# DORSET MIND

England & Wales · Charity number 1108168

## Details

| | |
|---|---|
| **Other names** | BOURNEMOUTH POOLE & DISTRICT MIND |
| **Status** | Registered |
| **Legal form** | Charitable company |
| **Company number** | 05333018 |
| **Registered** | 2005-02-17 |
| **Register** | View on the Charity Commission register |

## Contact

| | |
|---|---|
| **Address** | Dorset Mind<br>Unit 8 Stratfield Saye<br>20-22 Wellington Road<br>Bournemouth<br>Dorset<br>BH8 8JN |
| **Phone** | 01202 315329 |
| **Email** | contact@dorsetmind.uk |
| **Website** | www.dorsetmind.uk |

## Activities

**Objects:** The charities objects are specifically restricted to the following: To promote the preservation of good mental health in particular by enabling and empowering everyone experiencing mental health problems to live with, manage and, where possible, recover. To promote mental health by working to increase the understanding of mental health and mental health problems by gathering and disseminating information and working to raise awareness, promote understanding and challenge stigma and discrimination. Nothing in the articles shall authorise the application of the property of the charity for purposes which are not charitable in accordance with section 7 of the Charities and Trustee Investment (Scotland) Act and/or section 2 of the Charities Act (Northern Ireland 2008).

**Activities:** Dorset Mind supports people with mental health problems in Dorset.

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## Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** People With Disabilities

## Geography

- **Area of benefit:** THE BOROUGH OF BOURNEMOUTH, THE BOROUGH OF POOLE, THE COUNTY OF DORSET AND BORDERING AREAS.
- Bournemouth
- Dorset
- Poole

## Finances

| Period end | Income | Expenditure | Assets | Employees |
|---|---|---|---|---|
| 2025-03-31 | £1,128,643 | £954,978 | £293,332 | 39 |
| 2024-03-31 | £966,894 | £1,329,154 | £155,541 | 53 |
| 2023-03-31 | £1,366,140 | £1,286,013 | £517,801 | 56 |
| 2022-03-31 | £944,253 | £915,097 | £447,658 | 53 |
| 2021-03-31 | £810,815 | £661,026 | £418,502 | 45 |

## Trustees

| Name | Role | Appointed |
|---|---|---|
| **Charles Hendrick Alberts** | Chair | 2021-04-20 |
| Ben Lawes | | 2023-07-26 |
| Dr Laurence Mynors-Wallis | | 2019-01-03 |
| Dr Rosalind Maycock | | 2019-01-15 |
| Jonathan Wootten | | 2024-05-22 |
| Karen Butcher | | 2024-05-22 |
| Samuel Crompton | | 2024-05-22 |

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**DORSET MIND**

England & Wales - Charity number 1108168

# Accounts

Company registration number: 5333018
Charity registration number: 1108168

# Dorset Mind

(A company limited by guarantee)

Annual Report and Audited Financial Statements

for the Year Ended 31 March 2025

# Dorset Mind

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# Dorset Mind

## Trustees Report

## Reference and Administrative Details

| | |
|---|---|
| **Registered Office** | 8 Stratfield Saye<br>20 - 22 Wellington Road<br>Bournemouth<br>BH8 8JN |
| **Company Registration Number** | 5333018 |
| **Charity Registration Number** | 1108168 |
| **Bankers** | CAF Bank<br>25 Kings Hill Avenue<br>West Malling<br>ME19 4TA |

**Trustees and officers**

The trustees and officers serving during the year and since the year end were as follows:

| | |
|---|---|
| Trustees: | Charles Alberts (Co-Chair) MSc, CMgr, MCMI, CertCII |
| | Dr Laurence Mynors-Wallis (Co-Chair) MA, DM, MRCP, FRCPsych |
| | Ben Lawes ACCA (Treasurer) |
| | Maria Evans (resigned 15 May 2025) |
| | Dr Rosalind Maycock BM |
| | Calvin Billingon-Glen (resigned 15 May 2025) |
| | Samuel Crompton (appointed 22 May 2024) |
| | Jonathan Wootten (appointed 22 May 2024) |
| | Elaine Hurll (appointed 22 May 2024 and resigned 15 May 2025) |
| | Karen Butcher (appointed 22 May 2024) |
| Chief Executive Officer: | Linda O'Sullivan |

**Statement of trustees' responsibilities**

The trustees (who are also the directors of Dorset Mind for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;

## Trustees Report

- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees have produced a separate 2024/25 Annual Report for Dorset Mind which incorporates the necessary narrative information required by the Statement of Recommended Practice.

The annual report was approved by the trustees of the charity on 17 December 2025 and signed on its behalf by:

.....
Ben Lawes ACCA (Treasurer)
Trustee

**Disclosure of information to auditor**
Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

# Independent Auditors' Report to the Trustees of Dorset Mind

## Opinion

We have audited the financial statements of Dorset Mind (the charitable company') for the year ended 31 March 2025 which comprise Statement of Financial Activities, Balance Sheet, Statement of Cash Flows 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 FRS 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 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 Charities Act 2011.

