/23 our free reserves (excluding designated funds) stand at £1.8M, which is equivalent to three months' expenditure from a total 2023/24 budgeted unrestricted spend of £7.4M.

The charity also holds reserves in a number of designated and restricted funds that are set aside for a particular purpose. Restricted funds are those grants and donations given for a specific purpose and ring-fenced accordingly. Designated funds include

funds allocated by the organisation for planned future expenditure. The largest of our designated funds are:

- Premises Fund - The balance on this fund at the start of the year was £485K, During the year we have spent £258K on the renovation of our Head Office premises in Orpington. We have a number of other buildings on which we would like to spend money to improve for our services users, and are using some of the surplus from this year to top up this fund to £505K.
- Service Development Fund – This fund exists to help us develop local services where there is unmet need. The fund is being increased to £200K for this coming year and our staff will be able to make applications to the fund where they have an idea to help meet need.
- Tangible Fixed Assets Fund – This fund represents the net book of physical assets and is therefore not available to be spent.

Designated and restricted funds are detailed in Notes to the Financial Statements numbers 15 and 14 respectively.

Investment policy

BLG Mind seeks to produce the best financial return on our reserves within an acceptable level of risk. All investments therefore need to:

- a) Provide additional income where possible
- b) Be capable of being made liquid in a short period of time should an emergency arise
- c) Provide some level of inflation protection

However, as our reserves are also required for capital expenditure and provide resilience, capital volatility cannot be tolerated and assets will be invested to minimise the risk of this as follows:

- The Charity's assets will be held in cash or near cash investments denominated in sterling
- The Charity's cash balances will be deposited with institutions with a minimum rating of A or invested in a diversified money market fund.
- Deposits will be spread by counterparty, subject to a maximum exposure of 40% of the total cash balance per institution.

Staff Pay

BLG Mind has a Remuneration Policy which lays out the approach to and process for setting staff pay. An annual salary review is conducted, led by the People and People Strategy (P&PS) Committee and with input from the Senior Leadership Team Plus (SLT Plus). All staff in the organisation are paid at least the Living Wage Foundation London Living Wage and BLG Mind is an accredited Living Wage Foundation Employer.

The ratio between the average pay of SLT and average pay of all contracted staff in the organisation is 1.9:1. The gender pay gap in BLG Mind continues to fall and is currently 8.2% (down from 9.5% last year, and well below the 15.5% average in the UK). The most recent national data regarding ethnicity pay gap is from 2019 and indicates an average ethnicity pay gap (using White or White British as the reference group) of 2.3% (ONS), but with big regional differences (the average gap in London is 23.8%). In BLG Mind the gap is 3.6% (down from 7.0% last year). Both the gender and ethnicity pay gaps are primarily due to relatively lower representation of women and people from racialised communities in the SLT. During the year, a one-off cost of living

was paid to staff on a sliding scale, with the least well-paid staff receiving the largest payment and the most well-paid receiving nothing.

Plans for Future Periods

We continue to see significant mental health implications from the cost-of-living crisis and anticipate this will only increase this year.

We remain committed to working alongside our partners in the statutory and voluntary sectors to do whatever we can to contribute to ensuring that everyone with mental health problems and dementia in our local area gets the support and respect they deserve. To enable us to achieve our strategic objectives, key priorities and plans for the coming year include:

Excellence

- Work with services to review and increase our focus on quality outcome measures for our clients
- Consolidate and expand on learning and practice from our work with culturally diverse communities
- Analyse client feedback to better understand how representative our service reach is of the local communities we work within

Our People

- Launch our new People Strategy and begin implementation, including the implementation of a new HR database
- Develop an improved wellbeing offer for staff to support retention
- Conduct an Inclusion Survey with staff, volunteers and clients to assess progress on our inclusion recommendations

Development

- Continue successful implementation of Year 3 of the Community Mental Health Transformation projects and secure ongoing funding
- Establish a Developments Fund to support and fund innovation within our services
- Manage grant funding programmes in Bromley and Greenwich aimed at addressing inequalities

Engagement

- Work with local media and external stakeholders to increase our identity and brand
- Strengthen relationships with other local minds to enable successful partnership working
- Expand the involvement of our Lived Experience Consultants in organisational decisions

Our Infrastructure

- Redevelop the Rachel Notley Centre to accommodate the Bromley Mental Health Hub
- Implement Sharepoint across the organisation, increasing the security and collaboration potential of our shared data
- Recruit additional resource in HR to support the implementation of the People Strategy

Small companies note

The Trustees' Report has been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 27 September 2023 and signed on its behalf by:

Rebecca Jarvis, Chair

LEGAL AND ADMINISTRATIVE DETAILS as at 31 March 2023

Status

Bromley, Lewisham & Greenwich Mind is an incorporated charity registered with the Charity Commission. Members are required to contribute up to £1 in the event of the charity winding up.

Charity Registration Number	1082972
Company Registration Number	04071152
Principal and Registered Office	5 Station Road, Orpington, Kent, BR6 ORZ

Honorary Officers	
Rebecca Jarvis	Chair
Donald Burford	Vice Chair & Senior Independent Trustee
Sharon Kerridge	Treasurer

Trustees and Committee membership	
Donald Burford (F&GP, P&PS, Q&P)	Lisa Burnand (DC) (to 23 November 2022)
Rebecca Jarvis (F&GP, P&PS)	Sharon Kerridge (Chair F&GP, P&PS)
Melissa King (F&GP, P&PS)	Lydia Lee (Q&P) (to 23 November 2022)
Zainnab Makele (DC)	Jonathan Moore (Q&P)
Rhian Morallee (F&GP, Chair P&PS)	Paula Morrison (Q&P, Chair DC)
Dr. Stuart Robertson (Chair Q&P)	Chloe Waters (DC)

Senior Leadership Team	
Ben Taylor	Chief Executive
Debbie Witherick	Director of Finance & Resources
Dominic Parkinson	Director of Services
Sally Jones	Director of Operations

Bankers	Auditors
HSBC Bank PLC 141 High Street, Beckenham, Kent, BR3 1BX	Haysmacintyre LLP 10 Queen Street Place, London, EC4R 1AG

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees, as directors of the charitable company, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements the directors are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and accounting estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

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

So far as each of the Trustees is aware at the time the report is approved,

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

Independent auditor's report to the members of Bromley, Lewisham & Greenwich Mind Ltd

Opinion

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

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of the charitable company's net movement in funds, including the income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity 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 Trustees' Report. Our opinion on the financial

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

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 there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

- In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Trustees' Report (which includes the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement set out on page 29, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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

Based on our understanding of the charitable company and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to Care Quality Commission and safeguarding regulations, fundraising regulations, GDPR, health and safety regulations and employment law, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Act 2011, and tax regulations.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls). Audit procedures performed by the engagement team included:

- Inspecting correspondence with regulators and tax authorities;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals; and
- Challenging assumptions and judgements made by management in their critical accounting estimates.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring

due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 auditor's report.

Use of our report

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

Lee Stokes (Senior Statutory Auditor)
For and on behalf of Haysmacintyre LLP, Statutory Auditor
London

10 Queen Street Place

EC4R 1AG

Date:

STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account)
For the year ended 31 March 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Income from:							
Donations & legacies		66,116	33,739	99,855	68,066	30,335	98,401
Other trading activities	5	59,104	-	59,104	42,442	-	42,442
Investment income		15,276	-	15,276	1,076	-	1,076
		<u>140,496</u>	<u>33,739</u>	<u>174,235</u>	<u>111,584</u>	<u>30,335</u>	<u>141,919</u>
Charitable activities:							
Statutory funding	2	6,521,544	-	6,521,544	5,106,743	-	5,106,743
Grants	3	18,636	85,578	104,214	-	148,479	148,479
Fees receivable	4	25,119	-	25,119	978	-	978
Other income		-	-	-	-	-	-
		<u>6,565,299</u>	<u>85,578</u>	<u>6,650,877</u>	<u>5,107,721</u>	<u>148,479</u>	<u>5,256,200</u>
Total income		<u>6,705,795</u>	<u>119,317</u>	<u>6,825,112</u>	<u>5,219,305</u>	<u>178,814</u>	<u>5,398,119</u>
Expenditure on:							
Expenditure on raising funds	6	9,988	-	9,988	16,169	-	16,169
Expenditure on charitable activities	6	6,219,978	145,858	6,365,836	4,571,094	189,410	4,760,504
Total expenditure		<u>6,229,966</u>	<u>145,858</u>	<u>6,375,824</u>	<u>4,587,263</u>	<u>189,410</u>	<u>4,776,673</u>
Net income for the year		475,829	(26,541)	449,288	632,042	(10,596)	621,446
Fund balances brought forward		2,854,559	129,972	2,984,531	2,222,517	140,568	2,363,085
Fund balances carried forward	14 & 15	<u>3,330,388</u>	<u>103,431</u>	<u>3,433,819</u>	<u>2,854,559</u>	<u>129,972</u>	<u>2,984,531</u>

All of the charity's activities are continuing. The charity had no recognised or unrecognised gains or losses other than the net income for the year. The movement in reserves is shown above. The notes on pages 37 to 52 form part of these financial statements.

BALANCE SHEET
As at 31 March 2023

	Note	2023 £	2023 £	2022 £	2022 £
Tangible fixed assets	10		530,845		272,911
Current assets					
Debtors	11	469,058		626,497	
Cash at bank and in hand		3,496,039		3,251,297	
		<u>3,965,097</u>		<u>3,877,794</u>	
Creditors: amounts falling due within one year	12	(1,062,123)		(1,166,174)	
		<u></u>		<u></u>	
Net current assets			2,902,974		2,711,620
Net assets			<u>3,433,819</u>		<u>2,984,531</u>
Funds					
Restricted funds	14,16		103,431		129,972
Unrestricted funds:					
Designated funds	15		1,549,932		1,022,968
General funds	16		1,780,456		1,831,591
			<u>3,433,819</u>		<u>2,984,531</u>

The notes on pages 37 to 52 form part of these financial statements.

The financial statements have been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

Approved by the Trustees on 27 September 2023 and signed on their behalf by

Rebecca Jarvis

STATEMENT OF CASH FLOWS

As at 31 March 2023

	2023 £	2023 £	2022 £	2022 £
Cash flows from operating activities:				
Net cash provided by operating activities		528,468		1,378,613
Cash flows from investing activities:				
Interest from investments	15,276		1,076	
Purchase of property, plant and equipment	(299,002)		(44,947)	
Net cash used in investing activities		(283,726)		(43,871)
Change in cash and cash equivalents in the reporting period		244,742		1,334,742
Cash and cash equivalents at the beginning of the reporting period		3,251,297		1,916,555
Cash and cash equivalents at the end of the reporting period		3,496,039		3,251,297
Reconciliation of net income/(expenditure) to net cash flow from operating activities			2023	2022
			£	£
Net income/(expenditure) for the reporting period (as per SOFA)			449,288	621,446
Adjustments for:				
Depreciation charges			41,067	33,968
Loss on disposal of fixed assets			-	2,564
Interest			(15,276)	(1,076)
Decrease/(increase) in debtors			157,440	204,281
(Decrease) / Increase in Creditors			(104,051)	517,430
Net cash provided by operating activities			528,468	1,378,613
Analysis of cash and cash equivalents				
Cash in hand			3,496,039	3,251,297
Total cash and cash equivalents			3,496,039	3,251,297

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a. Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP (FRS 102 second edition)).

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

b. Preparation of accounts on a going concern basis

The trustees consider there are no material uncertainties about the charity's ability to continue as a going concern. The review of our financial position, reserves levels and future plans gives trustees confidence the charity remains a going concern for the foreseeable future.

c. Income

All income is included in the statement of financial activities when the charity is entitled to the income, it is probable that income will be received and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Statutory Funding: Recognised when due in accordance with contract.

Grants: Grants, including grants for the purchase of fixed assets, are shown in the Statement of Financial Activities in the year for which they are receivable.

Donations and Gifts: Income received by the way of donations and gifts are included in the Statement of Financial Activities in the year in which they are received. No amounts are included in the financial statements for services donated by volunteers.

d. Expenditure

All expenditure is accounted for on an accruals basis and is classified under headings that aggregate all costs relating to the activity. Where costs cannot be directly attributed to a particular activity, they have been allocated on a basis consistent with the use of resources such as time spent or space used. Governance costs include costs incurred in meeting the constitutional and statutory requirements.

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 March 2023

e. Fixed assets and depreciation

Tangible fixed assets costing more than £500 are capitalised at cost. The freehold property included is at the value as at 1 January 2001 when it was transferred to Bromley Mind.

Depreciation is provided on all fixed assets at rates calculated to write off the cost on a straight line basis over their expected economic lives, with a full year's depreciation charge in the year of acquisition, as follows:

- Freehold property is not depreciated on the basis that the market value exceeds book cost
- Leasehold property development over the remaining life of the lease
- Freehold property renovation over ten years
- Furniture and equipment over ten years or to match the remaining length of the lease in the building where they are if shorter
- Computer equipment over four years

f. Financial instruments

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

g. Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discounts offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

h. Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments.

i. Creditors and provisions

Creditors and provision are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

j. Fund accounting

Designated funds are unrestricted funds, which are earmarked by the trustees for a particular purpose.

Restricted funds are funds subject to specific restricted conditions imposed by the donors. The aims and uses of these funds are set out in the notes to the financial statements.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023

k. Operating Leases

All leases of buildings and equipment are considered to be operating leases, and rentals are charged to the Statement of Financial Activities when incurred. No assets are held under hire purchase agreements.

l. Pensions

The Charity makes employer contributions to two schemes run by The Pensions Trust and also to NHS Pensions. The Pensions Trust is an occupational pension scheme provider for organisations involved in social, educational, charitable, voluntary or similar work. The financial position and the income and expenditure of The Pensions Trust are disclosed in its annual financial statements. Although The Pensions Trust is a defined contribution scheme, a shortfall has occurred on a legacy part of the scheme that was defined benefit and each contributor is required to make good their share of the shortfall. On adopting FRS 102 this liability is now shown as a liability. The liability is reduced when payments are made to The Pension Trust. There is no liability to disclose in relation to the NHS pensions.

m. Taxation

The charitable company is exempt from taxation on its principal activities.

n. Employee benefits

Short term benefits - Short term benefits including holiday pay are recognised as an expense in the period in which the service is received.

Employee termination benefits - Termination benefits are accounted for on an accrual basis and in line with FRS 102.

o. Critical areas of judgement and estimation

In the application of the accounting policies, trustees are required to make judgement, estimates, and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis.

Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affected current and future periods.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023

Judgements made by the trustees, in the application of these accounting policies that have significant effect on the financial statements and estimates with a significant risk of material adjustment in the next year are deemed to be in relation to the depreciation rates of tangible fixed assets and are discussed above.

In the view of the trustees, no assumptions concerning the future or estimation uncertainty affecting assets or liabilities at the balance sheet date are likely to result in a material adjustment to their carrying amounts in the next financial year.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
2. Statutory Funding				
London Borough of Bromley	682,819	-	682,819	847,344
London Borough of Lewisham	585,016	-	585,016	521,922
Royal Borough of Greenwich	343,312	-	343,312	309,343
South East London Clinical Commissioning Group	3,219,695	-	3,219,695	1,879,443
Oxleas NHS Foundation Trust	280,500	-	280,500	339,118
South London & Maudsley NHS Foundation Trust	1,143,740	-	1,143,740	973,347
Bromley Third Sector Enterprise	266,462	-	266,462	236,226
	<u>6,521,544</u>	<u>-</u>	<u>6,521,544</u>	<u>5,106,743</u>
3. Grants				
Mind – Connector Fund	-	-	-	508
Mind – Mentally Healthy Universities	-	-	-	30,533
Peer Support Greenwich	-	45,000	45,000	45,000
Connecting Communities Greenwich	-	40,500	40,500	40,500
Access to Work Scheme	-	18,675	18,675	-
Government furlough grants	-	-	-	765
London Borough of Bromley – Workforce Retention Grant	-	-	-	10,457
Royal Borough of Greenwich – Workforce Retention Grant	-	-	-	6,230
Being Dad	-	-	-	1,282
Mind - Database for Suicide Bereavement Service	-	-	-	3,000
MindCare Support Centres	-	-	-	3,754
Young Onset Dementia Activists	-	39	39	6,450
	<u>-</u>	<u>104,214</u>	<u>104,214</u>	<u>148,479</u>
4. Fees receivable				
MindCare Services	25,119	-	25,119	978
	<u>25,119</u>	<u>-</u>	<u>25,119</u>	<u>978</u>

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
5. Trading Activities				
Room hire & equipment	1,360	-	1,360	3,095
Training and Consultancy	45,427	-	45,427	22,350
Other	12,317	-	12,317	16,997
	59,104	-	59,104	42,442

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £
6. Expenditure						
Expenditure on raising funds	9,988	-	9,988	16,169	-	16,169
	<u>9,988</u>	<u>-</u>	<u>9,988</u>	<u>16,169</u>	<u>-</u>	<u>16,169</u>
Expenditure on charitable activities						
<i>Mental Health Services</i>						
Staff costs	3,072,674	58,073	3,130,747	2,252,112	92,523	2,344,635
Other direct costs	775,366	12,238	787,604	453,340	22,751	476,091
Support costs	918,843	25,085	943,928	620,157	20,990	641,147
<i>Wellbeing and Resilience</i>						
Staff costs	142,880	26,017	168,897	110,417	9,720	120,137
Other direct costs	7,926	1,293	9,219	11,893	2,616	14,509
Support costs	36,010	3,554	39,564	28,037	4,950	32,987
<i>Dementia Services</i>						
Staff costs	788,093	9,089	797,182	668,068	26,209	694,277
Other direct costs	234,104	9,035	243,139	222,849	7,452	230,301
Support costs	244,082	1,474	245,556	204,221	2,199	206,420
	<u>6,219,978</u>	<u>145,858</u>	<u>6,365,836</u>	<u>4,571,094</u>	<u>189,410</u>	<u>4,760,504</u>
Support Costs						
Salaries	559,943	14,064	574,007	410,821	13,562	424,383
Other staff costs	131,846	3,311	135,157	42,126	1,391	43,517
Premises costs	108,272	2,720	110,992	102,148	3,372	105,520
Governance	110,703	2,780	113,483	92,337	3,048	95,385
Office costs	59,418	1,492	60,910	53,487	1,766	55,253
Publicity	8,272	208	8,480	7,128	235	7,363
Fees for professional services	72,087	1,810	73,897	12,367	408	12,775
Computer support	108,333	2,722	111,055	99,118	3,272	102,390
Depreciation	40,061	1,006	41,067	32,883	1,085	33,968
	<u>1,198,935</u>	<u>30,113</u>	<u>1,229,048</u>	<u>852,415</u>	<u>28,139</u>	<u>880,554</u>

Support costs are allocated to projects in the ratio of the projects' direct expenditure. Within governance costs, the salaries of staff have been included based on the time spent on governance.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023

	2023	2022
7. Net expenditure		
	£	£
This is stated after charging:		
Audit fees	13,214	11,490
Depreciation charges	41,067	33,968
Operating leases	35,446	36,706
8. Employees		
The average (full time equivalent) number of persons employed during the period was	135	109
Average number of staff during the period	192	157
Staff costs (for the above persons)	£	£
Salaries	4,198,612	3,242,875
Social Security costs	376,316	269,146
Pension costs	150,555	119,184
Agency costs	19,770	22,953
Redundancy costs	4,500	-
	<u>4,749,753</u>	<u>3,654,158</u>

One employee received remuneration (excluding employer pension contributions) that fell in the band £70,000 to £80,000 (2022: one). Remuneration of key management staff was £275,259 for the year (2022: £260,777). This has increased due to pay awards.

9. Trustees

No Trustees received any remuneration for their services during the year (2022: nil). No Trustees expenses were paid during the year (2022: nil).

Expenditure on Trustee training was £980 for the year (2022: £819).

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023

10. Fixed Assets

	Freehold Property	Freehold renovation	Leasehold improvement	Furniture & equipment	Computer equipment	Total 2023
Cost/value	£	£	£	£	£	£
At 1 April 2022	230,000	76,256	16,280	116,476	176,224	615,236
Additions in the year	-	257,526	-	-	41,476	299,002
Disposals in the year	-	-	-	-	-	-
At 31 March 2023	230,000	333,782	16,280	116,476	217,700	914,238
Depreciation						
At 1 April 2022	79,350	36,265	9,768	97,040	119,903	342,326
Charge for the year	-	-	1,628	5,311	34,128	41,067
Disposals in the year	-	-	-	-	-	-
At 31 March 2023	79,350	36,265	11,396	102,351	154,031	383,393
Net book value at 31 March 2023	150,650	297,517	4,884	14,125	63,669	530,845
Net book value at 31 March 2022	150,650	39,991	6,512	19,436	56,321	272,911

	2023 £	2022 £
11. Debtors		
Prepayments	30,057	27,491
Sales ledger and other debtors	439,001	599,006
	469,058	626,497

The sales ledger balance at year end included balances for London Borough of Lewisham (£237,388), South London & Maudsley NHS Foundation Trust (£81,616) and London Borough of Bromley (£40,833) all of which were paid in full post year end.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023

	2023	2022
	£	£
12. Creditors		
Amounts falling due within one year		
Trade creditors	138,847	195,478
Other creditors	7,273	5,445
Accruals and deferred income	916,003	965,251
Other taxes and social security	-	-
	<u>1,062,123</u>	<u>1,166,174</u>

Included within other creditors is an amount totalling £2,868 (2022: £3,615) due in respect of pension contributions.

	£	£
13. Deferred income		
B/f	882,403	345,068
Released in SOFA	(312,105)	(345,068)
Deferred during year	233,750	882,403
Carried forward	<u>804,048</u>	<u>882,403</u>

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023

14. Restricted Funds

	At 1 April 2022	Income	Expenditure	At 31 March 2023	At 1 April 2021	Income	Expenditure	At 31 March 2022
	£	£	£	£	£	£	£	£
Dementia Support	-	39	-	39	-	3,754	(3,754)	-
Recovery Works Fundraising	1,377	-	-	1,377	1,377	-	-	1,377
Recovery Works Donations & legacies	2,425	-	-	2,425	2,398	27	-	2,425
Lewisham MindCare donations	343	-	(343)	-	2,131	-	(1,788)	343
Bromley Dementia Hub donations	5,291	-	-	5,291	74	5,217	-	5,291
Mindful Mums	186	20	-	206	86	100	-	186
Dementia Café Donations	-	-	-	-	382	-	(382)	-
MindCare Donations	2,100	80	-	2,180	-	2,100	-	2,100
Greenwich Amenities Fund	1,684	-	-	1,684	1,684	-	-	1,684
Greenwich Donations	26,022	160	-	26,182	25,782	240	-	26,022
Greenwich Connecting Communities	15,532	40,500	(39,971)	16,061	8,321	40,500	(33,289)	15,532
Greenwich Peer Support	7,743	45,000	(47,060)	5,683	6,617	45,000	(43,874)	7,743
Mind – Get Set Go	6,507	-	-	6,507	6,507	-	-	6,507
Mind – Peer Support Hub	8,364	-	(8,364)	-	11,366	-	(3,002)	8,364
SLaM – BAMER grant	-	-	-	-	5,503	-	(5,503)	-
Mind – Mentally Healthy Universities	9,846	-	-	9,846	8,448	30,533	(29,135)	9,846
Greenwich Counselling Services	625	-	-	625	625	-	-	625
Greenwich Mindline	444	-	-	444	444	-	-	444
Mind – Connector Fund grant	-	-	-	-	8,847	508	(9,355)	-
Orpington Dementia Respite	7,500	-	(6,750)	750	15,000	-	(7,500)	7,500
Minds Up	31,200	23,694	(30,863)	24,031	34,046	14,440	(17,286)	31,200
Time to Change Greenwich	1	-	(1)	-	830	-	(829)	1
Furlough	-	-	-	-	-	765	(765)	-
Mind IT grants	-	-	-	-	-	3,000	(3,000)	-
Recovery College	100	-	-	100	100	-	-	100
Young Onset Dementia Activists	2,682	9,824	(12,506)	-	-	14,661	(11,979)	2,682
Being Dad	-	-	-	-	-	1,282	(1,282)	-
LBB Workforce Retention	-	-	-	-	-	10,457	(10,457)	-
RBG Workforce Retention	-	-	-	-	-	6,230	(6,230)	-
	129,972	119,317	(145,858)	103,431	140,568	178,814	(189,410)	129,972

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023

Dementia Support – grant and donation income used to fund online dementia support services.

Recovery Works Fundraising – funds raised to support the service.

Recovery Works Donations – donations to support this service.

Lewisham MindCare donations – donations to support this service. The fund was fully utilised in the year.

Bromley Dementia Hub donations – donations to support this service.

Mindful Mums – donations to support this service.

Dementia café donations – donations to support the dementia café.

MindCare donations – donations received to support our dementia work.

Greenwich Amenities Fund - the accumulation of donations and fundraising income. It is used to support group activities.