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

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

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

**Other information**
The other information comprises the information included in the annual report, including the trustees' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material 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.

# Independent Auditors' Report to the Trustees of Dorset Mind

**Matters on which we are required to report by exception**
In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- adequate and proper 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.

**Other matters**
In the previous accounting period the trustees of the charitable company took advantage of audit exemption under s.477 of the Companies Act 2026. Therefore, the prior period financial statements were not subject to audit.

**Responsibilities of trustees**
As explained more fully in the trustees' responsibilities statement set out on page 2, 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 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 company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**
We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

• the engagement director ensured that the engagement team collectively had the appropriate competence, capabilities, and skills to identify or recognise non-compliance with applicable laws and regulations;
• we identified the laws and regulations applicable to the charity through discussions with trustees and other management, and from our knowledge and experience of the charity sector;
• we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including charity regulations and health and safety legislation;
• we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
• identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:
• making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected, and alleged fraud;
• considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations; and
To address the risk of fraud through management bias and override of controls, we:
• performed analytical procedures to identify any unusual or unexpected relationships;
• tested journal entries to identify unusual transactions;
• investigated the rationale behind significant or unusual transactions; and
In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:
• agreeing financial statement disclosures to underlying supporting documentation;
• reading the minutes of meetings of those charged with governance;
• enquiring of management as to actual and potential litigation and claims;

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities.

This description forms part of our auditor's report.

Edwards and Keeping Limited is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

**Use of our report**
This report is made solely to the charitable company's members, as a body, in accordance with Part 4 of the Charities (accounts and Reports) Regulations 2008.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.

## Dorset Mind

Independent Auditors' Report to the Trustees of Dorset Mind

Edwards and Keeping Limited, Statutory Auditor
Unity Chambers
34 High East Street
Dorchester
Dorset
DT1 1HA
Date: 22 December 2025

## Dorset Mind

# Statement of Financial Activities for the Year Ended 31 March 2025 (Including Income and Expenditure Account)

| | Note | Unrestricted funds £ | Restricted funds £ | Total 2025 £ |
|---|---|---|---|---|
| **Income and Endowments from:** | | | | |
| Voluntary income | 2 | 260,520 | 233,433 | 493,953 |
| Charitable activities | 3 | 303,868 | 328,263 | 632,131 |
| Investment income | 4 | 2,559 | - | 2,559 |
| Total Income | | 566,947 | 561,696 | 1,128,643 |
| **Expenditure on:** | | | | |
| Raising funds | 5 | (15,070) | - | (15,070) |
| Charitable activities | 6 | (382,761) | (557,147) | (939,908) |
| Total Expenditure | | (397,831) | (557,147) | (954,978) |
| Net income | | 169,116 | 4,549 | 173,665 |
| Transfers between funds | | (103,393) | 103,393 | - |
| Net movement in funds | | 65,723 | 107,942 | 173,665 |
| **Reconciliation of funds** | | | | |
| Total funds brought forward | | 69,429 | 50,238 | 119,667 |
| Total funds carried forward | 16 | 135,152 | 158,180 | 293,332 |

The notes on pages 12 to 23 form an integral part of these financial statements.

## Dorset Mind

# Statement of Financial Activities for the Year Ended 31 March 2025 (Including Income and Expenditure Account)

| | Note | Unrestricted funds £ | Restricted funds £ | Total 2024 £ (As restated) |
|---|---|---|---|---|
| **Income and Endowments from:** | | | | |
| Voluntary income | 2 | 374,284 | 126,984 | 501,268 |
| Charitable activities | 3 | 462,016 | - | 462,016 |
| Investment income | 4 | 3,610 | - | 3,610 |
| Total income | | 839,910 | 126,984 | 966,894 |
| **Expenditure on:** | | | | |
| Raising funds | 5 | (20,152) | - | (20,152) |
| Charitable activities | 6 | (946,257) | (398,619) | (1,344,876) |
| Total expenditure | | (966,409) | (398,619) | (1,365,028) |
| Net expenditure | | (126,499) | (271,635) | (398,134) |
| Net movement in funds | | (126,499) | (271,635) | (398,134) |
| **Reconciliation of funds** | | | | |
| Total funds brought forward | | 195,928 | 321,873 | 517,801 |
| Total funds carried forward | 16 | 69,429 | 50,238 | 119,667 |

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2024 is shown in note 16.