Greenwich donations – donations to support our services in Greenwich.

Greenwich Connecting Communities – a project to provide support to people in Greenwich, funded by a grant from the Royal Borough of Greenwich.

Greenwich Peer Support - a project to provide peer support to people funded from a grant from the Royal Borough of Greenwich. The fund was fully utilised in the year.

Mind – Get Set Go – a grant from Mind to encourage physical activity.

Mind – Peer Support Hub – a grant to fund a work to support the development of peer support groups to help people with mental health problems across South London.

SLaM BAMER grant – a grant to provide mental health peer support especially in BAME communities. This grant has now been spent.

Mind – Mentally Healthy Universities – a grant from Goldman Sachs to provide mental health support to students at Greenwich University.

Greenwich Counselling Service – donations to support this service.

Greenwich Mindline Fund – donations to support this service.

Mind – Connector Fund – a grant from Mind to facilitate closer collaboration between BLG Mind and Lambeth & Southwark Mind. The fund was fully utilised in the year.

Orpington Dementia Respite - grant from The Phillips Foundation to provide additional dementia respite services in Orpington.

Minds Up - a wellbeing training programme taking place in Bromley schools, made possible by in memoriam donations and ongoing fundraising.

Mind Time to Change Greenwich – a grant from Mind to fund the purchase of resources for anti-stigma work

Furlough - Funding from the Government under the Job Retention Scheme to pay furloughed staff.

Mind IT grant - grants from Mind to support the provision of IT equipment during the pandemic and to fund the set up a database for a new service.

Recovery College – donations made to support this service.

Young Onset Dementia Activists (YODA) – various grants and fundraising income used to fund our work with young onset dementia clients. This is also funded by our designated funds

Being Dad - donations to support this service.

LBB Workforce Retention – a grant to help retain care staff that we used in our MindCare respite service.

RGB Workforce Retention – a grant to help staff retention across the organisation.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023

15. Designated Funds

	At 1 April 2022	Increase in the year	Decrease in the year	At 31 March 2023	At 1 April 2021	Increase in the year	Decrease in the year	At 31 March 2022
	£	£	£	£	£	£	£	£
Tangible Fixed Assets Fund	272,910	299,002	(41,067)	530,845	264,495	33,349	(24,933)	272,911
Service Development Fund	100,000	140,000	(40,000)	200,000	60,000	40,000	-	100,000
Dementia Café	5,057	-	(2,359)	2,698	5,914	-	(857)	5,057
Premises Fund	485,000	277,526	(257,526)	505,000	485,000	-	-	485,000
Digital Fund	100,000	-	-	100,000	50,000	50,000	-	100,000
Minds Up! Fund	60,000	-	-	60,000	-	60,000	-	60,000
Lambeth and Southwark Mind	-	100,000	-	100,000	-	-	-	-
YODA	-	40,000	(2,415)	37,585	-	-	-	-
Mindful Mums	-	5,700	-	5,700	-	-	-	-
Greenwich Equality Grants	-	8,104	-	8,104	-	-	-	-
	1,022,967	870,332	(343,367)	1,549,932	865,409	183,349	(25,790)	1,022,968

Tangible Fixed Asset Fund - represents assets of the Charity used for the purchase of tangible fixed assets after the deduction of depreciation, which is therefore not free for other use within the Charity.

Service Development Fund - to enable the organisation to respond to new initiatives

Dementia Café Fund - comes from unspent past funding that Commissioners have agreed can be used to fund the dementia café.

Premises Fund - to help fund the organisation's future premises needs. We will continue to spend this in 2023/24.

Digital Fund - to fund improvements to our digital capacity and capabilities

Minds Up! Fund – set up to fund the expansion of this project to help young people with their mental health to other schools

Lambeth and Southwark (L&S) Mind – while we consider a possible merger with them, we have set aside some funds to support some of their services, if necessary.

YODA – to fund the continuation of our work with clients with young onset dementia

Mindful Mums – to fund some consultancy on our newly funded Lewisham Mindful Mums LGBTQ+ groups

Greenwich Equality Grants – to fund a grant giving programme to smaller charities working with underrepresented communities in Greenwich

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023

16. Analysis of Net Assets between Funds

	Tangible Fixed Assets 2023	Net Current Assets 2023	Total
	£	£	£
Restricted funds	-	103,431	103,431
Unrestricted funds	530,846	2,799,542	3,330,388
	530,846	2,902,973	3,433,819

	Tangible Fixed Assets 2022	Net Current Assets 2022	Total
	£	£	£
Restricted funds	-	129,972	129,972
Unrestricted funds	272,911	2,581,648	2,854,559
	272,911	2,711,620	2,984,531

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2023

17. Commitments under Operating Leases

	2023		2022	
	Land & buildings £	Equipment £	Land & buildings £	Equipment £
Total payment due:				
Within one year	32,200	-	38,605	-
Within two to five years	4,167	-	-	-
After five years	-	-	-	-
	<u>36,367</u>	<u>-</u>	<u>38,605</u>	<u>0</u>

18. Related parties

Declarations have been obtained from all of the Trustees and Senior Leadership Team of Bromley, Lewisham & Greenwich Mind. They confirm that each is a fit and proper person to act as a Charity Trustee under the Finance Act 2010. There have been no related party transactions during the year or during the previous financial year.

19. Liabilities of members

The Charity is constituted as a company limited by guarantee and has no share capital. In the event of the Charity being wound up, the liability of each of the 12 (2020: 76) members is limited to the sum of £1. In November 2021 our Articles of Association were amended so that the only members of the organisation are the Trustees (Directors).

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2023

20. Pension

The charity makes employer contributions to two multi-employer schemes run by The Pensions Trust; the Flexible Retirement Plan and the Growth Plan Series 4; both of which are defined contribution schemes. The Growth Plan Series 4 has predecessors in Series 1, 2 and 3 which are all now closed. Series 1 and 2 are classified as defined benefit schemes in the UK. The schemes are multi-employer schemes which provide benefits to some 950 non-associated participating employers. It is not possible for the charity to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2014, which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme until January 2025. The share of the contribution is allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Bromley, Lewisham & Greenwich Mind's share of these contributions has a net present value of £892 at 31 March 2023 (2022: £1,400) and the liability is reflected in the accounts. The discount rates used for the March 2023 valuation is 5.52%

The Charity also makes contributions to the NHS Pension scheme in relation to three employees that transferred into the organisation during 2016/17 under TUPE regulations. The scheme is an unfunded defined benefits scheme that covers NHS employers, GP practices and other bodies allowed under the discretion of the Secretary of State in England and Wales. They are not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, the scheme is accounted for as if it were a defined contribution scheme: the cost to the NHS body of participating is taken as equal to the contributions payable to that scheme for the accounting period. Employers pension cost contributions are charged to operating expense as and when they become due at the rate determined.

South East London Mind Limited

England & Wales - Charity number 1082972

Accounts

Bromley,
Lewisham
& Greenwich

The logo for Mind, featuring a stylized, circular symbol resembling a brain or a network of connections, followed by the word "mind" in a lowercase, cursive font.

Bromley, Lewisham & Greenwich Mind Ltd

ANNUAL REPORT AND FINANCIAL STATEMENTS

1st April 2021 - 31st March 2022

**Registered Charity Number 1082972
Company Registration Number 04071152
Registered Office: 5 Station Road, Orpington, Kent, BR6 0RZ**

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REPORT OF THE BOARD OF TRUSTEES for the year ended 31st March 2022

Bromley, Lewisham & Greenwich Mind (then Bromley Mind) was incorporated on 13 September 2000 as a company limited by guarantee. On 1st January 2001 a merger of Beckenham Mind, Orpington Mind and Stepping Stones Club transferred ongoing activities to Bromley Mind.

Since 2011, the organisation has been delivering services in the London Borough of Lewisham. On 7th November 2013, the members voted to change the organisation's area of benefit to include Lewisham and its name to Bromley & Lewisham Mind. In 2018 we completed a merger with Greenwich Mind, having become Bromley, Lewisham & Greenwich Mind (BLG Mind) in November 2017.

MindCare is Bromley, Lewisham & Greenwich Mind's specialist dementia arm.

The governing documents are the Memorandum and Articles of Association. These were revised during the year and approved at the AGM in November 2021.

Structure, Governance and Management

Charity Objects

Bromley, Lewisham & Greenwich Mind's objects are:

- (a) To promote the preservation of good mental health, in particular by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition.
- (b) To relieve the needs and improve the quality of life of people with mental health problems and dementia by providing a range of services.

Operating particularly but not exclusively in the London Boroughs of Bromley, Lewisham & Greenwich and surrounding areas.

Trustees have considered the Charity Commission's Public Benefit requirements and believe BLG Mind meets its objectives by virtue of its ongoing work within the field of mental health and dementia care. This Trustees' report clearly demonstrates the benefit of the charity's work to the general public across a range of activities.

Charity Governance Code

BLG Mind is committed to good governance and providing leadership of a high level. To demonstrate this commitment the Board formally adopted the Charity Governance Code in 2020. The latest internal evaluation confirms that the code is applied in all areas. The Trustees do not tolerate behaviours which are not aligned to this code or BLG Mind's code of conduct.

Trustee recruitment

The directors of the company are also charity Trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association, which were last amended at the AGM in November 2021:

- The members of the charity are also the current Trustees
- Trustees are elected at a Board meeting
- The Board is comprised of a minimum of seven and a maximum of fifteen Trustees
- Trustees serve for a fixed term of three years from their election. No more than three terms shall be served.
- At least three Trustees are required to have experience of mental health problems or of being the carer for someone with dementia or mental health problems.

In an effort to maintain a broad skill mix, the Board of Trustees reviews its effectiveness annually and in the event of particular skills being needed or lost due to retirement, individuals are recruited to offer themselves for election or for appointment to the Board. When recruiting new Trustees we seek to increase the diversity of the Board, including to reflect the demographics of the Boroughs we operate in, for example by advertising for Trustees from demographic groups that are currently under-represented on the Board.

There were no changes to the Board of Trustees during 2021-22. Trustees serving during the year are listed on page 26.

Trustee induction, training and review

Induction to the Board of Trustees is led by the Chair and Chief Executive. The programme includes visits to the organisation's services, introductions to staff, volunteers and service users and a training session which covers:

- Aims and values of BLG Mind
- Trustee roles and responsibilities
- Committee and staffing structures
- Strategic and Business plans
- Current financial position and accounts
- Current issues and priorities

External training for Trustees is undertaken as appropriate to develop their knowledge and skills, and work is underway on a core training schedule for Trustees. All Trustees completed Anti-racism and Unconscious Bias training during the year.

A Governance Manual is provided and Trustees have access to all BLG Mind Policies and Procedures. Trustees complete a Skills Audit form.

Trustees are given opportunities throughout the year to meet staff and service users through planned events, service visits and presentations to the Board and its Committees.

An annual Board Review Day is held to assess the Board's performance during the past year, consider improvements, address strategic priorities and identify any training needs. Trustees also participate in individual Reflection Meetings with the Chair or Vice-Chair every two years, to reflect on their role and contribution and to consider their future development.

Organisation

The Board of Trustees meets every two months and is responsible for the strategic direction and policies of the Charity. The Board has a number of sub-committees, Trustee membership (which is reviewed every year) is reported on page 32:

- The Finance and General Purposes Committee (F&GP) meets every two months. It has delegated authority to deal with facilities issues and is responsible for scrutinising financial matters.
- The People and People Strategy Committee (P&PS) meets every two months as part of the F&GP meeting agenda, and annually to review staff remuneration. It has delegated authority to deal with people matters.
- The Quality and Performance Committee (Q&P) meets quarterly. It reviews quality and performance across all service areas and identifies areas in which to undertake more detailed scrutiny.
- The Developments Committee (DC) meets quarterly. It is responsible for examining emerging needs and maintaining an overview of service developments, tenders, funding applications and new work programmes, as well as communications and community fundraising.
- The Policy Review Committee (PRC) reviews draft policies prior to them going to the Board or Committee for approval. Mostly, work of the PRC is done electronically.

Throughout the year, the Board also had in place a Covid-19 sub-committee to enable rapid decision making regarding urgent issues arising from the pandemic. This committee was established in March 2020 and consists of the Chair, Vice-Chair, Treasurer and one other Trustee.

The Board appoints a Chief Executive who has delegated responsibility for the day-to-day running of the Charity in accordance with policies and strategies set by the Board.

Risk Management Policy Statement

The Board of Trustees has approved a risk management strategy. The strategy includes:

- An assessment of each significant organisational risk, taking into account impact and likelihood. All new activities are in line with BLG Mind's objectives and mission.
- Policies, procedures and management actions to mitigate risks identified.
- Policies, procedures and management actions to minimise the impact should a risk materialise

- Regular reviews by Senior Managers of the risks the Charity may face. These reviews are discussed and agreed by Trustees at F&GP three times a year, with major and emerging risks being reported to the Board.
- Our approach to risk and their own responsibility in relation to it is covered in the staff induction process. More in-depth training will be provided should a role require it.

As part of this strategy the charity has prepared a Business Continuity Plan that looks at ways of recovering from incidents and, where possible, preventing them happening. The Plan is subject to an annual test to help identify any improvements needed, and during the year was subject to real-life testing as a result of the pandemic, leading to significant review of the Plan. Procedures are in place to ensure the Charity complies with regulations and current best practice including health and safety and fire regulations.

Key significant risks identified and managed during the year included:

- Risks associated with being overstretched by the increased complexity of the organisation, which was mitigated by the recruitment of a new Director of Operations and a Head of Services for Bromley, plus a significant increase in our HR staffing (focused on People Development) and other central staff roles.
 - A lack of space to accommodate staff in new services, which is being managed through the use of hybrid working approaches in the short term and securing new and reconfiguring existing premises in the longer term.
 - Security of IT systems which was mitigated by improvements to our systems, including the introduction of multi-factor authentication.
 - The risks associated with the proposed policy that Covid vaccination is made a condition of deployment for health and social care staff until that policy was abandoned by the Government.
- Current significant risks being managed relate to inflationary pressures, cost of living, staff recruitment and premises.

Inclusion Statement

Bromley, Lewisham & Greenwich Mind (BLG Mind) is committed to equity of opportunity and the elimination of discrimination in all its forms. We are proud to be an anti-racist organisation. We seek to create environments and services that are accessible and meaningful to all in our communities, and reflect their diversity. We believe that BLG Mind is strengthened and enriched by diversity throughout the organisation. We are committed to developing and promoting a culture of inclusion which means that everyone who works for or receives services from BLG Mind feels that the organisation is welcoming and somewhere they can be comfortable, be themselves and be included.

In October 2020, BLG Mind's Inclusion Review Group completed their 18-month review and presented a report and detailed recommendations to the Board of Trustees. The recommendations were accepted and an Inclusion Advisory Group (IAG) consisting of Trustees, staff, volunteers and service users from across the organisation was established. The IAG support and monitor the implementation of the recommendations and provide a forum for discussion and a source of advice on inclusion issues. To date two thirds

of these have been completed. During the year, we recruited a team of 16 Inclusion Champions from across the organisation to further extend our reach and commitment to our inclusive principles and practices.

Working in Partnership

BLG Mind is affiliated to Mind, the national mental health charity. During the year, BLG Mind were actively involved in working with the network and played a key role in the Mind in London CEO and Chairs Network.

BLG Mind is also a key contributor to local partnerships including:
In Bromley:

- Bromley Third Sector Enterprise
- Voluntary Sector Strategic Network
- Mental Health Strategic Programme Board
- Dementia Action Alliance
- Suicide Prevention Strategy Group
- Adult Safeguarding Board

In Lewisham:

- Lewisham Mental Health Alliance Leadership Board
- Community Development Steering Group
- Dementia Community Action Group
- Lewisham Black & Minority Ethnic (BME) Network
- Suicide Prevention Strategy Group

In Greenwich:

- Mental Health Oversight & Co-ordination Board
- Mental Health Alliance Leadership Group
- Mental Health Development Collaborative
- BME Mental Health Group
- Suicide Prevention Strategy Group
- Adult Safeguarding Board

In addition BLG Mind's Chief Executive plays a key role in representing the voluntary sector at the South East London Integrated Care System (ICS), and the Director of Services is a Partnership Governor for Oxleas NHS Foundation Trust.

Bromley Third Sector Enterprise (BTSE) is a collaboration led by BLG Mind, Age UK Bromley & Greenwich, Bromley Citizens Advice, Bromley Mencap and Community Links Bromley, who are the core members. It acts as a voluntary sector partnership to facilitate the delivery of co-ordinated and integrated health and social care services in the Borough of Bromley and is a Charitable Incorporated Organisation (CIO), with BLG Mind's Chief Executive as one of the Directors.

In the year under review, BLG Mind was involved in several formal partnerships to provide integrated services.

- Bromley Well is delivered in partnership with BTSE
- The Bromley Dementia Support Hub is delivered in partnership with Age UK Bromley & Greenwich and Oxleas NHS Foundation Trust (Oxleas)
- The Lewisham Dementia Support Hub is delivered in partnership with South London and Maudsley NHS Foundation Trust (SLaM), Sydenham Garden and Carers Lewisham
- Lewisham Community Wellbeing is delivered in partnership with Lewisham Refugee & Migrant Network (LRMN), Sydenham Garden, Metro and SLaM
- The Bromley Recovery Works service, Bromley Mental Health Hub, Perinatal Community Support service and IPS Employment Support service are delivered in partnership with Oxleas NHS Foundation Trust
- The Greenwich Mental Health Hub is delivered in partnership with Oxleas and Bridge Support
- The Lewisham Primary Care Mental Health Service is delivered in partnership with SLaM
- The Greenwich Connecting Communities Alliance is a partnership with Metro, Age UK Bromley & Greenwich and Greenwich Mencap
- The Mentally Healthy Universities Programme was delivered in partnership with the University of Greenwich and Mind
- Mindful Mums in Greenwich is delivered in partnership with MumsAid
- The South East London Suicide Bereavement Service is delivered in partnership with Lambeth & Southwark Mind, Mind in Bexley and SLaM

Partnership agreements are in place to clarify the approach to joint working and partners' responsibilities and liabilities.

Staffing

The average number of staff employed during the year, including bank, was 157. At the end of the year, BLG Mind had 136 contracted staff (112 FTE). Throughout the year there were 37 bank staff employed (10.5 FTE on average). 59% of staff reported having personal lived experience of mental health problems. Volunteers make a huge contribution to the organisation's work with 215 regular volunteers delivering, on average, a total of approximately 636 hours per week.

Involvement

BLG Mind has a range of mechanisms for involving people who use our services and their carers, as well as people with lived experience of mental health problems more widely, in the organisation. Key involvement mechanisms include:

- Person-centred services and informal involvement
- Informed choice
- Feedback and Consultation, including feedback questionnaires and focus groups
- Involvement in:
 - o service delivery, including through the use of peer support volunteers and peer support workers
 - o staff recruitment and training
 - o organisational decision making, including through representation on the Board and Committees
 - o service decision making
 - o business and service development, including through the use of service design approaches
- Supporting external involvement opportunities

Despite involvement and the collection of feedback being more of a challenge during the Covid-19 pandemic, client and carer survey feedback carried out during the year continued to highlight high levels of satisfaction and a range of positive outcomes for people using our services.

During the year we developed the role of Lived Experience Consultants and recruited four people with current or recent experience of using our services into these posts. They provide a lived experience perspective on strategic issues, policies and new developments both within BLG Mind and in the wider local mental health system.

During the year we also developed a 'Friends of BLG Mind' scheme to develop our relationships and engagement with our supporters.

Vision, Purpose, Values, Aims and Objectives

BLG Mind's current Strategy covers the period April 2021 – March 2024. The strategy includes the organisation's vision, purpose, values, aims and objectives, and these are detailed below:

Vision

Everyone with mental health problems and dementia in our local communities gets the support and respect they deserve

Purpose

We will help people to be mentally healthy, and work together with those experiencing mental health problems and dementia to improve their quality of life

Values

Inclusive in our approach and all we do, so that we effectively meet the needs of our diverse communities

Responsive to each individual we support and their unique needs, histories and aspirations

Evolving, demonstrating continuous improvement, agility, innovation and effectiveness

Together, working with our partners and people with lived experience of mental health problems & dementia and their support networks

Aims

To achieve our purpose, BLG Mind will:

- Help people across our local communities to develop approaches that build resilience, maintain wellbeing and encourage good mental health
- Support people to make well informed choices and address issues in their lives
- Equip people to cope with, manage and improve their own mental health
- Facilitate access for people to fulfilling activities and meaningful involvement within their community
- Improve understanding of the lived experience of people with mental health problems and dementia
- Ensure that diverse voices are influential in our planning, decision making and delivery

Strategic objectives

1. **Excellence** - We will provide excellent quality, highly effective, evidence-based services
2. **Our People** - We will invest in our staff, volunteers and trustees to enable us to achieve our purpose
3. **Development** - We will develop new services to meet the needs of our local communities
4. **Engagement** - We will connect with the local community and other organisations to maximise the reach and impact of BLG Mind
5. **Our Infrastructure** - We will maintain a reliable and flexible infrastructure that is fit for purpose and supports the current and future needs of the organisation

Main Achievements in 2021-22

Significant progress was made in relation to all of our Strategic Objectives in the first year of our strategy. Some of the main achievements are detailed below:

Excellence

- We developed a flexible, dynamic combination of in-person and remote support in most of our services
- We used our learning from Lewisham to help inform the development of new Mental Health Hubs in Bromley and Greenwich
- We developed new Lived Experience Consultant roles as part of our approach to client engagement

Our People

- We supported staff to adapt to hybrid working, promoting staff wellbeing whilst ensuring our services best meet people's needs
- We provided a bespoke Leadership Development Programme for over 20 of our managers
- We recruited Inclusion Champions to further embed our organisational work on inclusion

Development

- We led on the implementation and delivery of a new Suicide Bereavement Service for South East London
- We piloted Minds Up, a wellbeing intervention for children and young people delivered in local schools
- We developed the Young Onset Dementia Activists (YODA) group to support younger people living with dementia and their carers

Engagement

- We undertook a robust, fair and trusted process to select and commission organisations to help deliver our Culturally Diverse Communities peer support and community engagement programme in Lewisham
- We increased our social media presence
- We launched a new Friends of BLG Mind scheme to engage with our supporters in a new way

Our Infrastructure

- We developed a plan for making changes and improvements to our premises
- We undertook a strategic Information and Communications Technology (ICT) review
- We invested further in the development of new senior and central staff roles to strengthen our capacity

Covid-19

The Covid-19 pandemic continued to have an impact on the organisation and our service delivery throughout the year. We flexed our service models to meet people's needs and in response to changes in Government guidance. Our Covid-19 sub-committee of the Board of Trustees remained in place throughout the year to enable rapid, responsive decision-making as required.

Performance in 2021-22

During the year, BLG Mind services provided direct help to **over 9,700** people, more than ever before.

	Beneficiaries in 2021-22	Change on previous year
Mental Health Services		
Bromley Recovery Works Service	863	-16%
Bromley Perinatal Community Support	23	-34%
IPS Employment Support (Bromley & Greenwich)	232	-5%
Bromley Well/Bromley Mental Health Hub	943	-28%
Lewisham Community Wellbeing	1,591	+70%
Lewisham Primary Care Mental Health Service	639	+227%
Greenwich Mindline	See below	NA
Greenwich Peer Support	113	+6%
Greenwich Counselling	240	-12%
Greenwich Connecting Communities	203	-1%
SE London Suicide Bereavement Service	142	NEW
MindCare Dementia Services		
Respite Care at Home	204	+16%
Online Dementia Activities	25	-37%
Young Onset Dementia Activists	23	NEW
Bromley Dementia Support Hub	1,941	+85%
Lewisham Dementia Support Hub	768	+37%
Greenwich MindCare	330	-25%
Wellbeing & Resilience		
Mindful Mums (Bromley, Lewisham & Greenwich)	431	-10%
Being Dad (Bromley, Bexley & Greenwich)	35	+35%
Mentally Healthy Universities (Greenwich)	173	-46%
Minds Up Schools Wellbeing Programme (Bromley)	784	NEW
Total 2021-22	9,703	+29%

Overall, there was an increase of **29%** in the number of people benefiting from BLG Mind services during the year. This was the result of some new services beginning to operate, increased demand in some services and a reduction in the number of people supported in others for a variety of reasons.

The number of beneficiaries for Mindline has not been included because as an anonymous service this is not known. However, Mindline dealt with a total of **3,706** contacts during the year (an increase of **32%** on the previous year). There may be some people who are counted twice in the figures as a result of them accessing more than one of our services.

In addition to this, BLG Mind provided mental health training to **543** people from other organisations and dementia training, coaching and consultancy to **238** staff from other organisations. As the direct beneficiaries are not people with mental health needs or dementia or their family carers they have not been included within the table above.

Mental Health Services support the recovery of people with mental health problems, helping them develop skills and strategies to manage periods of distress while leading full and rewarding lives.

Recovery Works supports people across Bromley, and provides:

- Person-Centred Recovery Support, including support to access community resources and opportunities
- Specialist Employment Support, to help people return to work or stay in their jobs during a period of ill-health
- A Recovery College, offering a wide range of structured courses and workshops which are co-developed and co-delivered by people with lived experience of mental health problems
- Peer Support, including individual peer mentoring and peer support groups

Recovery College Client Story

Shirley had suffered “very, very badly” with Anxiety for several years. On the last day of a five-week stay on a mental health inpatient ward a member of staff gave her a leaflet about Bromley Recovery College.

“I phoned and spoke to the Recovery College Principal on the day I left. I thought: can I do this? Have I got the confidence to do this? He put me at ease immediately, he was really friendly and welcoming.

“The very next week I joined the allotment group. It was marvellous being out in the open, learning to be part of a team; it was a boon to my mental health. I weeded, planted, harvested, lots of different tasks. At the end of the day we could take home what we had

harvested: potatoes, chard, spring onions. We also had an annual team-building barbeque.”

Shirley was particularly grateful for the non-judgemental nature of the group. “You could chat a lot or, if you were feeling quiet, you could just listen. You could really just be you in the moment.”

She joined a number of the Recovery College’s different groups and courses, including the guided walks. “Staff who lead the walks are completely dedicated to the students. It was nerve-racking at the beginning. You turn up not knowing what to expect, but when you have finished the walk you feel so much better for having been out and about in company.”

She said: “I felt so poorly and Bromley Recovery College literally opened its arms and took me in. I don’t think I’d have recovered as well as I did without the activities the college offered.”

Nowadays, Shirley is a member of the College’s co-production team who plan the programme of courses. “Joining it boosted my confidence and self-esteem even more. Being with the others and getting to know them reminds me I do have a sense of humour and I can have a laugh.”

And she is keen to spread the word about the transformational effects of the college.

“I always promote Bromley Recovery College to anyone who is struggling with their mental health. I tell them the things they do are really well organised, you’ll meet likeminded people, it will help you with your recovery and it’s lots of fun!

“My daughter has been an absolute rock but she was at the end of her tether. She recently went away on holiday and called me up, saying: “Mum, is everything ok? You’re not lonely or anything?”

“I said: ‘Darling, I’m having the time of my life!’”

Lewisham Community Wellbeing is delivered in partnership with Lewisham Refugee & Migrant Network, Sydenham Garden, Metro and SLaM NHS Foundation Trust. Key components of the service are:

- A single point of access to the range of support available
- Individual person-centred support and recovery planning
- Workshops, courses and groups
- Peer Support groups and activities
- Specific provision for people from culturally diverse communities
- Community engagement and mental health awareness raising

- Service user involvement

The service is targeted at people who require support with their mental wellbeing, social and life issues, but who do not require secondary care mental health services. During the year Lewisham Community Wellbeing also delivered Engage in ME, a project focused on developing peer support for people from culturally diverse communities, funded by the Maudsley Charity.

Lewisham Community Wellbeing Client Story

It was only after Lukas tried to end his life that he finally received the help he needed.

“I got into trouble when I was young and spent a long time in prison. I did my time and paid my debt to society but when I came out I had nothing, so I ended up on the street. All my family were gone or had moved on and I didn't have any friends. My health wasn't the best either and that and the stress of not having a place made me ill.”

Eventually Lukas was placed in temporary accommodation, but it only served to worsen his mental health issues. “The accommodation wasn't good. I had to share with other tenants who had their own problems. The police came to the house several times and I felt tense and stressed all the time. I didn't want any part of it so I kept my head down and stayed away from everybody. I just stayed in my room drinking cider and stressing out. I was in a bad way and I cut my wrists because I'd had enough.”

It was then that Lukas was referred to the Lewisham Community Wellbeing service. “It wasn't just one thing that the service did for me, it was the whole package. I hit it off straight away with my caseworker. I say it a lot, but the service I get is brilliant. I know I can talk to my caseworker about anything and I will be treated with kindness and respect.

“It has helped me through some tough times having him to call on. We started off discussing options for the future where we would talk through the pros and cons of ideas and look at how to move on and progress.”

Lukas's plans had to be put on hold when he was diagnosed with cancer. “I don't know what I would have done without this service to help me. All through it, I felt my case worker was by my side and was there to represent me if I needed it. I don't mind admitting I was very scared. He was always available and his positivity and gentle reassurances meant a lot to me at this difficult time. I'm sure that when he emailed my landlord about the conditions I was living in, it made them take notice and start improving the property.”

Lukas now feels much more positive about the future. “My life has improved in the time I've been with the service and I feel much better. My health is improving and my accommodation has recently been renovated.”

Perinatal Community Support in Bromley works closely alongside the specialist perinatal mental health team in Oxleas. The service provides person-centred support with the dual challenges of managing mental health problems alongside pregnancy and new motherhood. It also facilitates peer support between mothers.

IPS Employment Support provides Individual Placement and Support (IPS) model employment support to people supported by Oxleas' community teams in Bromley and Greenwich. As a result of the coronavirus pandemic, there was more focus than usual on job retention support during the year. During the year, the service supported **112** people into full-time paid employment. BLG Mind's IPS service is accredited as an IPS Centre of Excellence (one of only 20 in the country) by the Centre for Mental Health. Towards the end of the year, funding was secured for a significant increase in capacity of the service during 2022-23.

IPS Employment Support Client Story

Louis did not grow up in a family that was financially stable, and this had followed him into adulthood. He felt lots of shame and anxiety about not being financially independent. This led to a loss of confidence. He struggled to stay in jobs for longer than a few months because he felt like he was not capable. Before coming to BLG Mind Louis felt like giving up.

After receiving support from BLG Mind, Louis felt ready to look for paid work. He reached out to his Care Coordinator, who referred him to the IPS Service to begin the process of finding employment. Straight away Louis's Employment Specialist made him feel welcome and relaxed. He felt like a huge burden had been lifted off his shoulders when the IPS team listened and empathised with his story. The IPS Employment Specialist explained what support was available to him and for the first time Louis did not feel alone. Louis started to see a light in the darkness. He was supported to write a CV, to look for interesting job roles and prepare for interviews. Each step of the process was carefully mapped out.

For the first time, Louis could see that someone believed in his ability to find work, and this sparked something inside of him that he had not felt in a long time. He began to regain some of his confidence, to believe in himself and look forward to the future. It felt like the fog was lifting from his life and his pathway forward was being illuminated. At first, Louis felt scared and nervous because he did not know what to expect. However, there was always someone willing to answer his questions and offer advice. Louis quickly stopped looking for just any job and began thinking about what he would actually like to do. The process allowed him to reflect on what he was good at and what made him happy.

Louis found the right job working in an office with a friendly and supportive team. The confidence he gained through working with IPS Employment support has made him comfortable and determined to stay in the role. Louis cannot thank his Employment Specialist

enough for helping him get back on his feet.

Bromley Well is an early intervention and prevention service operating to support a wide range of client groups across the Borough. BLG Mind are responsible for delivering the mental wellbeing pathway as well as support for mental health carers and Cognitive Behavioural Therapy groups for carers. Changes to the service are planned from October 2022, meaning that the mental wellbeing support will move from Bromley Well to the new Bromley Mental Health Hub, which began operating towards the end of 2021-22.

Bromley Well Mental Health Carer Story

When a member of Lucy's family felt so low that they did not want to live anymore, she didn't know where to turn. She tried to keep them safe and absorb their pain but she was scared that it would not be enough. It was a 'live or die' situation and she did not want to get it wrong and lose them. She felt alone and overwhelmed.

Out of desperation, Lucy started researching online for anywhere she might be able to get support. BLG Mind came up in her searches, so she reached out. Lucy's first call with the Bromley Well team offered a glimmer of hope. She was advised on how to handle an acute mental health crisis and the team agreed to stay in touch and provide support through a very dark time.

The relief Lucy felt was coupled with a feeling of empowerment. An empowerment that she could handle difficult conversations and that she was capable of being there for someone in desperate need. Lucy learnt how to be more transparent and open up the dialogue about painful suicidal feelings.

The Bromley Well team followed up with calls over the next few weeks to make sure Lucy was coping. They validated her fears and assured her that she was doing well.

Next they signed her up for a 6-week course for carers. Not only did she learn new skills, but she also found a community of people experiencing similar situations. She recalls sleeping better, knowing that she was doing everything she could to help and support her loved one. Life stopped feeling like a crisis and the healing process ensued, for both of them.

For Lucy, it does not bear thinking about what might have happened if she had not found BLG Mind. She says that the team have a rare gift of making you feel safe while also helping you find the confidence to take on challenges. She learnt to be a good listener, to accept her loved one just as they are, for their individuality and their vulnerabilities.

Lewisham Primary Care Mental Health Teams are delivered in partnership with South London & Maudsley NHS Foundation Trust (SLaM). BLG Mind employs Mental Health Advisers, a Benefits Specialist and Peer Support Workers who work alongside clinical staff to support people with mental health problems, linking closely with GPs and other primary care staff. During the year, we also developed the Culturally Diverse Communities Programme to work with local community groups to provide peer support and community engagement for racialised communities in the Borough.

Primary Care Mental Health Team (PCMHT) Client Story

Jack felt like there was a monster hidden in his memories from when he was 16 years old. He felt extremely scared to let himself think about what had happened and the person who had abused him. Jack did not feel like he had capacity to cope with the painful feelings from the past.

Jack had been part of a religious group, and it was someone from within this community who had abused him. He did not know who to turn to and became reckless and very hot headed. He would become angry very quickly and always felt a weird sadness underneath his rage. Amidst his destructive behaviour though, he knew that he wanted help to make sense of what had happened to him.

His GP led him to BLG Mind. Straight away he was made to feel comfortable, like his story mattered. As well as emotional support, he received valuable advice on benefits. This support motivated Jack to prioritise his wellbeing. He began decorating his living room and started washing more and brushing his teeth regularly.

He gained a sense of structure to his life and developed strategies to cope with the painful memories of the past. Jack felt that he could tackle life's obstacles and began to like himself again.

For the first time since he was a teenager, Jack felt optimistic. He learnt to be kind to himself, how to plan his days and celebrate successes, no matter how small. From feeling like there's no future, Jack found hope through BLG Mind and says that the unforgettable staff saved his life.

Greenwich Counselling Services provide talking therapies in a number of forms: Mindline offers telephone counselling and emotional support; crisis counselling provides up to six sessions to people in emotional distress, and long term counselling (up to 6 months) also includes culturally specific services for people from Asian and African/African-Caribbean backgrounds. The services are primarily delivered by experienced trainees and qualified counsellors, with high quality clinical support and supervision. Counselling is currently available in a total of 20 languages. Outcomes reported for the services showed that on average people accessing long-term (including culturally

specific) counselling and crisis counselling showed reliable recovery in relation to depression (measured using PHQ9 scale) and anxiety (measured using GAD7 scale), with changes exceeding the thresholds for both clinically reliable improvement and recovery.

Greenwich Peer Support includes drop-in sessions and a range of activity-based peer support groups, currently including Tai-Chi, Creative Writing, Mindfulness, Therapeutic Arts and an Ecology Park group.

Greenwich Counselling and Peer Support Client Story

After years of self-harming, Maggie was diagnosed with bi-polar disorder aged 17. Then, following a visit to A & E, she was admitted to hospital and remained in one of a number of hospitals for the next 15 years.

Eventually Maggie stabilised and moved into a flat with a warden. Knowing that she still needed additional support, she googled counselling services in her local area and Greenwich Counselling came up. Crippled by fear though, Maggie hung up on hearing a voice. This happened a number of times before she plucked up the courage to speak and tell someone that she felt like she was in crisis once again and needed help.

She found the help that she received to be very friendly and welcoming, providing her with an instant sense of relief. This was the start of her journey with BLG Mind.

Following some crisis counselling which gave her new found confidence, she attended the peer support drop-ins, taking part in the mindfulness and hearing voices groups. Feeling at ease and getting so much from the services, Maggie decided to become a volunteer, working on reception once a week.

Her role on reception is a job that she absolutely loves; enabling her to grow her confidence to be around big groups of people and to manage her mental health.

She says that without the fantastic, caring staff at BLG Mind her life would be a lot more chaotic.

Connecting Communities Alliance is a partnership with Metro, Age UK Bromley & Greenwich and Greenwich Mencap. Within the Alliance, BLG Mind focuses on helping and empowering people with mental health problems to connect to the information, advice and support that they need from mainstream services and within the wider community.

South East London Suicide Bereavement Service was developed during the year. BLG Mind lead the partnership delivery, which also involves Lambeth & Southwark Mind, Mind in Bexley and SLaM NHS Foundation Trust. The service is delivered across Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark, providing holistic support to friends and relatives, focussing on those who have been recently bereaved. It provided a combination of practical, emotional, and spiritual support to **142** people during the first 8 months of delivery, including counselling, group and 1-1 support.

Suicide Bereavement Service Client Story

Stephen and his brother Jonathon had a difficult relationship. The brothers were brought up in the care system, where they suffered abuse, and Jonathon's anger at what had happened manifested itself into challenging, even violent, behaviour towards Stephen. When Jonathon died by suicide, Stephen, unsurprisingly, experienced a maelstrom of emotions.

"When my brother's ex-partner called me I knew straight away it was about my brother. He had attempted suicide numerous times before and had been sectioned. He used drugs and alcohol but he'd actually got clean the year before his death. I thought he was doing well; he seemed like himself again."

Stephen had strong feelings following his brother's death. "At first I felt lost, very angry. I started thinking about the abuse we'd suffered that had led to this. I felt very angry towards the person who'd abused us and had thoughts about wanting to hurt him."

Stephen was referred to the South East London Suicide Bereavement Service. Initially, he had misgivings. "I felt strange about the idea of going to meet someone I'd never met before, but actually I think this was helpful. Being with someone who didn't have any connection to me allowed me to be open and say, 'look, this is what's really bothering me'. I had 1-1 support with Liam, who has been amazing, and then counselling with Gail, who is fantastic as well. I think you do need to have some extra support when something like this happens because it's a very lonely experience.

"I was quite angry with my brother and I was allowed to just say what I felt about him, and although at one point I felt guilty about it, I realised that it's really important for me to be able to say what I'm actually feeling. Over time I was able to recall the better side of him and access better memories from earlier on in life.

"It was good to have someone there to guide me while my head was trying to get out of the shock of what happened. I felt they were really listening and put thought into what they were saying. They both made me feel more normal, that there was nothing wrong with what I was feeling or how I was responding.

"They were also generous with their time and didn't make me feel rushed. There were times when Liam sat with me for hours and I

sometimes worried about him in terms of what he had to hear, but then he'd show up the next week – he's just a great bloke.”

Stephen found the routine of appointments helped him create a balance between his grief and his life with his partner and children, as well as giving him a reason to leave the house. “Because I had a set time when I knew I was going to talk to Liam or Gail, it helped separate it from my home life. I'd had a chance to talk about it and then go and enjoy my life with the people who are in my life. There were also times when I forced myself to go despite feeling depressed, and I've realised that that helped me, encouraging me to get out, which helped to break that cycle of depression a bit.”

Stephen used to drink heavily, and says having counselling stopped him from relapsing. “I haven't drunk alcohol for two-and-a-half years, and I think there would have been a risk of relapsing into my old ways by not opening up and talking about it but drinking to try and forget about it. But I've done the opposite. I've used the service to talk about it and process it so that I'm hopefully not carrying that negativity for the rest of my life.”

With the support of the service, Stephen's feelings about his brother's death have evolved: “I'm at the stage of forgiving my brother now; it's taken a year but I've worked through it. He didn't see things in the same way as me, in terms of how to navigate life after the experiences we'd had. I have sympathy for him and I wish his life had turned out differently.”

Wellbeing and Resilience programmes are universal rather than being targeted at people with an identified mental health problem. In addition to building the coping skills and resilience of those who are struggling, these projects help prevent the development of mental health problems by educating people about how to look after their emotional wellbeing.

Mindful Mums supported over 400 women across Bromley, Lewisham and Greenwich during the year. Services include wellbeing and resilience groups for pregnant women and new mothers across all three Boroughs. Each group runs for five sessions and is facilitated by two trained and supported volunteers with lived experience of perinatal mental health problems. The support is supplemented by drop-in support sessions for expectant and new mothers. We also deliver an individual befriending service for new mothers in Bromley and (from this year) Lewisham. During the year we also secured funding to develop tailored Mindful Mums delivery for women from culturally diverse communities in Lewisham.

Evaluation of the Mindful Mums groups during the year found that the groups have a positive impact on **99%** of attendees and/or their families. In addition, **98%** learnt skills they could take away and use and **98%** had increased confidence.

Mindful Mums Client Story

Following the traumatic birth of her second son, Lauren's health visitor referred her to Mindful Mums.

"My husband is a shift worker and we only moved to the Orpington area a few years ago so I was feeling very isolated. I'd had a traumatic birth and that, coupled with my social anxiety, made it very difficult for me to leave the house."

Lauren attended the Mindful Mums face to face group in Bromley. "I was really nervous at first but it was very relaxed. Both the staff and other participants were lovely. I was particularly concerned because my older son has autism and selective mutism, but everyone was incredibly understanding, and my son really enjoyed it as well. I settled really quickly and every time I went, my anxiety improved."

Prior to joining Mindful Mums, Lauren's experience of parenting groups had sadly been negative. "Many other parenting groups don't have such a welcoming environment. I always came away feeling very anxious and worse about myself, whereas Mindful Mums is the opposite."

"Everyone at Mindful Mums is really honest about their struggles. No one is trying to be the Mum of the Year. Being a mum can be really isolating and lonely, and a service like this is like gold-dust."

"Mindful Mums is definitely one of the best things I have ever done. It really improved my mental health. In fact, one of the things that stopped us moving further away into Kent was that there was no Mindful Mums there, so we're going to stay in Bromley."

Being Dad provided online wellbeing and resilience focused support to expectant and new fathers. Whilst numbers were relatively small, the benefits for those who engaged with the project were significant, with **100%** of attendees reporting that they found the sessions useful. During the year, we also secured funding to develop in-person Being Dad groups in Lewisham and began delivery of this programme from early 2022.

Building Mentally Healthy Universities was a project funded by Goldman Sachs Gives and coordinated by national Mind. We worked in partnership with the University of Greenwich to support the wellbeing of students and staff through the delivery of a range of interventions, as well as more structural support such as the training of mental health champions. Whilst the project came to an end during the year, over the two years or delivery (and despite the challenges of Covid-19), it reached **500** students and staff, with **89%** of students reporting that they felt more confident in looking after their own mental health and **90%** stating that they would recommend the courses to a friend. A final piece of work involved the production and distribution of short films aimed at supporting student wellbeing and postcards to signpost people to resources and further support, which collectively reached several thousand more people.

Minds Up is a new programme providing wellbeing interventions to young people in local secondary schools. During the academic year 2021-22 we worked with Newstead Woods School for Girls and Eden Park High School to develop and pilot the programme, which is funded by donations received in memory of two local young people who tragically died by suicide. The programme was successful in increasing students' understanding of mental health and the tools they have to support their wellbeing, as well as helping a significant number of young people who were struggling to access further help. In the coming year the programme will be rolled out to more schools in Lewisham and Greenwich.

Mental Wellbeing Training was provided to 543 people outside BLG Mind, from a wide range of organisations and audiences including local businesses, other voluntary sector organisations, GPs, nurses and college staff. We began providing Mental Health First Aid as one of the courses available, alongside our 'pick and mix' selection of shorter courses. Towards the end of the year we were awarded a contract to provide Suicide Prevention training across the Royal Borough of Greenwich during 2022-23.

MindCare Dementia Services support people with dementia to remain in their own homes and local communities, helping them to have the best possible quality of life. Some of our clients live on their own; others are cared for by family carers who, in turn, rely on MindCare services for advice and respite from the demands of being on call 24 hours a day, seven days a week.

Respite at Home Service provided an average of **307** hours a week of respite in the home to give family carers a break (an increase of **28%** as demand grew during the year). Flexible care packages include regular daytime and evening respite and programmes to support active lifestyles. MindCare staff engage clients in a range of stimulating activities during their visits, which were of particular significance for both clients and carers in the absence of many other services and in the face of high levels of social isolation. The Care at Home service was inspected by the Care Quality Commission in 2017 and received a 'Good' rating across all areas inspected.

MindCare Dementia Respite Client Story

When his wife Mary started showing symptoms of dementia, John dreaded what was to come. John and Mary, both in their eighties, had cared for Mary's mother when she had Alzheimer's, so he knew what to expect and was worried about whether he would have any support.

"Mary used to be an outgoing person, full of conversation, I noticed she became quieter over time, physically present but not talking. She also stopped helping with the cooking, which we had both enjoyed, and she started having falls. She was less able to make simple choices and decisions and would say things out of context and forget words. She was deteriorating and I felt out of control."

Mary knew something wasn't right too: "I couldn't keep up a conversation if too many people were speaking or they were speaking too quickly. I felt like I was there but not there, and I worried that I was going the same way as my mother. We had moments of depression

thinking about what it had been like when we were looking after my mother.”

The GP referred Mary to the memory clinic, where she was diagnosed with dementia. “We were given information, a lot of which we didn’t take in, but MindCare stood out.” Mary persuaded John to get in touch with Mindcare. She knew that her husband needed help.

For John, this was a very positive first step. He remembered that he felt listened to, understood and supported, right from the beginning.

MindCare provide the couple with respite, whereby a carer looks after Mary at home so that John can have some time away from his caring role. “The dementia had taken over my life. The pressure was relentless. But having a respite visit once a week gives me the freedom to leave the house without worry. It gives me a sense of release.”

For Mary, the respite care helps her to feel valued and supported, and she feels able to ask for advice and help without embarrassment. She is also happy that her husband can go out without having to worry about her.

For John and Mary, Mindcare presented a lifeline at a very difficult time.

Dementia Activities include an online choir and seated exercise group and the Young Onset Dementia Activists (YODA). YODA provided life-changing support to people aged under-65 with a dementia diagnosis, and their families, with activities including circus skills, dancing, cycling and an allotment project. The group was also subject to an external evaluation by City University, University of London, which found that participants experienced an average **51%** improvement in their Quality of Life using a standardised outcome measure.

YODA Client Story

Anthony was diagnosed with Young Onset Parkinson's disease 22 years ago, and has been under the care of King's College Hospital ever since. In 2021 during a routine medication review, Anthony's GP became concerned about his responses and referred him to a memory clinic and for a brain scan. Anthony was diagnosed with Lewy Body Dementia.

Jane, his mother, said: “For 22 years we have watched Anthony's life unfold and change forever from a perfectly healthy young man to someone who finds getting through the day a challenge.”

Jane is Anthony's carer, and his new diagnosis meant an increase in the physical and emotional challenges of looking after her son. “I am an older carer and I have found my energy levels suffer. Anthony also has full body dystonia [a movement disorder that causes the muscles to contract involuntarily] and has severe attacks similar to seizures most nights, so it's not unusual for me to have no more than

four hours sleep. Caring for him unaided 24/7 is exhausting.”

One small silver lining following Anthony’s dementia diagnosis was that mother and son were finally offered support – by BLG Mind. “We had been left to care alone throughout the Parkinson’s Disease journey. When Anthony received his dementia diagnosis it was totally different. We were contacted by the Young Onset Dementia Activists (YODA) Group and the service manager, who never ever took ‘no’ as an answer rang us regularly until we agreed to pop along for a coffee and a chat.

“The staff were so kind and caring, embracing and reassuring, excellent. The group was warm and welcoming and Anthony felt understood despite his mobility and speech deterioration. He has become brighter in himself and feels part of the group.”

YODA has brought about a hugely positive change to the pair’s life. “Without them it would be a lonely existence. We both now feel the support that we didn’t know was available over the past few years. I feel as if I have been rescued from a desert island, as if we have been thrown a life buoy.”

Lewisham Dementia Support Hub is delivered in partnership with Sydenham Garden, Carers Lewisham and the Lewisham Integrated Memory Service to provide a cohesive, joined up and comprehensive service to people from the point of diagnosis until end of life. Elements of the service include signposting, developing person-centred support plans, facilitating access to community resources, advocacy, carers support, groups and activities. Individuals are supported to identify and achieve their personal goals, and **85%** of clients reported improved wellbeing since accessing the service and **95%** that they felt supported by the Hub.

During the year the horticulture and Cognitive Stimulation Therapy (CST) based arts reminiscence groups run at Sydenham Garden and other group activities were able to restart following Covid-19 restrictions. Lewisham Dementia Support Hub team lead on the development of the Dementia Action Alliance work to develop dementia friendly communities in Lewisham. Towards the end of the year, we secured funding to develop a dementia befriending service as part of the Hub delivery.

Lewisham Dementia Support Hub Client Story

Kate started noticing behaviour changes two years before her mother was formally diagnosed with dementia. She had been a sociable, funny, and present mother and grandmother who was completely independent. Over time Kate’s mum stopped inviting people over and forgot to buy birthday and Christmas presents. The penny finally dropped when Kate picked her mother up and she asked whose car they were in. Kate had had the same car for eight years and her mother had ridden in it many times.

To make matters worse, Kate’s mum had a nasty fall which broke her nose and dislocated her shoulder. Recovering in bed and being

isolated during the pandemic seemed to make her dementia progress more quickly. Kate did not know what to do and reached out for help.

Kate took her mum to the GP and a dementia nurse introduced them to BLG Mind and the Lewisham Dementia Support Hub. Kate said that she was given great information and advice and that the team were absolute stars. She could not have asked for nicer, more caring people. Kate had started to feel very down and was struggling to cope, so meeting the dementia team gave her hope that things might get easier.

The hardest part for Kate was seeing her mother upset and crying. Often reliving painful memories from her own childhood. To boost her mood and give Kate some respite, her mum started attending a music group with BLG Mind. Her mother really enjoyed the group and Kate was able to enjoy seeing her mother happy and relaxed for the first time in years.

It has been a long and difficult process for Kate who misses talking to her mum and having her support, and they still have a long way to go in their journey with dementia. However, Kate feels stronger in herself and is hopeful for the future.

Bromley Dementia Support Hub provides a comprehensive post-diagnosis support service for people with dementia and their carers. BLG Mind are the lead provider, working in partnership with Age UK Bromley & Greenwich and Oxleas NHS Foundation Trust. Key elements of the service are:

- Person-centred advice, information and support provided by skilled Dementia Advisors, from the point of diagnosis and as required
- Specialist person-centred Carers Support
- Workshops and coaching in the home to equip family carers to manage their caring role and understand the experience of their relative, with **100%** of those trained feeling more able to support their relative as a result
- Cognitive Stimulation Therapy (CST) groups
- Volunteer befriending support

Demand for the service grew during the year and almost 2,000 people were supported in total.

Bromley Dementia Support Hub Client Story

In 2021 Helen noticed that her 92-year-old mother had become forgetful and was often confused, frustrated and occasionally depressed. At first, Helen was not sure what to do or where to go for help. It was starting to affect the whole family and Helen felt her own mental health declining.

She had already taken her mum to the GP and various tests were scheduled, but things became harder and more worrying. Helen popped into the BLG Mind office on the off chance she could get some information and left her number with reception. She received a call the next day from the dementia hub and then regularly afterwards to check in, offer advice and make sure they were coping.

The hub provided Helen with a wide range of information, both practical and supportive which was reassuring for her, and, knowing there was so much support available made her feel like she was 'swimming again and not sinking'. The hub informed Helen about an attendance allowance that she could claim as well as council tax discounts. The hub also signed Helen up for some dementia training and put her mum forward for the 'Respite at Home' service.

Helen says her mum is calmer and happier now that they know how to look after her, and as a family they have benefitted greatly from the Respite service. Her Mum enjoys the company of her carer, who is patient, kind and helpful. They talk, drink tea, and do jigsaws together. She is happy and smiling, and it allows Helen some space for herself.

The Attendance Allowance has meant Helen can employ a gardener to keep her mum's cherished garden looking lovely.

Without BLG Mind, Helen imagines that her situation would have deteriorated further, and her mum's depression would have worsened. Thanks to the training and support provided by the hub, Helen has learnt how to communicate in a meaningful and understanding way with her mother.

For her and her family, the Dementia Hub has been an invaluable service.

Greenwich MindCare provides post-diagnosis dementia support in partnership with Oxleas Memory Service. The small team provided individual support to 330 people with dementia and their carers during the year.

Greenwich MindCare Client Story

"Caroline was the first person to ask me how I was. It almost made me cry. She was absolutely wonderful."

Nick is describing his first face-to-face contact with a Greenwich MindCare staff member. He had been caring for his elderly mother, his brother and his uncle, all three of whom live with him and are financially dependent on him.

"My uncle was diagnosed with dementia last summer by the Memory Service in Greenwich. They put me in touch with various organisations who might be able to help. I spoke to all of them but was getting nowhere. I had a conversation with national Mind and

they gave me a follow-up call to see how everything was going. I said, 'It's not. I'm getting no help from anybody.' They put me in touch with BLG Mind and that's when things finally began to change for the better."

Nick had been told his uncle had not had dementia long enough to receive a subsidised place in a day centre and tensions at home were high. "Everything was getting on top of me. I emailed Greenwich Dementia Support and was told to come to their one-to-one carers' session where I could get help and advice.

"When I came in I had a chat to Caroline. I didn't realise how badly it was affecting me until she asked me how I was. You can be stoic and pretend it's all good and that you're coping, but I wasn't. I'm still not sure I am coping but I'm 100 times better than I was before.

"When I started talking to the dementia team, things began to change. They've been fantastic, helping us with forms and various bits and pieces. When I told Caroline my uncle didn't qualify for a subsidised place in a day centre she said, 'That doesn't sound right; let me make a few calls.'" Nick's uncle now attends a day care centre twice a week, while his mother enjoys the Greenwich Dementia Centre's weekly knitting club.

"I genuinely think things would have come to a head if mum didn't have the knitting and my uncle didn't have the day centre. The other organisations just said, 'Are you OK?' but BLG Mind actually stepped up. If I hadn't found that support then it would have been a very different story for us. They truly helped me."

Dementia Skills Training and Consultancy was delivered to a total of **238** staff from other organisations & members of the public. Participants included health and social care providers in Bromley and Lewisham, as well as staff working in a range of other roles, including for the police service, Royal Mail, GPs, counselling and psychotherapy services, community groups & cafes, leisure services and community arts programmes.

Analysis of participant feedback showed that as a result of the training sessions:

- 100% felt they were better equipped to support people with dementia.
- 99.5% had a better understanding of dementia. 83% of respondents reported this improvement as significant

Financial Review

The financial results for the year are set out in pages 38 to 56.

Our income in 2021/22 increased to £5,398K from £4,030K in 2020/21. This £1,368K (34%) increase was due to the expansion of our community mental health services across all three boroughs.

We are reporting a surplus for the year of £621K, compared to £64K in 2020/21. This surplus, equivalent to 12% of our turnover, is mainly the result of funding being received for new and expanded services.

We continue to be a charity in a very strong financial position, with a good reserves base and well diversified income streams. We are confident of our financial sustainability and ability to respond to changes in funding and need in the three boroughs in which we predominately operate. Financial management in the organisation is strong, with the careful control of costs via an annual budget setting process and regular in year monitoring of spending by senior managers, budget holders and Trustees. As much of our income is contract based with local government and the NHS, and this funding is secure, with contracts typically awarded for periods of between three and five years. We have experienced no adverse impacts on our income or expenditure in relation to Covid during this year.

Funding sources and expenditure

Of the £5,398K of total income:

- 94% (2020/21: 88%) was received from statutory bodies: South East London CCG (now the South East London Integrated Care Board), the London Borough of Bromley, the London Borough of Lewisham, the Royal Borough of Greenwich, Oxleas NHS Trust and SLaM (South London & Maudsley NHS Trust).
- 3% (2020/21: 9%) was from grants
- 2% (2020/21: 2%) was from donations and legacies
- The remaining 1% was mostly from trading activities such as the sale of training (2020/21: 1%)

The total expenditure of £4,777K was spent as follows:

- £3,462K (72%) was spent on Mental Health services
- £1,131K (24%) was spent on MindCare Dementia services
- £168K (3.5%) was spent on Wellbeing & Resilience
- £16K (0.5%) was spent on raising funds

Fundraising, Donations & Legacies

Our income from fundraising, donations and legacies is not usually a large proportion of our income, but continues to play an important role in ensuring the sustainability and diversity of Bromley, Lewisham & Greenwich Mind's services. During the year it allowed us to start two new services: Minds Up and YODA. Our Community fundraising activity is overseen by our Developments Committee and included work to promote legacies and corporate partnerships and to help individuals wanting to raise money for BLG Mind. We do not employ any individual or organisation separate from BLG Mind to act on our behalf for fundraising activities.

We recognise that fundraising needs to be carried out in a responsible manner and are signed up to the Fundraising Regulator's Code of Practice. As such, we do not use fundraising methods that might be considered intrusive or that put pressure on people to donate. We do not share or purchase donor data from third parties. The bulk of our fundraising comes from voluntary donations. We do monitor the origin of donations to ensure that they are appropriate and not in conflict with our purpose. We received no complaints regarding our fundraising activities during 2021/22.

Investment policy

BLG Mind holds assets to fund planned capital expenditure and provide resilience. As such capital volatility cannot be tolerated and assets will be invested to minimise the risk of this as follows:

- The Charity's assets will be held in cash or near cash investments denominated in sterling
- The Charity's cash balances will be deposited with institutions with a minimum rating of A or invested in a diversified money market fund.
- Deposits will be spread by counterparty, subject to a maximum exposure of 40% of the total cash balance per institution.

Reserves policy

The Trustees seek to maintain free reserves equivalent to at least three months of unrestricted expenditure to enable the charity to be managed efficiently, to provide for termination costs and to provide a buffer against unexpected shortfalls. This policy was subject to a risk-based verification by Trustees in 2021. At the end of 2021/22 our free reserves (excluding designated funds) stand at £1.8M, which is equivalent to three months' expenditure from a total 2022/23 budgeted unrestricted spend of £7.2M.

The charity also holds reserves in a number of designated and restricted funds that are set aside for a particular purpose. Restricted funds are those grants and donations given for a specific purpose and ring-fenced accordingly. Designated funds include funds allocated for planned future expenditure. The largest of these, our Premises Fund, we are starting to use to make improvements to our Orpington site during 2022/23. We have a Service Development fund which we use to develop services to meet locally identified needs of people living with mental health problems and dementia are effectively met. We also have a fund for the Minds Up project and for improving our digital capabilities. Designated and restricted funds are detailed in Notes to the Financial Statements numbers 15 and 16 respectively.

Staff Pay

Bromley, Lewisham & Greenwich Mind has a Remuneration Policy which lays out the approach to and process for setting staff pay. An annual salary review is conducted, led by the People and People Strategy (P&PS) Committee and with input from the Senior Management Team (SMT). All staff in the organisation are paid at least the Living Wage Foundation London Living Wage from April 2021 and BLG Mind is an accredited Living Wage Foundation Employer.

The ratio between the average pay of SMT and average pay of all contracted staff in the organisation is 1.9:1. The gender pay gap in BLG Mind is currently 9.5% (down from 11.3% last year, and well below the 15.5% average in the UK). This is the first year we've been able to report on the ethnicity pay gap: the most recent national data is from 2019 and indicates an average ethnicity pay gap (using White or White British as the reference group) of 2.3% (ONS), but with big regional differences (the average gap in London is 23.8%). In BLG Mind the gap is 7.0%. Both the gender and ethnicity pay gaps are primarily due to relatively lower representation of women and people from racialised communities in the SMT.

Plans for Future Periods

Alongside the long-term impacts of the Covid-19 pandemic, we are expecting to see significant mental health implications of the cost of living crisis over the coming year.

We remain committed to working alongside our partners in the statutory and voluntary sectors to do whatever we can to contribute to ensuring that everyone with mental health problems and dementia in our local area gets the support and respect they deserve. To enable us to achieve our strategic objectives, key priorities and plans for the coming year include:

Excellence

- Secure positive feedback from external quality reviews: Mind Quality Mark, Care Quality Commission, IPS Fidelity Review
- Share models of best practice across the organisation, including through the development of internal communities of practice
- Increase standardisation in collecting client feedback and outcomes measurement

Our People

- Undertake staff and volunteer surveys and develop robust action plans to ensure future improvements
- Develop approaches to staff recruitment and retention in light of a competitive employment market
- Hold a successful staff and volunteer event

Development

- Successfully expand the delivery and staff teams within the Bromley and Greenwich Mental Health Hubs and IPS Employment Service
- Pilot new integrated working approaches in secondary care with our local Mental Health Trusts
- Extend Minds Up delivery to new schools in Lewisham and Greenwich

Engagement

- Grow our social media presence and profile, emphasising our local, Bromley, Lewisham & Greenwich identity
- Make effective use of our lived experience consultants to help inform our decision making
- Play a lead role in the development of South East London structures for involving the Voluntary & Community Sector in mental health

Our Infrastructure

- Redevelop our Orpington premises to increase accessibility and improve the working and service delivery environment
- Work with partners to identify appropriate premises for new and expanded teams
- Recruit new central staff to increase our capacity in the areas of learning & development and service improvement

Small companies note

The Trustees' Report has been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 21st September 2022 and signed on its behalf by:

Don Buford, Vice Chair



LEGAL AND ADMINISTRATIVE DETAILS as at 31 March 2022

Status

Bromley, Lewisham & Greenwich Mind is an incorporated charity registered with the Charity Commission. Members are required to contribute up to £1 in the event of the charity winding up.

Charity Registration Number 1082972

Company Registration Number 04071152

Principal and Registered Office 5 Station Road, Orpington, Kent, BR6 ORZ

Honorary Officers	
Rebecca Jarvis	Chair
Donald Burford	Vice Chair & Senior Independent Trustee
Sharon Kerridge	Treasurer

Trustees and Committee membership	
Donald Burford (F&GP, P&PS, Q&P)	Lisa Burnand (DC)
Rebecca Jarvis (F&GP, P&PS)	Sharon Kerridge (F&GP, P&PS)
Melissa King (F&GP, P&PS, PRC)	Lydia Lee (Q&P)
Zainnab Makele (DC)	Jonathan Moore (Q&P)
Rhian Morallee (F&GP, P&PS, PRC)	Paula Morrison (Q&P, DC)
Dr. Stuart Robertson (Q&P)	Chloe Waters (DC)

Senior Management Team	
Ben Taylor	Chief Executive
Debbie Witherick	Director of Finance & Resources
Dominic Parkinson	Director of Services
Sally Jones	Director of Operations

Bankers	
HSBC Bank PLC	
141 High Street, Beckenham, Kent, BR3 1BX	

Auditors	
Haysmacintyre LLP	
10 Queen Street Place, London, EC4R 1AG	

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees, as directors of the charitable company, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements the directors are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and accounting estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

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

So far as each of the Trustees is aware at the time the report is approved,

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

Independent auditor's report to the members of Bromley, Lewisham & Greenwich Mind Ltd

Opinion

We have audited the financial statements of Bromley, Lewisham & Greenwich Mind for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of the charitable company's net movement in funds, including the income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity 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 Trustees' Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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 misstatement of the other information, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report (which includes the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement set out on page 32, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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

Based on our understanding of the charitable company and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to Care Quality Commission and safeguarding regulations, fundraising regulations, GDPR, health and safety regulations and employment law, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Act 2011, and tax regulations.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls). Audit procedures performed by the engagement team included:

- Inspecting correspondence with regulators and tax authorities;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;

- Identifying and testing journals, in particular journal entries posted with unusual account combinations, postings by unusual users or with unusual descriptions; and
- Challenging assumptions and judgements made by management in their critical accounting estimates.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 auditor's report.

Use of our report

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



Lee Stokes (Senior Statutory Auditor)
For and on behalf of Haysmacintyre LLP, Statutory Auditor

10 Queen Street Place
London
EC4R 1AG

Date: 21 September 2022

STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account)
for the year ended 31 March 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Income from:							
Donations & legacies		68,066	30,335	98,401	37,606	42,198	79,804
Merchandise trading activities	5	42,442	-	42,442	37,748	-	37,748
Investment income		1,076	-	1,076	3,117	-	3,117
		<u>111,584</u>	<u>30,335</u>	<u>141,919</u>	<u>78,471</u>	<u>42,198</u>	<u>120,669</u>
Charitable activities:							
Statutory funding	2	5,106,743	-	5,106,743	3,539,456	-	3,539,456
Grants	3	-	148,479	148,479	-	367,822	367,822
Fees receivable	4	978	-	978	1,060	-	1,060
Other income	6	-	-	-	630	-	630
		<u>5,107,721</u>	<u>148,479</u>	<u>5,256,200</u>	<u>3,541,146</u>	<u>367,822</u>	<u>3,908,968</u>
Total income		<u>5,219,305</u>	<u>178,814</u>	<u>5,398,119</u>	<u>3,619,617</u>	<u>410,020</u>	<u>4,029,637</u>
Expenditure on:							
Expenditure on raising funds	7	16,169	-	16,169	21,913	-	21,913
Expenditure on charitable activities	7	4,571,094	189,410	4,760,504	3,587,275	356,503	3,943,778
Total expenditure		<u>4,587,263</u>	<u>189,410</u>	<u>4,776,673</u>	<u>3,609,188</u>	<u>356,503</u>	<u>3,965,691</u>
Net income for the year		632,042	(10,596)	621,446	10,429	53,517	63,946
Opening balances brought forward		2,222,517	140,568	2,363,085	2,212,088	87,051	2,299,139
Closing balances carried forward	15 & 16	<u>2,854,559</u>	<u>129,972</u>	<u>2,984,531</u>	<u>2,222,517</u>	<u>140,568</u>	<u>2,363,085</u>

If the charity's activities are continuing. The charity had no recognised or unrecognised gains or losses other than the net income for the year. The movement in reserves is shown above. The notes on pages 40 to 54 form part of these financial statements.

BALANCE SHEET
As at 31 March 2022

	Note	2022 £	2022 £	2021 £	2021 £
Tangible fixed assets	11		272,911		264,495
Current assets					
Debtors	12	626,497		830,778	
Cash at bank and in hand		<u>3,251,297</u>		<u>1,916,555</u>	
		3,877,794		2,747,333	
Creditors: amounts falling due within one year	13	<u>(1,166,174)</u>		<u>(648,743)</u>	
Net current assets			2,711,620		2,098,590
Net assets			<u>2,984,531</u>		<u>2,363,085</u>
Funds					
Restricted funds	15,17		129,972		140,568
Unrestricted funds:					
Designated funds	16		1,022,968		865,409
General funds	17		<u>1,831,591</u>		<u>1,357,108</u>
			<u>2,984,531</u>		<u>2,363,085</u>

The notes on pages 40 to 54 form part of these financial statements.

The financial statements have been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

Approved by the Trustees on 21 September 2022 and signed on their behalf by

Rebecca Jarvis



STATEMENT OF CASH FLOWS
to 31 March 2022

	2022 £	2022 £	2021 £	2021 £
cash flows from operating activities:				
cash provided by operating activities		1,378,613		149,014
cash flows from investing activities:				
interest from investments	1,076		3,117	
purchase of property, plant and equipment	(44,947)		(40,351)	
net cash used in investing activities		(43,871)		(37,234)
change in cash and cash equivalents in the reporting period		<u>1,334,742</u>		<u>111,780</u>
cash and cash equivalents at the beginning of the reporting period		1,916,555		1,804,775
cash and cash equivalents at the end of the reporting period		<u>3,251,297</u>		<u>1,916,555</u>
conciliation of net income/(expenditure) to net cash flow from operating activities				
net income/(expenditure) for the reporting period (as per SOFA)		621,446	£	2021 £
adjustments for:				
depreciation charges		33,968		24,965
loss on disposal of fixed assets		2,564		-
increase/(decrease) in debtors		(1,076)		(3,117)
increase in creditors		204,281		(320,947)
net cash provided by operating activities		<u>517,430</u>		<u>384,167</u>
		<u>1,378,613</u>		<u>149,014</u>
analysis of cash and cash equivalents				
cash in hand				1,916,555
total cash and cash equivalents		<u>3,251,297</u>		<u>1,916,555</u>

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a. Basis of preparation

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

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

b. Preparation of accounts on a going concern basis

The trustees consider there are no material uncertainties about the charity's ability to continue as a going concern. The review of our financial position, reserves levels and future plans gives trustees confidence the charity remains a going concern for the foreseeable future.

c. Income

All income is included in the statement of financial activities when the charity is entitled to the income, it is probable that income will be received and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Statutory Funding: Recognised when due in accordance with contract.

Grants: Grants, including grants for the purchase of fixed assets, are shown in the Statement of Financial Activities in the year for which they are receivable.

Donations and Gifts: Income received by the way of donations and gifts are included in the Statement of Financial Activities in the year in which they are received. No amounts are included in the financial statements for services donated by volunteers.

d. Expenditure

All expenditure is accounted for on an accruals basis and is classified under headings that aggregate all costs relating to the activity. Where costs cannot be directly attributed to a particular activity they have been allocated on a basis consistent with the use of resources such as time spent or space used. Governance costs include costs incurred in meeting the constitutional and statutory requirements.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022

3. Fixed assets and depreciation

Tangible fixed assets costing more than £500 are capitalised at cost. The freehold property included is at the value as at 1 January 2001 when it was transferred to Bromley Mind.

Depreciation is provided on all fixed assets at rates calculated to write off the cost on a straight line basis over their expected economic lives, with a full year's depreciation charge in the year of acquisition, as follows:

- Freehold property is not depreciated on the basis that the market value exceeds book cost
- Leasehold property development over the remaining life of the lease
- Freehold property renovation over ten years
- Furniture and equipment over ten years or to match the remaining length of the lease in the building where they are if shorter
- Computer equipment over four years

4. Financial instruments

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

5. Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discounts offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

6. Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments.

7. Creditors and provisions

Creditors and provision are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

8. Fund accounting

Designated funds are unrestricted funds, which are earmarked by the trustees for a particular purpose.

Restricted funds are funds subject to specific restricted conditions imposed by the donors. The aims and uses of these funds are set out in the notes to the financial statements.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022

k. Operating Leases

All leases of buildings and equipment are considered to be operating leases, and rentals are charged to the Statement of Financial Activities when incurred. No assets are held under hire purchase agreements.

l. Pensions

The Charity makes employer contributions to two schemes run by The Pensions Trust and also to NHS Pensions. The Pensions Trust is an occupational pension scheme provider for organisations involved in social, educational, charitable, voluntary or similar work. The financial position and the income and expenditure of The Pensions Trust are disclosed in its annual financial statements. Although The Pensions Trust is a defined contribution scheme, a shortfall has occurred on a legacy part of the scheme that was defined benefit and each contributor is required to make good their share of the shortfall. On adopting FRS 102 this liability is now shown as a liability. The liability is reduced when payments are made to The Pension Trust. There is no liability to disclose in relation to the NHS pensions.

m. Taxation

The charitable company is exempt from taxation on its principal activities.

n. Employee benefits

Short term benefits - Short term benefits including holiday pay are recognised as an expense in the period in which the service is received.

Employee termination benefits - Termination benefits are accounted for on an accrual basis and in line with FRS 102.

o. Critical areas of judgement and estimation

In the application of the accounting policies, trustees are required to make judgement, estimates, and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis.

Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects current and future periods.

NOTES TO THE FINANCIAL STATEMENTS
the year ended 31 March 2022

Judgements made by the trustees, in the application of these accounting policies that have significant effect on the financial statements and estimates with a significant risk of material adjustment in the next year are deemed to be in relation to the depreciation rates of tangible fixed assets and are discussed above.

In the view of the trustees, no assumptions concerning the future or estimation uncertainty affecting assets or liabilities at the balance sheet date are likely to result in a material adjustment to their carrying amounts in the next financial year.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
2. Statutory Funding				
London Borough of Bromley	847,344	-	847,344	641,786
London Borough of Lewisham	521,922	-	521,922	505,780
Royal Borough of Greenwich	309,343	-	309,343	297,130
South East London Clinical Commissioning Group	1,879,443	-	1,879,443	1,203,640
Oxleas NHS Foundation Trust	339,118	-	339,118	260,883
South London & Maudsley NHS Foundation Trust	973,347	-	973,347	361,969
Bromley Third Sector Enterprise	236,226	-	236,226	268,267
	5,106,743	-	5,106,743	3,539,456

3. Grants				
Mind – Connector Fund	-	508	508	8,847
Mind – Benefits Advice	-	-	-	2,980
Mind – Get Set Go	-	-	-	2,722
Mind – Mentally Healthy Universities	-	30,533	30,533	53,100
SLaM – BAMER grant	-	-	-	12,425
Mind – Peer Support in the Community Hub	-	-	-	17,388
Peer Support Greenwich	-	45,000	45,000	38,000
Connecting Communities Greenwich	-	40,500	40,500	45,000
Pears Fund (Bromley Well and Mindline)	-	-	-	10,000
Orpington Dementia Respite	-	-	-	15,000
Mind - Time to Change	-	-	-	1,848
Government furlough grants	-	765	765	160,512
London Borough of Bromley – Workforce Retention Grant	-	10,457	10,457	-
Royal Borough of Greenwich – Workforce Retention Grant	-	6,230	6,230	-
Being Dad	-	1,282	1,282	-
Mind - Database for Suicide Bereavement Service	-	3,000	3,000	-
MindCare Support Centres	-	3,754	3,754	-
Young Onset Dementia Activists	-	6,450	6,450	-
	-	148,479	148,479	367,822

4. Fees receivable				
MindCare Services	978	-	978	1,060
	978	-	978	1,060

NOTES TO THE FINANCIAL STATEMENTS
the year ended 31 March 2022

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Trading Activities				
Room hire & equipment	3,095	-	3,095	115
Training and Consultancy	22,350	-	22,350	36,164
Fundraising	-	-	-	909
Other	16,977	-	16,977	560
	<u>42,422</u>	<u>-</u>	<u>42,422</u>	<u>37,748</u>
Other income				
Catering income	-	-	-	630
	<u>-</u>	<u>-</u>	<u>-</u>	<u>630</u>

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £
7. Expenditure						
Expenditure on raising funds	16,169	-	16,169	21,913	-	21,913
	16,169	-	16,169	21,913	-	21,913
Expenditure on charitable activities						
<i>Mental Health Services</i>						
Staff costs	2,252,112	92,523	2,344,635	1,560,446	147,907	1,708,353
Other direct costs	453,340	22,751	476,091	282,777	30,705	313,482
Support costs	620,157	20,990	641,147	391,283	31,402	422,685
<i>Wellbeing and Resilience</i>						
Staff costs	110,417	9,720	120,137	115,944	-	115,944
Other direct costs	11,893	2,616	14,509	23,865	-	23,865
Support costs	28,037	4,950	32,987	29,679	-	29,679
<i>Dementia Services</i>						
Staff costs	668,068	26,209	694,277	712,598	145,319	857,917
Other direct costs	222,849	7,452	230,301	263,479	1,170	264,649
Support costs	204,221	2,199	206,420	207,204	-	207,204
	4,571,094	189,410	4,760,504	3,587,275	356,503	3,943,778
Support Costs						
Salaries	410,821	13,562	424,383	363,034	18,148	381,182
Other staff costs	42,126	1,391	43,517	21,750	1,087	22,837
Premises costs	102,148	3,372	105,520	24,816	1,241	26,057
Governance	92,337	3,048	95,385	68,759	3,437	72,196
Office costs	53,487	1,766	55,253	21,216	1,061	22,277
Publicity	7,128	235	7,363	17,592	879	18,471
Fees for professional services	12,367	408	12,775	(1,114)	(56)	(1,170)
Computer support	99,118	3,272	102,390	88,337	4,416	92,753
Depreciation	32,883	1,085	33,968	23,776	1,189	24,965
	852,415	28,139	880,554	628,166	31,402	659,568

Support costs are allocated to projects in the ratio of the projects' direct expenditure. Within governance costs, the salaries of staff have been included based on the time spent on governance.

FINANCIAL STATEMENTS TO THE FINANCIAL STATEMENTS
the year ended 31 March 2022

	2022	2021
	£	£
Net expenditure		
This is stated after charging:		
Audit fees	11,490	11,040
Depreciation charges	33,968	24,965
Operating leases	36,706	48,412

Employees

The average (full time equivalent) number of persons employed during the period was

	109	94
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Average number of staff during the period

	157	147
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Staff costs (for the above persons)

	£	£
Salaries	3,242,875	2,714,302
Social Security costs	269,146	210,623
Pension costs	119,184	108,938
Agency costs	22,953	474
Redundancy costs	-	61,579
	<u>3,654,158</u>	<u>3,095,916</u>

One employee received remuneration (excluding employer pension contributions) that fell in the band £70,000 to £80,000 (2021: one employee fell in the band £60,000 to £70,000). Remuneration of key management staff was £260,777 for the year (2021: £190,104). This has increased as the Senior Management Team has increased from three to four.

Trustees

No Trustees received any remuneration for their services during the year (2021: nil). No Trustees expenses were paid during the year (2021: nil). Expenditure on Trustee training was £819 for the year (2021: £428).

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

11. Fixed Assets

	Freehold Property	Freehold renovation	Leasehold improvement	Furniture & equipment	Computer equipment	Total 2022
Cost/value	£	£	£	£	£	£
At 31 March 2021	230,000	76,256	16,280	128,075	131,277	581,888
Additions in the year	-	-	-	-	44,947	44,947
Disposals in the year	-	-	-	(11,599)	-	(11,599)
At 31 March 2022	230,000	76,256	16,280	116,476	176,224	615,236
Depreciation						
At 31 March 2021	79,350	36,265	8,140	100,528	93,110	317,392
Charge for the year	-	-	1,628	5,547	26,793	33,968
Disposals in the year	-	-	-	(9,035)	-	(9,035)
At 31 March 2022	79,350	36,265	9,768	97,040	119,903	342,325
Net book value at 31 March 2022	150,650	39,991	6,512	19,436	56,322	272,911
Net book value at 31 March 2021	150,650	39,991	8,140	27,547	38,167	264,495

12. Debtors

	2022	2021
	£	£
Prepayments	27,491	27,995
Sales ledger and other debtors	599,006	802,783
	626,497	830,778

The sales ledger balance at year end included balances for South East London Clinical Commissioning Group (£150,945), London Borough of Lewisham (£107,144) and Oxleas NHS Foundation Trust (£136,100) all of which were paid in full post year end.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

	2022	2021
	£	£
Creditors		
Amounts falling due within one year		
Trade creditors	195,478	56,526
Other creditors	5,445	9,418
Accruals and deferred income	965,251	530,241
Other taxes and social security	-	52,558
	<u>1,166,174</u>	<u>648,743</u>

Included within other creditors is an amount totalling £3,615 (2021: £2,941) due in respect of pension contributions.

	£	£
Deferred income		
B/f	345,068	70,145
Released in SOFA	(345,068)	(69,965)
Deferred during year	882,403	344,888
Carried forward	<u>882,403</u>	<u>345,068</u>

The increase in deferred income carried forward was due to funding from Oxleas NHS Foundation and SEL CCG to be spent on service delivery in 2022/23 on the new Community Mental Health Hubs and the Hospital to Home Services in both Bromley and Greenwich.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

15. Restricted Funds

	At 1 April 2021	Income	Expenditure	At 31 March 2022	At 1 April 2020	Income	Expenditure	At 31 March 2021
	£	£	£	£	£	£	£	£
Dementia Support	-	3,754	(3,754)	-	-	95	(95)	-
Recovery Works Fundraising	1,377	-	-	1,377	1,377	-	-	1,377
Recovery Works Donations & legacies	2,398	27	-	2,425	2,398	-	-	2,398
Lewisham MindCare donations	2,131	-	(1,788)	343	2,131	-	-	2,131
Bromley Dementia Hub donations	74	5,217	-	5,291	74	-	-	74
Mindful Mums	86	100	-	186	86	-	-	86
Dementia Café Donations	382	-	(382)	-	457	-	(75)	382
MindCare Donations	-	2,100	-	2,100	-	1,000	(1,000)	-
Greenwich Amenities Fund	1,684	-	-	1,684	2,227	-	(543)	1,684
Greenwich Donations	25,782	240	-	26,022	19,123	6,659	-	25,782
Greenwich Connecting Communities	8,321	40,500	(33,289)	15,532	2,450	38,000	(32,129)	8,321
Greenwich Peer Support	6,617	45,000	(43,874)	7,743	3,650	45,000	(42,033)	6,617
Mind – Benefits Advice	-	-	-	-	13,254	2,980	(16,234)	-
Mind – Get Set Go	6,507	-	-	6,507	5,375	2,722	(1,590)	6,507
Mind – Peer Support Hub	11,366	-	(3,002)	8,364	16,041	17,388	(22,063)	11,366
SLaM – BAMER grant	5,503	-	(5,503)	-	5,719	12,425	(12,641)	5,503
Mind – Mentally Healthy Universities	8,448	30,533	(29,135)	9,846	11,918	53,100	(56,570)	8,448
Greenwich Counselling Services	625	-	-	625	625	-	-	625
Greenwich Mindline	444	-	-	444	146	298	-	444
Mind – Connector Fund grant	8,847	508	(9,355)	-	-	8,847	-	8,847
Orpington Dementia Respite	15,000	-	(7,500)	7,500	-	15,000	-	15,000
Minds Up	34,046	14,440	(17,286)	31,200	-	34,046	-	34,046
Time to Change Greenwich	830	-	(829)	1	-	1,848	(1,018)	830
Pears Fund	-	-	-	-	-	10,000	(10,000)	-
Furlough	-	765	(765)	-	-	155,012	(155,012)	-
Mind IT grants	-	3,000	(3,000)	-	-	5,500	(5,500)	-
Recovery College	100	-	-	100	-	100	-	100
Young Onset Dementia Activists	-	14,661	(11,979)	2,682	-	-	-	-
Being Dad	-	1,282	(1,282)	-	-	-	-	-
LBB Workforce Retention	-	10,457	(10,457)	-	-	-	-	-
RBG Workforce Retention	-	6,230	(6,230)	-	-	-	-	-
	140,568	178,814	(189,410)	129,972	87,051	410,020	(356,503)	140,568

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

ementia Support – grant and donation income used to fund online dementia support services.

Recovery Works Fundraising – funds raised to support the service.

Recovery Works Donations – donations to support this service.

Lewisham MindCare donations – donations to support this service.

Bromley Dementia Hub donations – donations to support this service.

Kindful Mums – donations to support this service.

Dementia café donations – donations to support the dementia café.

MindCare donations – donations received to support our dementia work.

Greenwich Amenities Fund - the accumulation of donations and fundraising income. It is used to support group activities.

Greenwich donations – donations to support our services in Greenwich.

Greenwich Connecting Communities – a project to provide support to people in Greenwich, funded by a grant from the Royal Borough of Greenwich.

Greenwich Peer Support - a project to provide peer support to people funded from a grant from the Royal Borough of Greenwich.

Mind – Benefits Advice – a grant from mind to fund the provision of benefits advice support in Bromley, Lewisham and Greenwich.

Mind – Get Set Go – a grant from Mind to encourage physical activity.

Mind – Peer Support Hub – a grant to fund a work to support the development of peer support groups to help people with mental health problems across South London.

LaM BAMER grant – a grant to provide mental health peer support especially in BAME communities. This grant has now been spent.

Mind – Mentally Healthy Universities – a grant from Goldman Sachs to provide mental health support to students at Greenwich University.

Greenwich Counselling Service – donations to support this service.

Greenwich Mindline Fund – donations to support this service.

Mind – Connector Fund – a grant from Mind to facilitate closer collaboration between BLG Mind and Lambeth & Southwark Mind. The fund was fully utilised in the year.

Orpington Dementia Respite - grant from The Phillips Foundation to provide additional dementia respite services in Orpington.

Minds Up - a wellbeing training programme taking place in Bromley schools, made possible by in memoriam donations and ongoing fundraising.

Mind Time to Change Greenwich – a grant from Mind to fund the purchase of resources for anti-stigma work

Pears Fund – a Pears Foundation grant that was used to fund short-term expansion of the Bromley Well and Greenwich Mindline services.

Furlough - Funding from the Government under the Job Retention Scheme to pay furloughed staff.

Mind IT grant - grants from Mind to support the provision of IT equipment during the pandemic and to fund the set up a database for a new service.

Recovery College – donations made to support this service.

Young Onset Dementia Activists (YODA) – various grants and fundraising income used to fund our work with young onset dementia clients.

Being Dad - donations to support this service.

LBB Workforce Retention – a grant to help retain care staff that we used in our MindCare respite service.

RGB Workforce Retention – a grant to help staff retention across the organisation.

**NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022**

16. Designated Funds

	At 31 March 2021 £	Increase in the year £	Decrease in the year £	At 31 March 2022 £	At 31 March 2020 £	Increase in the year £	Decrease in the year £	At 31 March 2021 £
Tangible Fixed Assets Fund	264,495	33,349	(24,933)	272,911	249,109	40,351	(24,965)	264,495
Service Development Fund	60,000	40,000	-	100,000	60,000	-	-	60,000
Service Transition Fund	-	-	-	-	50,000	-	(50,000)	-
Dementia Café	5,914	-	(857)	5,057	5,914	-	-	5,914
Dementia Legacy Fund	-	-	-	-	142,034	-	(142,034)	-
Premises Fund	485,000	-	-	485,000	395,000	90,000	-	485,000
Digital Fund	50,000	50,000	-	100,000	-	50,000	-	50,000
Minds Upl Fund	-	60,000	-	60,000	-	-	-	-
	865,409	183,349	(25,790)	1,022,968	902,057	180,352	(217,000)	865,409

Tangible Fixed Asset Fund - represents assets of the Charity used for the purchase of tangible fixed assets after the deduction of depreciation, which is therefore not free for other use within the Charity.

Premises Fund - to help fund the organisation's future premises needs. We have started to spend this in 2022/23.

Service Development Fund - to enable the organisation to respond to new initiatives. The fund has been increased to allow for spending planned on our YODA work.

Digital Fund - to fund improvements to our digital capacity and capabilities. It has been increased this year to fund work that we plan to do on hybrid conferencing facilities and an update to our infrastructure.

Dementia Café Fund - comes from unspent past funding that Commissioners have agreed can be used to fund the dementia café.

Minds Upl Fund - set up to fund the expansion of this project to help young people with their mental health to other schools.

Dementia Legacy Fund - the result of a large legacy received in support of the dementia day centre in Beckenham. The money was used to fund the wind up of the centre when it became uneconomically viable.

RES TO THE FINANCIAL STATEMENTS
the year ended 31 March 2022

Analysis of Net Assets between Funds

	Tangible Fixed Assets 2022 £	Net Current Assets 2022 £	Total 2022 £
Restricted funds	-	129,972	129,972
Unrestricted funds	272,911	2,581,648	2,854,559
	272,911	2,711,620	2,984,531

	Tangible Fixed Assets 2021 £	Net Current Assets 2021 £	Total 2021 £
Restricted funds	-	140,568	140,568
Unrestricted funds	264,495	1,958,022	2,222,517
	264,495	2,098,590	2,363,085

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2022

18. Commitments under Operating Leases

	2022		2021	
	Land & buildings £	Equipment £	Land & buildings £	Equipment £
Total payment due:				
Within one year	38,605	-	38,605	120
Within two to five years	-	-	15,912	-
After five years	-	-	-	-
	38,605	-	54,517	120

19. Related parties

Declarations have been obtained from all of the Trustees and Senior Management of Bromley, Lewisham & Greenwich Mind. They confirm that each is a fit and proper person to act as a Charity Trustee under the Finance Act 2010. There have been no related party transactions during the year or during the previous financial year.

20. Liabilities of members

The Charity is constituted as a company limited by guarantee and has no share capital. In the event of the Charity being wound up, the liability of each of the 12 (2020: 76) members is limited to the sum of £1. In November 2021 our Articles of Association were amended so that the only members of the organisation are the Trustees (Directors).

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2022

Pension

The charity makes employer contributions to two multi-employer schemes run by The Pensions Trust; the Flexible Retirement Plan and the Growth Plan Series 4; both of which are defined contribution schemes. The Growth Plan Series 4 has predecessors in Series 1, 2 and 3 which are all now closed. Series 1 and 2 are classified as defined benefit schemes in the UK. The schemes are multi-employer schemes which provide benefits to some 950 non-associated participating employers. It is not possible for the charity to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2014, which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9M, liabilities of £926.4M and a deficit of £131.5M. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme until 2025. The share of the contribution is allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Bromley, Lewisham & Greenwich Mind's share of these contributions has a net present value of £1,400 at 31 March 2022 (2021: £6,994) and the liability is reflected in the accounts. The discount rates used for the March 2022 valuation is 2.35%

The Charity also makes contributions to the NHS Pension scheme in relation to three employees that transferred into the organisation during 2016/17 under TUPE regulations. The scheme is an unfunded defined benefits scheme that covers NHS employers, GP practices and other bodies allowed under the discretion of the Secretary of State in England and Wales. They are not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, the scheme is accounted for as if it were a defined contribution scheme: the cost to the NHS body of participating is taken as equal to the contributions payable to that scheme for the accounting period. Employers pension cost contributions are charged to operating expense as and when they become due at the rate determined.

South East London Mind Limited

England & Wales - Charity number 1082972

Accounts



Bromley, Lewisham & Greenwich Mind Ltd

ANNUAL REPORT AND FINANCIAL STATEMENTS

1st April 2020 - 31st March 2021

**Registered Charity Number 1082972
Company Registration Number 04071152
Registered Office: 5 Station Road, Orpington, Kent, BR6 0RZ**

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REPORT OF THE BOARD OF TRUSTEES for the year ended 31st March 2021

Bromley, Lewisham & Greenwich Mind (then Bromley Mind) was incorporated on 13 September 2000 as a company limited by guarantee. On 1st January 2001 a merger of Beckenham Mind, Orpington Mind and Stepping Stones Club transferred ongoing activities to Bromley Mind.

Since 2011, the organisation has been delivering services in the London Borough of Lewisham. On 7th November 2013, the members voted to change the organisation's area of benefit to include Lewisham and its name to Bromley & Lewisham Mind.

In 2018 we completed a merger with Greenwich Mind, having become Bromley, Lewisham & Greenwich Mind (BLG Mind) in November 2017.

MindCare is Bromley, Lewisham & Greenwich Mind's specialist dementia arm.

The governing documents are the Memorandum and Articles of Association.

Structure, Governance and Management

Charity Objects

Bromley, Lewisham & Greenwich Mind's objects are:

- (a) To promote the preservation of good mental health, in particular by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition.
- (b) To relieve the needs and improve the quality of life of people with mental health problems and dementia by providing a range of services. Operating particularly but not exclusively in the London Boroughs of Bromley, Lewisham & Greenwich and surrounding areas.

Trustees have considered the Charity Commission's Public Benefit requirements and believe BLG Mind meets its objectives by virtue of its ongoing work within the field of mental health and dementia care. This Trustees' report clearly demonstrates the benefit of the charity's work to the general public across a range of activities.

Charity Governance Code

BLG Mind is committed to good governance and providing leadership of a high level. To demonstrate this commitment the Board formally adopted the Charity Governance Code in 2020. The latest internal evaluation confirms that the code is applied in all areas, with a focus for further development being to increase our diversity and become more inclusive throughout the organisation, including through developing an updated Equity, Diversity & Inclusion Policy during the year. The Trustees have limited appetite for behaviours which are not aligned to this code or BLG Mind's code of conduct.

Trustee recruitment

The directors of the company are also charity Trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association, which were last amended at the AGM in November 2017:

- Trustees are elected by members at the Annual General Meeting
- The Board is comprised of a minimum of seven and a maximum of fifteen Trustees
- Trustees serve for a fixed term of three years from their election at an Annual General Meeting. No more than three terms shall be served.
- At other times of the year, the Board of Trustees may appoint a person who is willing to serve either to fill a vacancy or as an additional Trustee, provided the election does not cause the number of Trustees to exceed the maximum permitted. A Trustee so elected shall hold office only until the next Annual General Meeting
- At least three Trustees are required to have experience of mental health problems or of being the carer for someone with a dementia.

In an effort to maintain a broad skill mix, the Board of Trustees reviews its effectiveness annually and in the event of particular skills being needed or lost due to retirement, individuals are recruited to offer themselves for election or for appointment to the Board. When recruiting new Trustees we seek to increase the diversity of the Board, including to reflect the demographics of the Boroughs we operate in, for example by advertising for Trustees from demographic groups that are currently under-represented on the Board.

During 2020-21 two long standing Trustees (Mike Ricketts and Margaret Cunningham) stepped down from the Board, having both made significant contributions to the organisation. Three new Trustees (Zainnab Makele, Rhian Morallee and Chloe Waters) were recruited onto the Board, helping address gaps in skills and increasing Board diversity. Existing Trustee Don Burford was appointed to the role of Vice-Chair (succeeding Mike Ricketts) and as BLG Mind's Senior Independent Trustee. Trustees serving during the year are listed on page 26.

Trustee induction, training and review

Induction to the Board of Trustees is led by the Chair and Chief Executive, and this year took place remotely. The programme includes visits to the organisation's services, introductions to staff, volunteers and service users and a training session which covers:

- Aims and values of BLG Mind
- Trustee roles and responsibilities
- Committee and staffing structures
- Strategic and Business plans
- Current financial position and accounts
- Current issues and priorities

External training for Trustees is undertaken as appropriate to develop their knowledge and skills.

A Governance Manual is provided and Trustees have access to all BLG Mind Policies and Procedures. Trustees complete a Skills Audit form.

Trustees are given opportunities throughout the year to meet staff and service users through planned events, service visits and presentations to the Board and its Committees.

An annual Board Review Day is held (this year via video-call) to assess the Board's performance during the past year, consider improvements, address strategic priorities and identify any training needs. Trustees also participate in individual Reflection Meetings with the Chair or Vice-Chair every two years, to reflect on their role and contribution and to consider their future development.

Organisation

The Board of Trustees meets every two months and is responsible for the strategic direction and policies of the Charity. The Board has a number of sub-committees, Trustee membership (which is reviewed every year) is reported on page 26:

- The Finance and General Purposes Committee (F&GP) meets every two months. It has delegated authority to deal with facilities issues and is responsible for scrutinising financial matters.
- The People and People Strategy Committee (P&PS) meets every two months as part of the F&GP meeting agenda, and annually to review staff remuneration. It has delegated authority to deal with people matters.
- The Quality and Performance Committee (Q&P) meets quarterly. It reviews quality and performance across all service areas and identifies areas in which to undertake more detailed scrutiny.
- The Developments Committee (DC) meets quarterly. It is responsible for examining emerging needs and maintaining an overview of service developments, tenders, funding applications and new work programmes, as well as communications and community fundraising.
- The Policy Review Committee (PRC) reviews draft policies prior to them going to the Board or Committee for approval. Mostly, work of the PRC is done electronically.

Throughout the year, the Board also had in place a Covid-19 sub-committee to enable rapid decision making regarding urgent issues arising from the pandemic. This committee was established in March 2020 and consists of the Chair, Vice-Chair, Treasurer and one other Trustee. The Board appoints a Chief Executive who has delegated responsibility for the day-to-day running of the Charity in accordance with policies and strategies set by the Board.

Risk Management Policy Statement

The Board of Trustees has approved a risk management strategy. The strategy includes:

- An assessment of each significant organisational risk, taking into account impact and likelihood. All new activities are in line with BLG Mind's objectives and mission.
- Policies, procedures and management actions to mitigate risks identified.
- Policies, procedures and management actions to minimise the impact should a risk materialise
- Regular reviews by Senior Managers of the risks the Charity may face. These reviews are discussed and agreed by Trustees at F&GP three times a year, with major and emerging risks being reported to the Board.
- Our approach to risk and their own responsibility in relation to it is covered in the staff induction process. More in-depth training will be provided should a role require it.

As part of this strategy the charity has prepared a Business Continuity Plan that looks at ways of recovering from incidents and, where possible, preventing them happening. The Plan is subject to an annual test to help identify any improvements needed, and during the year was subject to real-life testing as a result of the pandemic, leading to significant review of the Plan. Procedures are in place to ensure the Charity complies with regulations and current best practice including health and safety, food hygiene and fire regulations.

Key significant risks identified during the year included:

- Service delivery risks associated with the impact of the Covid-19 outbreak. The risk to service delivery was mitigated by effectively shifting services to remote delivery, providing enhanced support to staff and returning to in-person support when safe and possible to do so.
- Dementia Support Centres and Respite services not being financially sustainable. This risk significantly increased due to the Covid-19 pandemic, leading to the difficult decision being taken in August 2020 to close the Dementia Support Centres. A new, more sustainable contract was negotiated for the Dementia Respite service.
- Risks associated with being overstretched by the increased complexity of the organisation, which was mitigated by the development of a plan to recruit a new Director of Operations and a Head of Services for Bromley, plus new posts in other central services.

Inclusion Statement

BLG Mind covers a large and diverse area of South East London. The people we support are affected by issues relating to equity, diversity and inclusion, and we are committed to ensuring our services are effective in meeting the needs of these diverse communities. In October 2020, BLG Mind's Inclusion Review Group completed their 18-month review and presented a report and detailed recommendations to the Board of Trustees. The recommendations were accepted and an Inclusion Advisory Group (IAG) consisting of staff, volunteers and service users from across the organisation was established and began meeting in January 2021. The IAG will help support and monitor the implementation of the recommendations and provide a forum for discussion and a source of advice on inclusion issues.

Working in Partnership

BLG Mind is affiliated to Mind, the national mental health charity. During the year, BLG Mind were actively involved in working with the network and played a key role in the Mind in London CEO and Chairs Network (which was chaired by BLG Mind's Chief Executive).

BLG Mind is also a key contributor to local partnerships including:

In Bromley:

- Bromley Third Sector Enterprise
- Voluntary Sector Strategic Network
- Mental Health Strategic Programme Board
- Dementia Action Alliance
- Suicide Prevention Strategy Group
- Adult Safeguarding Board

In Lewisham:

- Lewisham Mental Health Alliance Leadership Board
- Community Development Steering Group
- Dementia Action Alliance
- Lewisham Time to Change Hub
- Lewisham Black & Minority Ethnic (BME) Network
- Suicide Prevention Strategy Group

In Greenwich:

- Mental Health Alliance Leadership Group
- Mental Health Development Collaborative
- Greenwich Time to Change Hub
- BME Mental Health Group
- Suicide Prevention Strategy Group
- Adult Safeguarding Board

In addition BLG Mind's Chief Executive plays a key role in representing the voluntary sector at the South East London Integrated Care System (ICS), and the Director of Services is a Partnership Governor for Oxleas NHS Foundation Trust.

Bromley Third Sector Enterprise (BTSE) is a collaboration led by BLG Mind, Age UK Bromley & Greenwich, Bromley Citizens Advice, Bromley Mencap and Community Links Bromley, who are the core members. It acts as a voluntary sector partnership to facilitate the delivery of co-ordinated and integrated health and social care services in the Borough. During the year it went through a transition to become a Charitable Incorporated Organisation (CIO), with BLG Mind's Chief Executive as one of the Directors.

In the year under review, BLG Mind was involved in several formal partnerships to provide integrated services.

- Bromley Well is delivered in partnership with BTSE
- The Bromley Dementia Support Hub is delivered in partnership with Age UK Bromley & Greenwich and Oxleas NHS Foundation Trust
- The Lewisham Dementia Support Hub is delivered in partnership with South London and Maudsley NHS Foundation Trust (SLaM), Sydenham Garden and Carers Lewisham
- Lewisham Community Wellbeing is delivered in partnership with Lewisham Refugee & Migrant Network (LRMN), Sydenham Garden, Metro and SLaM
- The Bromley Recovery Works service, Perinatal Community Support service and IPS Employment Support service are delivered in partnership with Oxleas NHS Foundation Trust
- The Lewisham Primary Care Mental Health Service is delivered in partnership with SLaM

- The Greenwich Connecting Communities Alliance is a partnership with Metro, Age UK Bromley & Greenwich, Greenwich Mencap and Greenwich Volunteer Centre
- The Mentally Health Universities Programme is delivered in partnership with the University of Greenwich and Mind
- Mindful Mums in Greenwich is delivered in partnership with MumsAid

Partnership agreements are in place to clarify the approach to joint working and partners' responsibilities and liabilities.

Other projects were delivered in partnership including with Charlton Athletic Community Trust, Bromley Children Project, Disability Law Service, Lewisham Parent ENGage and Bridge Support.

Staffing

The average number of staff employed during the year, including bank, was 184. At the end of the year the year, BLG Mind had 108 contracted staff (82 FTE). Throughout the year there were 63 bank staff employed (7.1 FTE on average). 60% of staff reported having personal lived experience of mental health problems. Volunteers make a huge contribution to the organisation's work with 213 regular volunteers delivering, on average, a total of approximately 630 hours per week.

Involvement

BLG Mind has a range of mechanisms for involving people who use our services and their carers, as well as people with lived experience of mental health problems more widely, in the organisation. Key involvement mechanisms include:

- Person-centred services and informal involvement
- Informed choice
- Feedback and Consultation, including feedback questionnaires and focus groups
- Involvement in:
 - o service delivery, including through the use of peer support volunteers and peer support workers
 - o staff recruitment and training
 - o organisational decision making, including through representation on the Board and Committees
 - o service decision making
 - o business and service development, including through the use of service design approaches
- Supporting external involvement opportunities

Despite involvement and the collection of feedback being more of a challenge during the Covid-19 pandemic, client and carer survey feedback carried out during the year continued to highlight high levels of satisfaction and a range of positive outcomes for people using our services.

Vision, Purpose, Values, Aims and Objectives

During the year, BLG Mind developed a new Strategy covering the period April 2021 – March 2024. The strategy review included revising the organisation's vision, purpose, values, aims and objectives, and these are detailed below:

Vision

Everyone with mental health problems and dementia in our local communities gets the support and respect they deserve

Purpose

We will help people to be mentally healthy, and work together with those experiencing mental health problems and dementia to improve their quality of life

Values

Inclusive in our approach and all we do, so that we effectively meet the needs of our diverse communities

Responsive to each individual we support and their unique needs, histories and aspirations

Evolving, demonstrating continuous improvement, agility, innovation and effectiveness

Together, working with our partners and people with lived experience of mental health problems & dementia and their support networks

Aims

To achieve our purpose, BLG Mind will:

- Help people across our local communities to develop approaches that build resilience, maintain wellbeing and encourage good mental health
- Support people to make well informed choices and address issues in their lives
- Equip people to cope with, manage and improve their own mental health
- Facilitate access for people to fulfilling activities and meaningful involvement within their community
- Improve understanding of the lived experience of people with mental health problems and dementia
- Ensure that diverse voices are influential in our planning, decision making and delivery

Strategic objectives

1. Excellence - We will provide excellent quality, highly effective, evidence-based services

2. Our People - We will invest in our staff, volunteers and trustees to enable us to achieve our purpose

3. Development - We will develop new services to meet the needs of our local communities

4. Engagement - We will connect with the local community and other organisations to maximise the reach and impact of BLG Mind

5. Our Infrastructure - We will maintain a reliable and flexible infrastructure that is fit for purpose and supports the current and future needs of the organisation

Main Achievements in 2020-21

Significant progress was made in relation to all of our Strategic Objectives in the final year of our 2018-21 Strategic Plan (which had the same themes as the new Strategy). Some of the main achievements are detailed below:

Excellence

- We worked with our NHS partners to roll out a new model of primary care mental health support in Lewisham
- We took on delivery of a dementia post-diagnosis support service in Greenwich and provided effective support in challenging circumstances
- We completed a comprehensive Inclusion Review and developed a strategy to take BLG Mind further in being a more inclusive organisation

Our People

- We introduced a range of approaches to support and connect our staff and volunteers during Covid-19, leading to increased satisfaction with communications in the organisation
- We developed new systems to provide more consistent support, recognition and development opportunities to our volunteers
- We shared our good practice, including through magazine articles and conference presentations

Development

- We took a leading role in developing proposals for the Community Mental Health Transformation Programme in South East London, and will be the lead voluntary sector partner in implementing the new models across Bromley, Lewisham and Greenwich
- We secured funding for a Suicide Bereavement Service for South East London, for delivery in partnership with SLaM and other local Minds
- We piloted a peer support programme for people from culturally diverse communities in Lewisham

Engagement

- We launched a new, more engaging and accessible website
- We completed a major community engagement project on perinatal mental health support and developed a wellbeing pack for new fathers and non-birthing parents
- We engaged more people than ever before through our mental health and workplace wellbeing training programmes

Our Infrastructure

- We adapted our IT systems and working practices to enable our staff and volunteers to work remotely and remain connected
- We changed our HR and recruitment processes to strengthen diversity, equity and inclusion in our staff team
- We invested in the development of new senior roles to strengthen our capacity to manage future growth and development

Covid-19

The Covid-19 pandemic had a major impact on the organisation and our service delivery throughout the year. The majority of our services, including all our mental health services, operated primarily through remote delivery during the year, including online and telephone support. However, we returned to providing some support in-person as soon as this was possible, and the Dementia Respite at Home service returned to in-person delivery from August 2020. Sadly, our Dementia Support Centres were not able to re-open following closure due to the pandemic and have now closed permanently.

Some BLG Mind staff, particularly in the dementia services, were furloughed under the Government's Coronavirus Job Retention Scheme for part of the year. BLG Mind's strategic response to Covid-19 included:

- Utilising a Covid-19 sub-committee of the Board of Trustees to enable rapid, responsive decision-making as required
- Working with commissioners and funders to ensure that we continue to best meet people's needs
- Increasing proactive contact with clients and carers and the scaling up of emotional support
- Providing additional support to individuals, groups and communities who are particularly vulnerable to Covid-19
- Significantly increasing communications with staff and volunteers, alongside a focus on their wellbeing whilst working remotely
- Equipping our staff and volunteers to adapt to new modes of communication and tools for service delivery
- Ensuring that the learning from working under Covid-19 restrictions was captured and utilised to inform long-term service planning

We also responded to Covid-19 by seeking additional funding to respond to new and additional demand for our services. This enabled us to:

- Provide online group activities for people with dementia and their carers in Bromley, including a choir and a seated exercise class
- Extend the opening hours of the Mindline telephone counselling line in Greenwich to include Saturdays and four evenings per week
- Provide dedicated support to staff working in care homes across Bromley and Greenwich
- Increase staffing levels in our first point of contact services

Performance in 2020-21

During the year, BLG Mind services provided direct help to **over 7,500** people.

	Beneficiaries in 2020-21	Change on previous year
Mental Health Services		
Bromley Recovery Works Service	1,033	+2%
Bromley Perinatal Community Support	35	-19%
IPS Employment Support (Bromley & Greenwich)	245	-12%
Bromley Well	1,314	-5%
Lewisham Community Wellbeing	935	+17%

	Beneficiaries in 2020-21	Change on previous year
Lewisham Primary Care Mental Health Service	281	-1%
Greenwich Mindline	See below	NA
Greenwich Peer Support	107	-28%
Greenwich Counselling	274	+36%
Greenwich Connecting Communities	206	-5%
MindCare Dementia Services		
Respite Care at Home	176	+18%
Online Dementia Activities	40	NEW
Bromley Dementia Support Hub	1,049	-2%
Lewisham Dementia Support Hub	562	-6%
Greenwich MindCare	440	NEW
Wellbeing & Resilience		
Mindful Mums (Bromley, Lewisham & Greenwich)	478	+16%
Being Dad (Bromley, Bexley & Greenwich)	26	-32%
Mentally Healthy Universities (Greenwich)	319	+498%
Total 2020-21	7,520	+8%

Overall, there was an increase of **8%** in the number of people benefiting from BLG Mind services during the year. This was the result of increased demand in some services, and a reduction of the number of people supported in others. These figures do not show the fluctuating demand for services during the year or the increased complexity and length of engagement in many of our services due to the Covid-19 pandemic.

The number of beneficiaries for Mindline has not been included because as an anonymous service this is not known. However, Mindline dealt with a total of **2,807** contacts during the year (an increase of **44%** on the previous year), reflecting the increased opening hours introduced during the year. There may be some people who are counted twice in the figures as a result of them accessing more than one of our services.

In addition to this, BLG Mind provided mental health training to **1,183** people from other organisations (more than double the number in the previous year) and dementia training, coaching and consultancy to **151** staff from other organisations (a drop due to the challenges of delivering this training online). As the direct beneficiaries are not people with mental health needs or dementia or their family carers they have not been included within the table above.

Mental Health Services support the recovery of people with mental health problems, helping them develop skills and strategies to manage periods of distress while leading full and rewarding lives.

Recovery Works supports people across Bromley, and provides:

- Person-Centred Recovery Support, including support to access community resources and opportunities
- Specialist Employment Support, to help people return to work or stay in their jobs during a period of ill-health
- A Recovery College, offering a wide range of structured courses and workshops which are co-developed and co-delivered by people with lived experience of mental health problems
- Peer Support, including individual peer mentoring and facilitating peer support groups to become independent of BLG Mind

Using the Recovery Star, on average clients showed a highly significant improvement of 3 points (in excess of 1 point is considered a 'big' increase) across all the 10 domains.

Recovery Works Client Story

In 2012 something traumatic happened in my family and I couldn't find a way to move forward in my life. I became extremely distressed, confused and tormented by the pain of what had happened. I couldn't see a way out and I became disassociated from reality. I turned to alcohol to numb my sadness, my mental health deteriorated further and I ended up in hospital.

I was referred to an Oxleas community mental health worker who signposted me to the Recovery college at BLG Mind. Meeting the team there immediately made me feel safe and supported for and I began to process the trauma I had gone through. I was able to unravel the events that had led to my break down and understand why I had ended up in such a difficult situation.

I really challenged myself to learn new skills and prioritise my wellbeing. I attended courses on managing loss, managing change, anxiety and confidence management. With this support I felt like I was becoming the person I wanted to be. I was even able to go on daytrips with the College to places like museums. This was so helpful for my recovery and made me feel like part of a group.

Recovery College staff supported me with my citizenship application to gain British Nationality. I had no idea where to begin but it had been a dream of mine for ages and the team simplified it for me and gave me confidence to tackle it step by step, with goal setting each week. It changed my life.

Working with BLG Mind has allowed me to see that things can change. I now realise that I am part of the world and I can achieve what I want to achieve. The Recovery College staff were there when I needed them, which is something I didn't get from my community, who still struggle to talk about mental health. The staff were able to see beyond my problems with alcohol and my emotional struggles. The College principal

even asked me to create a workshop on Emotional Intelligence which has received some amazing reviews and I am hoping to start delivering to students at the Recovery College soon.

Lewisham Community Wellbeing is delivered in partnership with Lewisham Refugee & Migrant Network, Sydenham Garden, Metro and SLaM NHS Foundation Trust. Key components of the service are:

- A single point of access to the range of support available
- Individual person-centred support and recovery planning
- Workshops, courses and groups
- Peer Support groups and activities
- Culturally specific provision for people from BAME communities
- Community engagement and mental health awareness raising
- Service user involvement

The service is targeted at people who require support with their mental wellbeing, social and life issues, but who do not require secondary care mental health services. During the year Lewisham Community Wellbeing also delivered Engage in ME, a project focused on developing peer support for people from BAME communities, funded by the Maudsley Charity.

Lewisham Community Wellbeing Client Story

I've had mental health issues since I was a child. I remember feeling depressed all the time. I came to London when I was 19 and got a job with a landscaping firm, but I spent all of my wages on drinking to cope with the depression I was feeling.

I developed paranoia, social anxiety and extreme nervousness and became afraid to leave my bedsit. Eventually I had to move out and became homeless; I was either couch-surfing or lying in the streets, it was incredibly hard. Things got so bad that I had a breakdown and my brother took me to A&E. I spent eight weeks in the mental health unit at the University Hospital in Lewisham. I still had bouts of paranoia but started taking medication for psychosis and for anxiety, nervousness and depression.

The hospital told me about BLG Mind and the mental health support on offer. I soon got help from the Peer Support service and joined the Hearing Voices and Living with Paranoia groups. I also enjoyed the walking groups and mindfulness groups. There were so many options for help, and I was able to meet people experiencing similar struggles to my own, I no longer felt alone.

The BLG Mind staff were great and supported me in applying for Disability Living Allowance. They never placed any pressure on me and I always felt like they were on my side. If you're not feeling well one week you don't have to come to any of the groups but when you feel

better again there is always a spot available.

I take things day-to-day now. Before I got ill, I used to think too far in the future and the past. Now I think, 'It's Wednesday, I've got a roof over my head, money for food, I've got electricity and I can make a cup of tea'. As my father used to say, 'Keep in the day'.

I'd say to anybody who's struggling with their mental health to just reach out. Asking for help is the hardest part, but if I hadn't I wouldn't be here now.

Perinatal Community Support in Bromley works closely alongside the specialist perinatal mental health team in Oxleas. The service provides person-centred support with the dual challenges of managing mental health problems alongside pregnancy and new motherhood. It also facilitates peer support between mothers. During the year, BLG Mind led on a major piece of community engagement (commissioned by NHS England) to understand the barriers to women accessing mental health support during the perinatal period and ways to overcome these, based on the experiences of over 500 women across South East London.

IPS Employment Support provides Individual Placement and Support (IPS) model employment support to people supported by Oxleas' community teams. As a result of the coronavirus pandemic, there was more focus than usual on job retention support during the year. Despite the challenging environment for job seeking, the service supported **38** people into full-time paid employment. BLG Mind's IPS service is accredited as an IPS Centre of Excellence (one of only 20 in the country) by the Centre for Mental Health.

IPS Employment Support Client Story

My mental health problems started in 2007 when I was working in a law firm. Although I liked my job, I knew something wasn't right and I didn't know what was happening to me, I started to feel very lonely. There was a lot of stigma surrounding mental health then and I didn't feel like I could talk to anyone at work. Things got a lot worse for me and I did eventually lose my job. I also started to experience physical health problems which added to my feelings of isolation and a loss in confidence.

My husband noticed how much I had changed and persuaded me to get some help. I started having counselling which helped me identify that it would be good to get back into work, in order to improve my self-esteem. Although I knew this was the right thing to do it felt like an enormous and intimidating task.

I discovered the BLG Mind IPS Employment Support Service. I had no idea there was someone out there who would be able to help me find work and tackle my fears. After speaking with the IPS staff I felt hope for the first time in ages. I felt inspired to really give it a go because I knew I had someone advocating on my behalf. My Employment Specialist broke down the barriers for me and helped me understand the best

way to approach my job search. I felt more relaxed about attending interviews and learnt the best ways to present myself and my skills.

The IPS service was great at helping me identify potential employers and finding gaps in my CV. We were given face to face interview practice sessions and one to one help with filling out long applications. The staff were patient, kind and knowledgeable. I would recommend them to anyone who has lost faith in their ability to find work.

I am so much more confident now, I never thought I would be able to get back onto working after taking such a long time off. Before I worked with IPS every job rejection I received left me feeling worthless and depressed. Now I have developed a greater resilience and have found a job I really enjoy and I have been promoted twice already! I can't believe how far I have come.

Bromley Well is an early intervention and prevention service operating to support a wide range of client groups across the Borough. BLG Mind are responsible for delivering the mental wellbeing pathway as well as support for mental health carers and Cognitive Behavioural Therapy groups for carers. Demand for the service continue to be very high, with over 1,000 people receiving short-term support, social prescribing and signposting during the year. **86%** of clients reported improved mental, emotional and social wellbeing as a result of the support. To help manage the demand and ensure people get the support they need, funding was secured for additional short-term staffing during the year. The service also supported delivery of the Benefits Assessment Support Service (funded by Mind) to train and equip volunteers to work alongside people with mental health problems to support them in attending work capability assessments – whilst allied to Bromley Well, this service is available across all three Boroughs.

Bromley Well Mental Wellbeing Pathway Client Story

My mental health struggles started during the pandemic where I was having to work from home with my family around. The lockdown felt like a pressure cooker for my home life because I was working so hard and we were all on top of each other. It was not long before tensions grew. I felt negative, overwhelmed and desperate. Each day I felt completely exhausted and anxious.

I got to a point where I could not carry on, my anxiety was getting worse. I knew if I did not seek help either my job or my relationship would fall apart. Through googling local support services, I found BLG Mind. I had no idea that there were local mental health services that I could access and I immediately felt a weight lift.

After getting in touch online I was called by a very helpful and understanding mental health advisor. The team were always so accommodating, scheduling calls around my hectic work schedule; my journey with BLG Mind was smooth and they never put pressure on me because they knew how busy I was.

I had an overwhelming sense of relief after my first call with BLG Mind because I felt reassured that what I was going through was normal and

that there were techniques and resources I could use to manage my anxiety and stress.

I received telephone support sessions which each focussed on a different way that I could improve and manage my mental health. They helped me process my stress and understand where it had come from. I was able to see how these patterns of behaviour were negatively impacting my job. I now use the strategies that I learnt every day to stop me from feeling overwhelmed. My mind set is now 'I can actually do this', instead of 'I can't handle this'. I have a new lease of energy and my relationships with my partner and son are much easier and happier now. I now know to take more time out for myself and the things I enjoy, which I wasn't prioritising before.

Lewisham Primary Care Mental Health Teams are delivered in partnership with South London & Maudsley NHS Foundation Trust (SLaM). BLG Mind employs Mental Health Advisers and Peer Support Workers who work alongside clinical staff to support people with mental health problems. During the year, BLG Mind staff transitioned into the new model for integrating and transforming community mental health services in the Borough. This included teams being more closely aligned to GPs and other primary care services, as well as providing longer term support through Community Mental Health Teams. This change also involved the recruitment of several new Mental Health Advisor and Peer Support Worker staff.

Primary Care Mental Health Team (PCMHT) Client Story

I have struggled with my mental health from a very young age, since five or six years old when I experienced a trauma in my early childhood. The trauma I experienced has had repercussions throughout my life. I developed OCD as an adult and my mental health deteriorated. It was only when I reached breaking point that I realised I couldn't carry on and I needed to reach out for help.

I went to see my GP who referred me to the Primary Care Mental Health Team (PCMHT) at BLG Mind. It was initially very difficult for me to believe that anyone could help because I couldn't trust people. However, from my very first contact, I felt listened to and supported. It felt like I could finally open up and begin to unpack all the pain and suppressed feelings I had been holding in.

The PCMHT staff showed me they really cared and spent time understanding exactly what I was struggling with. They put me at ease and made me see that I was not alone in feeling like this and that there was a way to feel better.

The team were able to help me in so many different ways; I was given help to sort out my housing and welfare benefits, and supported to join wellbeing groups and activities. Although it was hard at times, I have learnt to trust people again and build connections with other people in similar situations to me.

Thanks to BLG Mind I feel empowered to work on other areas of my life that I didn't even realise I was struggling in. I have been able to take

back control of my mental health and start to process the traumas that my younger self has been holding on to. BLG Mind has helped me understand that we are all unique and special in our own way, and that you don't need to be in pain forever.

Greenwich Counselling Services provide talking therapies in a number of forms: Mindline offers telephone counselling and emotional support; crisis counselling provides up to six sessions to people in emotional distress, and long term counselling (up to 6 months) also includes culturally specific services for people from Asian and African/African-Caribbean backgrounds. The services are primarily delivered by experienced trainees and qualified counsellors, with high quality clinical support and supervision. Counselling is currently available in a total of 20 languages. Outcomes reported for the services showed that on average people accessing long-term (including culturally specific) counselling and crisis counselling showed reliable recovery in relation to depression (measured using PHQ9 scale) and anxiety (measured using GAD7 scale), with changes comfortably exceeding the thresholds for both reliable improvement and recovery.

Greenwich Counselling Client Story

I remember feeling depressed from as young as eight years old. I had a difficult home life as a child and feared members of my own family. I felt worthless and my mental and physical health was deteriorating. As an adult, I thought I had blocked out the pain, sadness, fear, and loss which I experienced in childhood. However, in 2018 my brother died and the person who caused my painful past re-emerged. Losing my brother and facing my past trauma, reawakened my depression on a new level.

After finding BLG Mind on google, I reached out and was partnered with a counsellor. At first my sessions were face to face but soon moved online when the lockdown began. This counselling was life changing and for the first time I was able to talk about my experiences with another person outside of my family. I felt safe and able to explore my inner world and the painful feelings I had suppressed.

I gained so much from my counsellor, her guidance helped me to see the beauty within myself. She encouraged me to explore my unfulfilled needs whilst helping me to overcome negative self-judgments. I was able to establish greater control over my life and start to build meaningful relationships. I have a clearer understanding of my values, beliefs, and have a higher level of self-acceptance and self-esteem, I no longer feel invisible.

During my sessions I always felt safe, listened to, and held. I was provided with grounding techniques in the here-and-now so that I could start to feel safe. I am now re-authoring my own story and taking back control. I am extremely grateful to BLG Mind and to my brilliant counsellor

Greenwich Peer Support includes drop-in sessions and a range of activity-based peer support groups. During the year most of the activity took place online and the service supported a vibrant Facebook support community.

Connecting Communities Alliance is a partnership with Metro, Age UK Bromley & Greenwich and Greenwich Mencap. Within the Alliance, BLG Mind focuses on helping and empowering people with mental health problems to connect to the information, advice and support that they need from mainstream services and within the wider community.

Wellbeing and Resilience programmes are universal rather than being targeted at people with an identified mental health problem. In addition to building the coping skills and resilience of those who are struggling, these projects help prevent the development of mental health problems by educating people about how to look after their emotional wellbeing.

Mindful Mums supported over 400 women across Bromley, Lewisham and Greenwich during the year. Services include wellbeing and resilience groups for pregnant women and new mothers across all three Boroughs, with the majority of delivery during the year being online. Each group runs for five sessions and is facilitated by two trained and supported volunteers with lived experience of perinatal mental health problems. This year the support was supplemented by drop-in support sessions for expectant and new mothers. We also deliver an individual befriending service for new mothers in Bromley.

Evaluation of the Mindful Mums groups during the year found that the groups have a positive impact on **100%** of attendees and/or their families. In addition, **99%** learnt skills they could take away and use and **98%** had increased confidence

Mindful Mums Client Story

My wife and I decided to get pregnant at the same time and after a successful IVF process we both welcomed healthy babies, six days apart. My wife gave birth first and took one of our babies home meaning I was left to deliver our second baby alone. We both had emergency c-sections and unfortunately during mine, I was given too much epidural and was left paralysed for four hours after birth. It was from this time of being stranded in hospital alone, that my mental health began to deteriorate. I felt intense feelings of panic and fear and eventually discharged myself, after being ignored by the hospital staff.

During the first few months of motherhood, my feelings of panic and anxiety stayed with me and I struggled to eat or sleep. Due to our c-sections, my wife and I could barely walk, and I felt like looking after the babies was completely unmanageable. I began to have feelings of hopelessness and although I was able to take care of them from a practical point of view (food, nappies, sleep), I struggled to connect with our babies or feel any love for them. After six months, I started to think that life wasn't worth living and I began having suicidal thoughts. The

only thing keeping me alive was the thought of leaving my wife alone with the babies – I just couldn't do it to her.

I knew I needed to do something to change the way I was feeling so I went to therapy and meditated daily. This helped, but did not stop my suicidal thoughts, so I saw my GP who diagnosed me with Post Natal Depression and prescribed me anti-depressants. It was also my GP who recommended the Mindful Mums five-week course to me.

Contacting Mindful Mums was easy, and I heard back from them straight away with a personal and welcoming email. I had no idea how much this group would help me, but it turned out to be life changing. Covid meant that I had hardly interacted with other pregnant people and so being in a group with other mums made me feel supported and no longer alone. I realised that everyone struggles with the changes of parenthood and that feeling low is normal. I found the "5 Ways to Wellbeing" framework helpful and was able to understand some of the factors that contributed to my Post Natal Depression. Mindful Mums gave me practical ways to rebuild myself and I learned how to 'just be' with my babies. I found myself enjoying motherhood for the first time which I couldn't believe!

The course made us all feel individually seen and noticed and the staff sharing their own experiences helped to build trust and let us know it was OK to share. We were allowed to show our emotions when we needed to but were also encouraged to find humour and laughter in new parenthood.

Without Mindful Mums I would still feel isolated and lost. My confidence would still be very low and I would not have been able to take my life back. I have now joined a choir for parents and started to meet up with friends again. To be simply witnessed by others during such an extreme time of my life has been really important for me, it has been life affirming to have my experience seen and validated by people who care and want to help. I went from hating motherhood and counting every minute that passed, to simply being in the moment, and learning to connect with my babies. Ultimately, Mindful Mums has helped me want to continue to live.

Being Dad provided online wellbeing and resilience focused support to expectant and new fathers. Whilst numbers were relatively small, the benefits for those who engaged with the project were significant, with **100%** of attendees reporting that they found the sessions useful. During the year, BLG Mind also developed an information pack and wellbeing skills booklet for expectant and new fathers and partners which will be made available through maternity services and other relevant organisations across South East London.

Building Mentally Healthy Universities is a project funded by Goldman Sachs Gives and coordinated by national Mind. It consists of a number of local Mind/University partnerships across England and our provision was delivered in partnership with the University of Greenwich. The project supported the wellbeing of students and staff through the delivery of a range of interventions, as well as more structural support such as the training of mental health champions. Despite the challenges of online delivery, it reached over 300 students and staff during the year, with **89%** of students reporting that they felt more confident in looking after their own mental health and **90%** stating that they would recommend the courses to a friend.

Mental Wellbeing Training grew significantly during the year, having adapted well to the shift to online delivery. Training was provided to 1,183 people outside BLG Mind, from a wide range of organisations and audiences including local businesses, other voluntary sector organisations, GPs, nurses and college staff. We diversified our training offer, with a large number of shorter courses now available through a 'pick & mix' selection. We also provided training designed specifically to support staff providing remote mental health support which was accessed by hundreds of people working across and beyond the local Mind network.

MindCare Dementia Services support people with dementia to remain in their own homes and local communities, helping them to have the best possible quality of life. Some of our clients live on their own; others are cared for by family carers who, in turn, rely on MindCare services for advice and respite from the demands of being on call 24 hours a day, seven days a week.

Dementia Support Centres: MindCare's Dementia Support Centres had provided valuable support to thousands of people with dementia and their carers over many years. Unfortunately, long-term funding issues combined with the impact of the coronavirus pandemic to mean that the decision was taken during the year to close them permanently. Whilst the provision of in-person group support for people with dementia was not possible, BLG Mind ran online dementia activity sessions which were highly valued by both clients and carers who attended.

Respite at Home Service provided an average of 239 hours a week of respite in the home to give family carers a break (from the re-start of provision following the lockdown in August 2020). Flexible care packages include regular daytime and evening respite, extended overnight or weekend respite and programmes to support active lifestyles. MindCare staff engage clients in a range of stimulating activities during their visits, which were of particular significance for both clients and carers in the absence of other services and in the face of high levels of social isolation. The Care at Home service was inspected by the Care Quality Commission in 2017 and received a 'Good' rating across all areas inspected. A grant obtained during the year from the Philip & Connie Phillips Foundation enabled us to offer additional respite support to carers in the Orpington area.

MindCare Dementia Respite Client Story

Nine years ago when I was visiting my parents, I noticed my mum kept asking the same question over and over again. It took me a moment to realise that she had no recollection of asking it before. Soon afterwards she was diagnosed with dementia.

It was not long before we noticed the changes. Mum was very house proud, loved getting her hair done and loved dancing. She had won medals for her dancing and was extremely glamorous. At 85 she was as strong as an ox, but suddenly all of this changed.

We needed support, help and acknowledgement for what our family was going through. I felt really alone. Mum became angry and frustrated

and it pushed our family apart.

Four years ago I persuaded my parents to move closer. This is when we found MindCare. My dad had been in denial about mum's condition and there was no guidance or help where they were living. Soon after they arrived here, I took them to the memory clinic and it was there that we were referred to MindCare and the Dementia Hub.

Speaking to BLG Mind staff on the phone was like opening a valve, and everything I had been holding in came pouring out. It felt like finally someone cared what was happening to mum and could offer us support. We were enrolled on the Dementia Awareness Training course and set up with some respite care. I really couldn't believe the sudden change this had on all of us. Mum was happier and more relaxed in her world. Dad had a break from looking after mum, and I had peace of mind. The staff were genuinely interested in our experience. It felt like they genuinely cared.

We now have carers six times a week, and a respite worker coming in once a week to offer respite to my dad, which makes a huge difference. My dad didn't want help because he is very proud, but it was taking a toll on him. Now he can go for a walk, have a snooze or relax and know mum is being looked after. Our respite carer is brilliant, she does mums nails and hair and does colouring with her. It makes me emotional just thinking about how much calmer and relaxed mum is now that we have support. She didn't smile much before, but now she beams when the carer arrives.

With the help of the MindCare team we were able to come to terms with mum's Alzheimer's. They've helped my dad realise it's ok to ask for help. One word: Amazing. Not just amazing for my mum but for the whole family. I really don't know how we would have carried on without them.

Lewisham Dementia Support Hub is delivered in partnership with Sydenham Garden, Carers Lewisham and the Lewisham Integrated Memory Service to provide a cohesive, joined up and comprehensive service to people from the point of diagnosis until end of life. Elements of the service include signposting, developing person-centred support plans, facilitating access to community resources, advocacy, carers support, groups and activities. Individuals are supported to identify and achieve their personal goals, and **86%** of clients reported improved wellbeing since accessing the service and **93%** that they felt supported by the Hub.

During the year the horticulture and Cognitive Stimulation Therapy (CST) based arts reminiscence groups run at Sydenham Garden and other group activities were largely on hold due to Covid-19 restrictions, although activity packs, support calls and online group sessions were provided to clients. Lewisham Dementia Support Hub team lead on the development of the Dementia Action Alliance work to develop dementia friendly communities in Lewisham.

Lewisham Dementia Support Hub Client Story

There were signs of my partner's dementia for a long time but it was hard to recognise at first. My son-in-law noticed the changes but we were hesitant to accept it. It was physical things that really made me realise something was different, the way he walked had changed.

It has been a year since his official diagnosis and he has had trouble coming to terms with his changes. I have also struggled to adjust to our new normal because we have enjoyed life together so much and now we are on a new unknown journey. His brain is tired and he can't keep up, which has impacted my mental health too. I used to be a nurse, so I have seen first-hand what is to come and this makes me feel sad and depressed.

After diagnosis, the memory service referred us to the Lewisham Dementia Support Hub to help us navigate the next stages of my husband's journey.

When I met my advisor, I immediately felt like she understood, like she was the only person in the world who was able to understand what I was going through. She could see how tired I was and how difficult things had become at home. She was a great emotional support who knew all the right resources that I needed. I was able to apply for a council tax reduction and connected with a number of local groups and activities.

I attend the weekly MindCare Carers Support Group over Zoom, which has become something I look forward to every week. I feel heard and listened to in this group and relieved that I am not the only one going through this experience. The carers group gives me a little lift every week and sometimes a good laugh.

The carers advisor also connected me with the charity Give A Song who have visited our house a number of times now to do doorstep singing, we love it! My husband always loved music and dancing and when they visit, he is like his old self again. All the neighbours come out into the street and sing along too.

The support has helped me a lot mentally, I no longer feel lonely. I have really valued receiving all the information that the Hub provides, it makes me feel connected.

Bromley Dementia Support Hub provides a comprehensive post-diagnosis support service for people with dementia and their carers. BLG Mind are the lead provider, working in partnership with Age UK Bromley & Greenwich and Oxleas NHS Foundation Trust. Key elements of the service are:

- Person-centred advice, information and support provided by skilled Dementia Advisors, from the point of diagnosis and as required

- Specialist person-centred Carers Support
- Workshops and coaching in the home to equip family carers to manage their caring role and understand the experience of their relative, with 100% of those trained feeling more able to support their relative as a result
- Cognitive Stimulation Therapy (CST) groups
- Volunteer befriending support

A new contract for the service began in July 2020, having been secured by the partnership through a competitive tendering process. The new contract includes an enhanced focus on supporting people with young onset dementia, expanded befriending support and the integration of BLG Mind's dementia café in Beckenham into the service. The Bromley Dementia Support Hub supported over 1,000 people, including those with dementia and carers, during the year.

Bromley Dementia Support Hub Client Story

Monty and Simon met at the end of the 1950s when they worked as air cabin crew. In 2020, Monty was diagnosed with vascular dementia. Simon describes the "marvellous" help he and Monty received from the Bromley Dementia Support hub following the diagnosis:

Monty and I have been together since 1959. We met when we were cabin crew for British European Airways. I was doing on-the-job training at the time and the supervisor asked me to take this young man under my wing and teach him.

We haven't always lived together. We lived separately until our respective mothers – who lived with each of us – died. Monty moved in with me in 2002.

Monty was diagnosed with vascular dementia just before the first lockdown. Prior to that, I thought 'there's something wrong here'. He would forget what I'd said or where we were going. Covid has made his dementia worse: he finds it very confusing. He'd been into amateur dramatics from a young age and was a brilliant actor; he was so outgoing. He used to learn 95 pages of his character's lines. Now he says, 'I didn't used to be like this'. He also regrets he can't drive anymore as it makes him feel like he's lost his independence.

We were referred to the hub and our first encounter with a member of the team was absolutely marvellous; brilliant. She said, 'You know you can get attendance allowance?'. She gave me pointers over the phone for every single one of the 51 questions on the form. She kept in contact and said I shouldn't hesitate to get in touch if I needed anything else.

I also attended sessions on support for carers. These were really useful as they explained the difference between vascular dementia and other types of dementia, and what help is available. I didn't know, for example, that you get a discount on your council tax if your partner has dementia. There were about ten of us there and it was a great support, sharing stories. Helps you realise that others are in the same position

as you. Everybody shared telephone numbers.

It's hard as a carer; sometimes I get cross. But we recently managed to get a trip away and this helped calm me.

The Dementia hub staff are marvellous. They were very helpful and informative and we never felt like we were being rushed. I couldn't fault them. Their support benefitted me, which benefitted Monty.

I think life would be dire if I hadn't received support from BLG Mind. I feel like we're on a positive path now.

Greenwich MindCare was established at the start of the year, providing post-diagnosis dementia support in partnership with Oxleas Memory Service. Despite challenging circumstances, the small team provided individual support to more than 400 people with dementia and their carers during the year.

Greenwich MindCare Client Story

Initially we thought that my Mother-in-Law Melanie was struggling due to the loss of her husband of 65 years. However, it soon became clear that her stressed and confused behaviour was the early stages of dementia. My father in law had been her carer for several years but after he passed away, she struggled with being on her own. She would get angry and argumentative with the family and we soon realised that she would not be able to continue living independently.

It was really emotional for the family pulling together a support plan for Melanie, due to differing opinions and time schedules to manage. We weren't sure how best to support her and this led to conflict between different family members. Everyone was trying their best, but we found it extremely difficult, and lost sleep worrying about how to look after her.

It soon became clear that we needed help figuring out the best way to provide support. We had her professionally assessed and a GP put us in touch with Greenwich Mindcare.

From the very first phone call, the empathy we felt from the MindCare team was fantastic. They listened carefully to our story and took the time to understand Melanie and the situation we were in. It was a great relief to talk to someone who understood what we were going through and this greatly calmed our anxieties as a family.

The MindCare team outlined different pathways available for us, including respite care which we'd never heard of, plus a support forum via

zoom which allowed us to talk to specialised dementia care nurses who were willing to answer our questions about Melanie's condition.

MindCare linked us up with the Fire Brigade who carried out a fire safety assessment and gave us sound advice about keeping Melanie safe. They recommended safety instruments like an outside key safe for easy access to her home. These were really important measures we hadn't considered and provided us with peace of mind that Melanie would be safe as her journey with dementia progressed.

Working with Mindcare empowered us as a family in managing Melanie's dementia, enabling us to give her the best care we could. We were able to reach agreements together and started to enjoy spending time all together again without feeling worried or anxious that something would go wrong. We are so grateful to Greenwich MindCare for all that they have done for us.

Dementia Skills Training and Consultancy was delivered to a total of 151 staff from other organisations & members of the public in addition to benefitting 227 family carers. Participants included GPs and a range of other health and social care providers in Bromley and Lewisham, as well as staff working in a range of other roles, including St John Ambulance, counselling and psychotherapy services & professionals, community groups & cafes, leisure services and community arts programmes. Analysis of participant feedback showed that as a result of the training sessions:

- **100%** felt they were better equipped to support people with dementia.
- **100%** had a better understanding of dementia, with 92% of respondents reporting this improvement as significant.

Financial Review

The financial results for the year are set out in pages 36 to 54.

Our income in 2020/21 decreased to £4,030K from £4,269K in 2019/20. This £239K decrease was due to reductions in legacy and fee income outweighing increases in grant and statutory income.

We are reporting a surplus for the year of £64K, compared to a £355K in 2019/20. The reduction is due to last year's figure being inflated by a £250K legacy and this year's figures including deficits arising from the closure of our dementia support centres during the year.

We continue to be a charity in a very strong financial position, with a good reserves base and well diversified income streams. We are confident of our financial sustainability and ability to respond to changes in funding and need in the three boroughs in which we predominately operate. Financial management in the organisation is strong, with the careful control of costs via an annual budget setting process and regular in year monitoring of spending by senior managers, budget holders and Trustees. As much of our income is contract based with local government and the NHS, and this funding has continued, we have not been too badly affected financially by the Covid-19. There were two

services that we were forced to suspend for safety reasons and ceased to receive income for. Fortunately the majority of the staff costs for these services were covered by the government's Job Retention Scheme. One of the services, our dementia support centres has now been closed permanently. Redundancy costs of £62K were incurred as a result.

Funding sources and expenditure

Of the £4,030K of total income:

- 88% (2019/20: 81%) was received from statutory bodies: South East London CCG, the London Borough of Bromley, the London Borough of Lewisham, the Royal Borough of Greenwich, Oxleas NHS Trust and SLAM (South London & Maudsley NHS Trust).
- 9% (2019/20: 5%) was from grants, including from the Government's furlough scheme
- 2% (2019/20: 8%) was from donations and legacies
- The remaining 1% was mostly from trading activities such as the sale of training (2019/20: 5%)

The total expenditure of £3,966K was spent as follows:

- £2,445K (62%) was spent on Mental Health services
- £1,330K (33%) was spent on MindCare Dementia services
- £169K (4%) was spent on Wellbeing & Resilience
- £22K (1%) was spent on raising funds

Fundraising, Donations & Legacies

Our income from fundraising, donations and legacies is not usually a large proportion of our income, but continues to play an important role in ensuring the sustainability and diversity of Bromley, Lewisham & Greenwich Mind's services. In December 2020, BLG Mind registered with the Fundraising Regulator and committed to adhering to their standards. The Community Fundraising Committee was merged with the Developments Committee during the year. Our community fundraising strategy focuses on developing the legacy programme, corporate partners and community fundraisers whilst increasing our focus on growing the number of new individual donors and building relationships with new supporters to encourage repeat donations. We employ one part-time member of staff to lead on fundraising work. We do not employ any individual or organisation separate from BLG Mind to act on our behalf for fundraising activities.

We recognise that fundraising needs to be carried out in a responsible manner. As such we do not use fundraising methods that might be considered intrusive or that put pressure on people to donate. We do not share or purchase donor data from third parties. The bulk of our fundraising comes from voluntary donations. We do monitor the origin of donations to ensure that they are appropriate and not in conflict with our purpose.

We received no complaints regarding our fundraising activities during 2020/21.

Investment policy

BLG Mind holds assets to fund planned capital expenditure and provide resilience. As such capital volatility cannot be tolerated and assets will be invested to minimise the risk of this as follows:

- The Charity's assets will be held in cash or near cash investments denominated in sterling
- The Charity's cash balances will be deposited with institutions with a minimum rating of A or invested in a diversified money market fund.
- Deposits will be spread by counterparty, subject to a maximum exposure of 40% of the total cash balance per institution.

Reserves policy

The Trustees seek to maintain free reserves equivalent to at least three months of unrestricted expenditure to enable the charity to be managed efficiently, to provide for termination costs and to provide a buffer against unexpected shortfalls. This policy was subject to a risk-based verification by Trustees in 2021. At the end of 2020/21 our free reserves (excluding designated funds) stand at £1.4M, which is equivalent to three months' expenditure from a total 2021/22 budgeted unrestricted spend of £5.4M.

The charity also holds reserves in a number of designated and restricted funds that are set aside for a particular purpose. Restricted funds are those grants and donations given for a specific purpose and ring-fenced accordingly. Designated funds include funds allocated for planned future expenditure. The largest of these is our Premises Fund which will be used to make improvements to the sites from which we operate. We also have a Research and Development fund which we use to develop services to meet locally identified needs of people living with mental health problems and dementia are effectively met. Designated and restricted funds are detailed in Notes to the Financial Statements numbers 15 and 16 respectively.

Staff Pay

Bromley, Lewisham & Greenwich Mind has a Remuneration Policy which lays out the approach to and process for setting staff pay. An annual salary review is conducted, led by the People and People Strategy (P&PS) Committee and with input from the Senior Management Team (SMT). During the year the P&PS Committee committed to paying all staff at least the Living Wage Foundation London Living Wage from April 2021. The ratio between the average pay of SMT and average pay of all contracted staff in the organisation is 1.9:1. The gender pay gap in BLG Mind is currently 11.3% (down from 12.8% last year, and well below the 15.5% average in the UK). This gap is primarily due to the small number of men in the organisation, and relatively high proportion in the SMT.

Plans for Future Periods

The future continues to hold a great deal of uncertainty in light of Covid-19 and the far-reaching societal, economic and psychological impacts of the pandemic, including relating to the structural inequalities that it has exposed and reinforced. However, it is clear that there will be

significant need for mental health and dementia support over the coming years, and BLG Mind's new strategy outlines how we will ensure we play a significant part in responding to that need across Bromley, Lewisham and Greenwich.

We remain committed to working alongside our partners in the statutory and voluntary sectors to do whatever we can to contribute to ensuring that everyone with mental health problems and dementia in our local area gets the support and respect they deserve. To enable us to achieve our strategic objectives, key priorities and plans for the coming year include:

Excellence

- Implement hybrid models of service delivery, integrating in-person and remote delivery
- Share models of best practice across the organisation, including through the development of internal communities of practice
- Contribute to the reduction in barriers between services and development of a 'no wrong door' approach for mental health services

Our People

- Promote and protect staff wellbeing, including in the context of more flexible and agile working
- Effectively implement the recommendations of the Inclusion Review to make BLG Mind a visibly, tangibly more inclusive organisation
- Provide a leadership development programme for managers across the organisation

Development

- Play a key role in the successful implementation of the Community Mental Health Transformation Programme across our area
- Lead on establishing and delivering a Suicide Bereavement Service for South East London, in conjunction with partners
- Develop and pilot a wellbeing programme in two local schools

Engagement

- Grow our social media presence and profile, using case studies to demonstrate impact and encourage higher levels of engagement
- Recruit lived experience consultants to help inform our decision making
- Work in partnership with local organisations and community groups to work with us to deliver peer support and community engagement to culturally diverse communities in Lewisham

Our Infrastructure

- Undertake a strategic review of ICT and implement strategies that enable more agile working
- Develop plans for our premises in Greenwich, Beckenham and Orpington so that they are fit for purpose and user-friendly
- Increase our impact through the use of our strengthened senior and operational management capacity

Auditors

The auditors, Haysmacintyre LLP, have expressed their willingness to remain in office for a further year and a resolution to that effect will be put to the Annual General Meeting.

Small companies note

The Trustees' Report has been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 22nd September 2021 and signed on its behalf by:

A handwritten signature in black ink, appearing to read 'Rebecca Jarvis'.

Rebecca Jarvis, Chair

LEGAL AND ADMINISTRATIVE DETAILS as at 31 March 2021

Status

Bromley, Lewisham & Greenwich Mind is an incorporated charity registered with the Charity Commission. Members are required to contribute up to £1 in the event of the charity winding up.

Charity Registration Number	1082972
Company Registration Number	04071152
Principal and Registered Office	5 Station Road, Orpington, Kent, BR6 0RZ

Honorary Officers	
Rebecca Jarvis	Chair
Michael Ricketts	Vice Chair (to 05 November 2020)
Donald Burford	Vice Chair & Senior Independent Trustee (from 05 November 2020)
Sharon Kerridge	Treasurer

Trustees and Committee membership	
Donald Burford (F&GP, P&PS, Q&P)	Lisa Burnand (DC)
Margaret Cunningham (Q&P) (to 05 November 2020)	Rebecca Jarvis (F&GP, P&PS)
Sharon Kerridge (F&GP, P&PS, PRC)	Melissa King (F&GP, P&PS, PRC)
Lydia Lee (Q&P)	Zainab Makele (DC) (from 05 November 2020)
Jonathan Moore (Q&P)	Rhian Morallee (F&GP, P&PS) (from 05 November 2020)
Paula Morrison (Q&P, DC)	Michael Ricketts (F&GP, P&PS, DC) (to 05 November 2020)
Dr. Stuart Robertson (Q&P)	Chloe Waters (Q&P) (from 05 November 2020)

Senior Management Team	
Ben Taylor	Chief Executive
Debbie Witherick	Director of Finance & Resources
Dominic Parkinson	Director of Services
Sally Jones	Director of Operations (from 01 June 2021)

Bankers	Auditors
HSBC Bank PLC 141 High Street, Beckenham, Kent, BR3 1BX	Haysmacintyre LLP 10 Queen Street Place, London, EC4R 1AG

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees, as directors of the charitable company, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements the directors are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and accounting estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

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

So far as each of the Trustees is aware at the time the report is approved,

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

Independent auditor's report to the members of Bromley, Lewisham & Greenwich Mind Ltd

Opinion

We have audited the financial statements of Bromley, Lewisham & Greenwich Mind for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of the charitable company's net movement in funds, including the income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity 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 Trustees' Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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 there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report (which includes the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement set out on page 32, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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

Based on our understanding of the charitable company and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to Care Quality Commission and safeguarding regulations, fundraising regulations, GDPR, health and safety regulations and employment law, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Act 2011, and tax regulations.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls). Audit procedures performed by the engagement team included:

- Inspecting correspondence with regulators and tax authorities;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals, in particular journal entries posted with unusual account combinations, postings by unusual users or with unusual descriptions; and
- Challenging assumptions and judgements made by management in their critical accounting estimates.

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 auditor's report.

Use of our report

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



Lee Stokes (Senior Statutory Auditor)
For and on behalf of Haysmacintyre LLP, Statutory Auditor

10 Queen Street Place
London
EC4R 1AG

Date: 22 September 2021

STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account)
For the year ended 31 March 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Income from:							
Donations & legacies		37,606	42,198	79,804	324,649	15,647	340,296
Other trading activities	5	37,748	-	37,748	42,897	-	42,897
Investment income		3,117	-	3,117	5,109	-	5,109
		<u>78,471</u>	<u>42,198</u>	<u>120,669</u>	<u>372,655</u>	<u>15,647</u>	<u>388,302</u>
Charitable activities:							
Statutory funding	2	3,539,456	-	3,539,456	3,448,951	-	3,448,951
Grants	3	-	367,822	367,822	-	210,691	210,691
Fees receivable	4	1,060	-	1,060	215,962	-	215,962
Other income	6	630	-	630	2,777	2,795	5,572
		<u>3,541,146</u>	<u>367,822</u>	<u>3,908,968</u>	<u>3,667,690</u>	<u>213,486</u>	<u>3,881,176</u>
Total income		<u>3,619,617</u>	<u>410,020</u>	<u>4,029,637</u>	<u>4,040,345</u>	<u>229,133</u>	<u>4,269,478</u>
Expenditure on:							
Expenditure on raising funds	7	21,913	-	21,913	24,017	-	24,017
Expenditure on charitable activities	7	3,587,275	356,503	3,943,778	3,713,291	176,786	3,911,447
Total expenditure		<u>3,609,188</u>	<u>356,503</u>	<u>3,965,691</u>	<u>3,737,308</u>	<u>176,786</u>	<u>3,914,094</u>
Net income for the year		10,429	53,517	63,946	303,037	52,347	355,384
Fund balances brought forward		2,212,088	87,051	2,299,139	1,909,051	34,704	1,943,755
Fund balances carried forward	15 & 16	<u>2,222,517</u>	<u>140,568</u>	<u>2,363,085</u>	<u>2,212,088</u>	<u>87,051</u>	<u>2,299,139</u>

All of the charity's activities are continuing. The charity had no recognised or unrecognised gains or losses other than the net income for the year. The movement in reserves is shown above. The notes on pages 39 to 54 form part of these financial statements.

BALANCE SHEET
As at 31 March 2021

	Note	2021 £	2021 £	2020 £	2020 £
Tangible fixed assets	11		264,495		249,109
Current assets					
Debtors	12	830,778		509,831	
Cash at bank and in hand		1,916,555		1,804,775	
		<u>2,747,333</u>		<u>2,314,606</u>	
Creditors: amounts falling due within one year	13	(648,743)		(264,576)	
		<u> </u>		<u> </u>	
Net current assets			2,098,590		2,050,030
Net assets			<u>2,363,085</u>		<u>2,299,139</u>
Funds					
Restricted funds	15,17		140,568		87,051
Unrestricted funds:					
Designated funds	16		865,409		902,057
General funds	17		1,357,108		1,310,031
			<u>2,363,085</u>		<u>2,299,139</u>

The notes on pages 34 to 48 form part of these financial statements.

The financial statements have been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

Approved by the Trustees on 22 September 2021 and signed on their behalf by  Rebecca Jarvis

STATEMENT OF CASH FLOWS
As at 31 March 2021

	2021 £	2021 £	2020 £	2020
Cash flows from operating activities:				
Net cash provided by operating activities		149,014		511,540
Cash flows from investing activities:				
Interest from investments	3,117		5,109	
Purchase of property, plant and equipment	<u>(40,351)</u>		<u>(16,098)</u>	
Net cash used in investing activities		(37,234)		(10,989)
Change in cash and cash equivalents in the reporting period		111,780		500,551
Cash and cash equivalents at the beginning of the reporting period		1,804,775		1,304,224
Cash and cash equivalents at the end of the reporting period		<u>1,916,555</u>		<u>1,804,775</u>
Reconciliation of net income/(expenditure) to net cash flow from operating activities			2021	2020
			£	£
Net income/(expenditure) for the reporting period (as per SOFA)			63,946	355,384
Adjustments for:				
Depreciation charges			24,965	18,878
Interest			(3,117)	(5,109)
Decrease/(increase) in debtors			(320,947)	160,322
(Decrease)/increase in creditors			384,167	(17,935)
Net cash provided by operating activities			<u>149,014</u>	<u>511,540</u>
Analysis of cash and cash equivalents				
Cash in hand			<u>1,916,555</u>	<u>1,804,775</u>
Total cash and cash equivalents			<u>1,916,555</u>	<u>1,804,775</u>

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2021

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a. Basis of preparation

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

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

b. Preparation of accounts on a going concern basis

The trustees consider there are no material uncertainties about the charity's ability to continue as a going concern. The review of our financial position, reserves levels and future plans gives trustees confidence the charity remains a going concern for the foreseeable future.

c. Income

All income is included in the statement of financial activities when the charity is entitled to the income, it is probable that income will be received and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Statutory Funding: Recognised when due in accordance with contract.

Grants: Grants, including grants for the purchase of fixed assets, are shown in the Statement of Financial Activities in the year for which they are receivable.

Donations and Gifts: Income received by the way of donations and gifts are included in the Statement of Financial Activities in the year which they are received. No amounts are included in the financial statements for services donated by volunteers.

d. Expenditure

All expenditure is accounted for on an accruals basis and is classified under headings that aggregate all costs relating to the activity. Where costs cannot be directly attributed to a particular activity they have been allocated on a basis consistent with the use of resources such as time spent or space used. Governance costs include costs incurred in meeting the constitutional and statutory requirements.

e. Fixed assets and depreciation

Tangible fixed assets costing more than £500 are capitalised at cost. The freehold property included is at the value as at 1 January 2001 when it was transferred to Bromley Mind.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2021

Depreciation is provided on all fixed assets at rates calculated to write off the cost on a straight line basis over their expected economic lives, with a full year's depreciation charge in the year of acquisition, as follows:

- Freehold property is not depreciated on the basis that the market value exceeds book cost
- Leasehold property development over the remaining life of the lease
- Freehold property renovation over ten years
- Furniture and equipment over ten years or to match the remaining length of the lease in the building in which they are installed if shorter
- Computer equipment over four years

f. Financial instruments

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

g. Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discounts offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

h. Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments.

i. Creditors and provisions

Creditors and provision are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

j. Fund accounting

Designated funds are unrestricted funds, which are earmarked by the trustees for a particular purpose. Restricted funds are funds subject to specific restricted conditions imposed by the donors. The aims and uses of these funds are set out in the notes to the financial statements.

k. Operating Leases

All leases of buildings and equipment are considered to be operating leases, and rentals are charged to the Statement of Financial Activities when incurred. No assets are held under hire purchase agreements.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2021

i. Pensions

The Charity makes employer contributions to two schemes run by The Pensions Trust and also to NHS Pensions. The Pensions Trust is an occupational pension scheme provider for organisations involved in social, educational, charitable, voluntary or similar work. The financial position and the income and expenditure of The Pensions Trust are disclosed in its annual financial statements. Although The Pensions Trust is a defined contribution scheme a shortfall has occurred on a legacy part of the scheme that was defined benefit and each contributor is required to make good their share of the shortfall. On adopting FRS 102 this liability is now shown as a liability. The liability is reduced when payments are made to The Pension Trust. There is no liability to disclose in relation to the NHS pensions.

m. Taxation

The charitable company is exempt from taxation on its principal activities.

n. Employee benefits

Short term benefits - Short term benefits including holiday pay are recognised as an expense in the period in which the service is received.

Employee termination benefits

Termination benefits are accounted for on an accrual basis and in line with FRS 102.

o. Critical areas of judgement and estimation

In the application of the accounting policies, trustees are required to make judgement, estimates, and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis.

Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affected current and future periods.

Judgements made by the trustees, in the application of these accounting policies that have significant effect on the financial statements and estimates with a significant risk of material adjustment in the next year are deemed to be in relation to the depreciation rates of tangible fixed assets and are discussed above.

In the view of the trustees, no assumptions concerning the future or estimation uncertainty affecting assets or liabilities at the balance sheet date are likely to result in a material adjustment to their carrying amounts in the next financial year.

**NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2021**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
2. Statutory Funding				
London Borough of Bromley	641,786	-	641,786	744,761
London Borough of Lewisham & Lewisham Clinical Commissioning Group	765,644	-	765,644	902,673
London Borough of Bexley	-	-	-	58,540
Royal Borough of Greenwich	297,130	-	297,130	297,979
South East London Clinical Commissioning Group	913,777	-	913,777	843,177
Oxleas NHS Foundation Trust	260,883	-	260,883	50,000
South London & Maudsley NHS Foundation Trust	361,969	-	361,969	238,720
Centre for Mental Health	-	-	-	47,962
Bromley Third Sector Enterprise	268,267	-	268,267	265,139
	<u>3,539,456</u>	<u>-</u>	<u>3,539,456</u>	<u>3,448,951</u>
3. Grants				
Mind – Connector Fund	-	8,847	8,847	3,150
Mind – Benefits Advice	-	2,980	2,980	26,826
Mind – Get Set Go	-	2,722	2,722	15,425
Mind – Mentally Healthy Universities	-	53,100	53,100	35,100
SLaM – BAMER grant	-	12,425	12,425	12,425
Mind – Peer Support in the Community Hub	-	17,388	17,388	34,765
Peer Support Greenwich	-	38,000	38,000	38,000
Connecting Communities Greenwich	-	45,000	45,000	45,000
Pears Fund (Bromley Well and Mindline)	-	10,000	10,000	-
Orpington Dementia Respite	-	15,000	15,000	-
Mind - Time to Change	-	1,848	1,848	-
Government furlough grants	-	160,512	160,512	-
	<u>-</u>	<u>367,822</u>	<u>367,822</u>	<u>210,691</u>
4. Fees receivable				
MindCare Services	1,060	-	1,060	215,962
	<u>1,060</u>	<u>-</u>	<u>1,060</u>	<u>215,962</u>

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2021

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
5. Trading Activities				
Room hire & equipment	115	-	115	9,166
Training and Consultancy	36,164	-	36,164	19,086
Fundraising	909	-	909	7,879
Other	560	-	560	6,766
	<u>37,748</u>	<u>-</u>	<u>37,748</u>	<u>42,897</u>
6. Other income				
Catering income	630	-	630	5,572
	<u>630</u>	<u>-</u>	<u>630</u>	<u>5,572</u>

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2021

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total Funds 2020 £
7. Expenditure						
Expenditure on raising funds	21,913	-	21,913	24,017	-	24,107
	<u>21,913</u>	<u>-</u>	<u>21,913</u>	<u>24,017</u>	<u>-</u>	<u>24,107</u>
Expenditure on charitable activities						
<i>Mental Health Services</i>						
Staff costs	1,560,446	147,907	1,708,353	1,485,863	96,084	1,581,947
Other direct costs	282,777	30,705	313,482	286,311	21,323	303,383
Support costs	391,283	31,402	422,685	337,789	40,223	378,012
<i>Wellbeing and Resilience</i>						
Staff costs	115,944	-	115,944	92,949	-	92,949
Other direct costs	23,865	-	23,865	29,047	-	29,047
Support costs	29,679	-	29,679	23,309	-	23,209
<i>Dementia Services</i>						
Staff costs	712,598	145,319	857,917	928,471	-	928,471
Other direct costs	263,479	1,170	264,649	295,662	19,156	314,818
Support costs	207,204	-	207,204	233,890	-	233,890
	<u>3,587,275</u>	<u>356,503</u>	<u>3,943,778</u>	<u>3,713,292</u>	<u>176,786</u>	<u>3,911,447</u>
Support Costs						
Salaries	363,034	18,148	381,182	350,385	23,687	374,072
Other staff costs	21,750	1,087	22,837	29,507	1,995	31,501
Premises costs	24,816	1,241	26,057	26,833	1,814	28,647
Governance	68,759	3,437	72,196	69,600	4,705	74,305
Office costs	21,216	1,061	22,277	12,515	846	13,361
Publicity	17,592	879	18,471	6,578	445	7,023
Fees for professional services	(1,114)	(56)	(1,170)	6,997	473	7,470
Computer support	88,337	4,416	92,753	74,892	5,063	79,955
Depreciation	23,776	1,189	24,965	17,682	1,195	18,878
	<u>628,166</u>	<u>31,402</u>	<u>659,568</u>	<u>594,988</u>	<u>40,223</u>	<u>635,211</u>

Support costs are allocated to projects in the ratio of the projects' direct expenditure. Within governance costs, the salaries of staff have been included based on the time spent on governance.

**NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2021**

	2021	2020
8. Net expenditure		
	£	£
This is stated after charging:		
Audit fees	11,040	10,680
Depreciation charges	24,965	18,878
Operating leases	48,412	53,357
9. Employees		
The average (full time equivalent) number of persons employed during the period was	94	99
Average number of staff during the period	147	156
Staff costs (for the above persons)	£	£
Salaries	2,714,302	2,701,848
Social Security costs	210,623	204,047
Pension costs	108,938	110,042
Agency costs	474	35,873
Redundancy costs	61,579	-
	<u>3,095,916</u>	<u>3,051,810</u>

One employee received remuneration (excluding employer pension contributions) that fell in the band £70,000 to £80,000 (2020: one employee fell in the band £60,000 to £70,000). Remuneration of key management staff was £190,104 for the year (2020: £185,792).

10. Trustees

No Trustees received any remuneration for their services during the year (2020: nil). No Trustees expenses were paid during the year (2020: £230).

Expenditure on Trustee training was £428 for the year (2020: £1,501).

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2021

11. Fixed Assets

	Freehold Property	Freehold renovation	Leasehold improvement	Furniture & equipment	Computer equipment	Total 2021
Cost/value	£	£	£	£	£	£
At 31 March 2020	230,000	76,256	16,280	128,075	90,925	541,536
Additions in the year	-	-	-	-	40,351	40,351
Disposals in the year	-	-	-	-	-	-
At 31 March 2021	230,000	76,256	16,280	128,075	131,276	581,887
Depreciation						
At 31 March 2020	79,350	36,265	6,512	94,223	76,077	292,427
Charge for the year	-	-	1,628	6,305	17,032	24,965
Disposals in the year	-	-	-	-	-	-
At 31 March 2021	79,350	36,265	8,140	100,528	93,109	317,392
Net book value at 31 March 2021	150,650	39,991	8,140	27,547	38,167	264,495
Net book value at 31 March 2020	150,650	39,991	9,768	33,852	14,848	249,109

	2021 £	2020 £
12. Debtors		
Prepayments	27,995	18,831
Sales ledger and other debtors	802,783	491,000
	830,778	509,831

The sales ledger balance at year end included balances for South East London Clinical Commissioning Group (£213,777) and Oxleas NHS Foundation Trust (£292,500) both of which were paid in full post year end.

**NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2021**

	2021	2020
	£	£
13. Creditors		
Amounts falling due within one year		
Trade creditors	56,526	13,878
Other creditors	9,418	34,807
Accruals and deferred income	530,241	165,518
Other taxes and social security	52,558	50,373
	<u>648,743</u>	<u>264,576</u>

Included within other creditors is an amount totalling £2,941 (2020: £22,878) due in respect of pension contributions.

	£	£
14. Deferred income		
B/f	70,145	117,430
Released in SOFA	(69,965)	(58,715)
Deferred during year	344,888	11,430
Carried forward	<u>345,068</u>	<u>70,145</u>

The increase in deferred income carried forward was mainly due to funding from Oxleas NHS Foundation Trust for projects which did not start until the very end of the financial year and would continue into 2021/22

**NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2021**

15. Restricted Funds

	At 1 April 2020	Income	Expenditure	At 31 March 2021	At 1 April 2020	Income	Expenditure	At 31 March 2020
	£	£	£	£	£	£	£	£
St Paul's Wood Dementia Support Centre	-	-	-	-	835	1,882	(2,717)	-
Beckenham Dementia Support Centre	-	95	(95)	-	4,414	2,800	(7,214)	-
Recovery Works Fundraising	1,377	-	-	1,377	1,377	-	-	1,377
Recovery Works Donations & legacies	2,398	-	-	2,398	2,284	114	-	2,398
Lewisham MindCare donations	2,131	-	-	2,131	2,676	250	(795)	2,131
Dementia Hub donations for Dementia Week	74	-	-	74	-	74	-	74
Mind – Mindful Mums	86	-	-	86	-	86	-	86
Dementia Café Donations	457	-	(75)	382	147	310	-	457
Donations to Dementia Support Centres	-	1,000	(1,000)	-	3,278	3,351	(6,629)	-
Greenwich Amenities Fund	2,227	-	(543)	1,684	1,353	2,795	(1,921)	2,227
Greenwich Donations	19,123	6,659	-	25,782	13,293	5,830	-	19,123
Greenwich Connecting Communities	2,450	38,000	(32,129)	8,321	-	38,000	(35,550)	2,450
Greenwich Peer Support	3,650	45,000	(42,033)	6,617	-	45,179	(41,529)	3,650
DEEP MindCare Lewisham	-	-	-	-	1,800	-	(1,800)	-
Mind – Benefits Advice	13,254	2,980	(16,234)	-	-	26,826	(13,572)	13,254
Mind – Get Set Go	5,375	2,722	(1,590)	6,507	-	15,425	(10,050)	5,375
Mind – Peer Support Hub	16,041	17,388	(22,063)	11,366	3,247	34,765	(21,971)	16,041
SLaM – BAMER grant	5,719	12,425	(12,641)	5,503	-	12,425	(6,706)	5,719
Mind – Mentally Healthy Universities	11,918	53,100	(56,570)	8,448	-	35,100	(23,182)	11,918
Greenwich Counselling Services	625	-	-	625	-	625	-	625
Greenwich Mindline	146	298	-	444	-	146	-	146
Mind – Connector Fund grant	-	8,847	-	8,847	-	3,150	(3,150)	-
Orpington Dementia Respite	-	15,000	-	15,000	-	-	-	-
Minds Up	-	34,046	-	34,046	-	-	-	-
Time to Change Greenwich	-	1,848	(1,018)	830	-	-	-	-
Pears Fund	-	10,000	(10,000)	-	-	-	-	-
Furlough	-	155,012	(155,012)	-	-	-	-	-
Mind IT grants	-	5,500	(5,500)	-	-	-	-	-
Recovery College	-	100	-	100	-	-	-	-
	87,051	410,020	(356,503)	140,568	34,704	229,133	(176,786)	87,051

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 March 2021

St Paul's Wood Dementia Support Centre – donations received where the donor has requested that the money be spent at this centre. This fund has been used to fund the deficit on this service and reduced to zero.

Beckenham Dementia Support Centre – donations received where the donor has requested that the money be spent at this centre. This fund has been used to fund the deficit on this service and reduced to zero.

Recovery Works Fundraising – funds raised from events to support the service.

Recovery Works Donations – donations received where the donor has requested that the money be spent on this service.

Lewisham MindCare donations – donations made to this service that allow us to provide additional support or activities to the clients using the service.

Dementia Hub donations for Dementia Week – donations were made by the staff team during the year to support the cost of activities they wanted to do during Dementia week.

Mind – Mindful Mums – a grant to fund a peer support project helping mums to manage their mental health in the post-natal period. On the strength of this pilot we now have this service funded in the boroughs of Bromley, Greenwich and Lewisham.

Dementia café donations – donations where the donor has requested that the money be used to fund our dementia cafes.

Donations to dementia support centres – donations received to support our day centres.

Greenwich Amenities Fund - the fund has accumulated from donations and fundraising activities undertaken by Greenwich Mind service users before the merger with Bromley & Lewisham Mind. It is used to support group activities.

Greenwich donations – donations received where the donor has requested that the money be spent on our service delivery in the London Borough of Greenwich.

Greenwich Connecting Communities – a project to provide support to people Greenwich, funded by a grant from the Royal Borough of Greenwich.

Greenwich Peer Support - a project to provide peer support to people with mental health problems funded from a grant from the Royal Borough of Greenwich.

DEEP MindCare Lewisham – a grant from the UK Network of Dementia Voices to fund exercise classes for people living with dementia in Lewisham.

Mind – Benefits Advice – a grant from mind to fund the provision of benefits advice support in Bromley, Lewisham and Greenwich

Mind – Get Set Go – a grant from Mind to encourage physical activity

Mind – Peer Support Hub – a grant to fund a work to support the development of peer support groups to help people with mental health problems across South London.

SLaM BAMER grant – a grant to provide mental health peer support especially in the BAME community.

Mind – Mentally Healthy Universities – a grant from Goldman Sachs to provide mental health support to students at Greenwich University

Greenwich Counselling Service – donations received where the donor has requested that the money be spent on this service

Greenwich Mindline Fund – donations received where the donor has requested that the money be spent on this service

Mind – Connector Fund – a grant from Mind to facilitate closer collaboration between BLG Mind and Lambeth & Southwark Mind

Orpington Dementia Respite - grant from The Phillips Foundation to provide additional dementia respite services in Orpington

Minds Up - a wellbeing training programme taking place in Bromley schools, made possible by in memoriam donations

Mind Time to Change Greenwich - the funds can be used to purchase resources for anti-stigma work

Pears Fund - grant for the Pears Foundation to fund the short term expansion of the Bromley Well and Greenwich Mindline services. The fund was fully utilised in the year

Furlough - Funding from the Government under the Job Retention Scheme to pay furloughed staff

Mind IT grant - grant from Mind to support the provision of IT equipment for staff and volunteers working from home during the pandemic. The fund was fully utilised in the year

Recovery College – donations made to this service that allow us to provide additional support or activities to the clients using the service.

**NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2021**

16. Designated Funds

	At 31 March 2020	Increase in the year	Decrease in the year	At 31 March 2021	At 31 March 2019	Increase in the year	Decrease in the year	At 31 March 2020
	£	£	£	£	£	£	£	£
Tangible Fixed Assets Fund	249,109	40,351	(24,965)	264,495	251,889	16,098	(18,878)	249,109
Research and Development Fund	60,000	-	-	60,000	60,000	10,814	(10,814)	60,000
Service Transition Fund	50,000	-	(50,000)	-	143,000	-	(93,000)	50,000
Legacy Fund	-	-	-	-	45,755	-	(45,755)	-
Dementia Centre Improvement Fund	-	-	-	-	4,107	-	(4,107)	-
Dementia Café	5,914	-	-	5,914	8,508	-	(2,594)	5,914
Dementia Legacy Fund	142,034	-	(142,034)	-	-	250,119	(108,085)	142,034
Premises Fund	395,000	90,000	-	485,000	395,000	-	-	395,000
Digital Fund	-	50,000	-	50,000	-	-	-	-
	902,057	180,352	(217,000)	865,409	908,259	277,031	(283,233)	902,057

The **Tangible Fixed Asset Fund** represents assets of the Charity used for the purchase of tangible fixed assets after the deduction of depreciation, which is therefore not free for other use within the Charity.

The **Research and Development Fund** was set up to enable the organisation to respond to new initiatives. The fund has been retained at the same value for future use.

The **Service Transition Fund** allows us to cover shortfalls in funding that might exist in the short term.

The **Legacy Fund** set up from one legacy, continues to be used to fund the provision of mental health services in Bromley.

The **Dementia Centre Improvement Fund** has been closed in advance of a decision about whether to close the service.

The **Dementia Café Fund** comes from unspent past funding that Commissioners have agreed can be used to fund the dementia café.

The **Dementia Legacy Fund** is a fund set up from a single legacy that is to be used to help fund some of the dementia services that are in deficit.

The **Premises Fund** is a fund set aside to help fund the organisation's future premises needs.

The **Digital Fund** is a new fund set up to pay for improvements to our digital capacity and capabilities.

**NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2021**

17. Analysis of Net Assets between Funds

	Tangible Fixed Assets 2021 £	Net Current Assets 2021 £	Total 2021 £
Restricted funds	-	140,568	140,568
Unrestricted funds	264,495	1,958,022	2,222,517
	264,495	2,098,590	2,363,085

	Tangible Fixed Assets 2020 £	Net Current Assets 2020 £	Total 2020 £
Restricted funds	-	87,051	87,051
Unrestricted funds	249,109	1,962,979	2,212,088
	249,109	2,050,030	2,299,139

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2021

18. Commitments under Operating Leases

	2021		2020	
	Land & buildings £	Equipment £	Land & buildings £	Equipment £
Total payment due:				
Within one year	38,605	120	61,297	120
Within two to five years	15,912	-	37,497	-
After five years	-	-	-	-
	<u>54,517</u>	<u>120</u>	<u>98,794</u>	<u>120</u>

19. Related parties

Declarations have been obtained from all of the Trustees and Senior Management of Bromley, Lewisham & Greenwich Mind. They confirm that each is a fit and proper person to act as a Charity Trustee under the Finance Act 2010. There have been no related party transactions during the year or during the previous financial year.

20. Liabilities of members

The Charity is constituted as a company limited by guarantee and has no share capital. In the event of the Charity being wound up, the liability of each of the 76 (2020: 92) members is limited to the sum of £1.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2020

21. Pension

The charity makes employer contributions to two multi-employer schemes run by The Pensions Trust; the Flexible Retirement Plan and the Growth Plan Series 4; both of which are defined contribution schemes. The Growth Plan Series 4 has predecessors in Series 1, 2 and 3 which are all now closed. Series 1 and 2 are classified as defined benefit schemes in the UK. The schemes are multi-employer schemes which provide benefits to some 950 non-associated participating employers. It is not possible for the charity to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2014 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9M, liabilities of £926.4M and a deficit of £131.5M. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme until 2025. The share of the contribution is allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Bromley, Lewisham & Greenwich Mind's share of these contributions has a net present value of £6,994 at 31 March 2021 (2020: £8,287) and the liability is reflected in the accounts. The discount rates used for the March 2021 valuation is 0.66%

The Charity also makes contributions to the NHS Pension scheme in relation to three employees that transferred into the organisation during 2016/17 under TUPE regulations. The scheme is an unfunded defined benefits scheme that covers NHS employers, GP practices and other bodies allowed under the discretion of the Secretary of State in England and Wales. They are not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, the scheme is accounted for as if it were a defined contribution scheme: the cost to the NHS body of participating is taken as equal to the contributions payable to that scheme for the accounting period. Employers pension cost contributions are charged to operating expense as and when they become due at the rate determined.