# Dorset Mind

(Registration number: 5333018)
Balance Sheet as at 31 March 2025

| | Note | 2025 £ | 2024 £ (As restated) |
|---|---|---|---|
| **Fixed assets** | | | |
| Tangible assets | 11 | 2,959 | 9,052 |
| Debtors | 12 | | |
| - due within one year | | 87,376 | 54,446 |
| Cash at bank and in hand | | 261,896 | 153,708 |
| | | 349,272 | 208,154 |
| **Creditors: Amounts falling due within one year** | 13 | (58,899) | (97,539) |
| **Net current assets** | | 290,373 | 110,615 |
| **Net assets** | | 293,332 | 119,667 |
| **Funds of the charity:** | | | |
| **Restricted income funds** | | | |
| Restricted funds | | 158,180 | 50,238 |
| **Unrestricted income funds** | | | |
| Unrestricted funds | | 135,152 | 69,429 |
| **Total funds** | 16 | 293,332 | 119,667 |

The notes on pages 12 to 23 form an integral part of these financial statements.

## Dorset Mind

(Registration number: 5333018)
Balance Sheet as at 31 March 2025

The financial statements on pages 7 to 23 were approved by the trustees, and authorised for issue on 17 December 2025 and signed on their behalf by:



.....
Ben Lawes ACCA (Treasurer)
Trustee

## Dorset Mind

# Statement of Cash Flows for the Year Ended 31 March 2025

| | Note | 2025 £ | 2024 £ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Net cash income/(expenditure) | | 173,665 | (398,134) |
| **Adjustments to cash flows from non-cash items** | | | |
| Depreciation | 5 | 6,093 | 8,486 |
| Investment income | 4 | (2,559) | (3,610) |
| | | 177,199 | (393,258) |
| **Working capital adjustments** | | | |
| (Increase)/decrease in debtors | 12 | (32,930) | 20,178 |
| (Decrease)/increase in creditors | 13 | (32,445) | 53,185 |
| (Decrease)/increase in deferred income | | (6,195) | 2,185 |
| Net cash flows from operating activities | | 105,629 | (317,710) |
| **Cash flows from investing activities** | | | |
| Interest receivable and similar income | 4 | 2,559 | 3,610 |
| Net increase/(decrease) in cash and cash equivalents | | 108,188 | (314,100) |
| Cash and cash equivalents at 1 April | | 153,708 | 467,808 |
| Cash and cash equivalents at 31 March | | 261,896 | 153,708 |

All of the cash flows are derived from continuing operations during the above two periods.

## 1 Accounting policies

**Summary of significant accounting policies and key accounting estimates**
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

**Statement of compliance**
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)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

**Basis of preparation**
Dorset Mind 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 notes.

Dorset Mind is a registered charity, registration number 1108168, company number 5333018, registered in the United Kingdom. The address of the charity is given in the reference and administrative details on page 1 of these financial statements. The nature of the charity's operations and principal activities are described in the Trustees annual report.

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

**Going concern**
The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

**Prior period errors**
Wages and salaries costs were previously included in the financial statements on a month-by-month basis. On review of the employee contracts, which remunerate employees from a date part way though the month, an adjustment has been made to apportion the cost in line with the contracts.

| | Per original financial statements 31 March 2024 £ | Prior period adjustment £ | Restated financial statements 31 March 2024 £ |
|---|---|---|---|
| Wages and salaries | 1,081,115 | 35,874 | 1,116,989 |
| Wages payable | - | (35,874) | (35,874) |

**Income and endowments**
Voluntary income including donations, gifts and grants that provide core funding or are of a general nature is recognised when the Charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

***Grants receivable***

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

***Deferred income***

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

***Charitable activities***

Income from charitable activities includes income recognised as earned (as the related services are provided).

**Expenditure**
All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

***Raising funds***

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

***Charitable activities***

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Governance costs**

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

**Irrecoverable VAT**

Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

**Tangible fixed assets**

Individual fixed assets are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

**Depreciation and amortisation**

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

| Asset class | Depreciation method and rate |
|---|---|
| Computer equipment | 3 years straight line basis |
| Office equipment and fixtures | 5 years straight line basis |

**Trade debtors**

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

**Cash and cash equivalents**

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

**Trade creditors**
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

**Fund structure**
Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

**Pensions and other post retirement obligations**
The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

## 2 Income from donations

| | Unrestricted funds General £ | Restricted funds £ | Total 2025 £ | Total 2024 £ |
|---|---|---|---|---|
| Donations and legacies; | | | | |
| Appeals and donations | 242,202 | 20,957 | 263,159 | 323,930 |
| Legacies | 10,625 | - | 10,625 | - |
| Grants, including capital grants; | | | | |
| Grants received | 7,693 | 212,476 | 220,169 | 177,338 |
| | 260,520 | 233,433 | 493,953 | 501,268 |

## 3 Income from charitable activities

| | Unrestricted funds General £ | Restricted funds £ | Total 2025 £ | Total 2024 £ |
|---|---|---|---|---|
| Contract income | 303,568 | 310,264 | 613,832 | 433,855 |
| Provision of training | 300 | - | 300 | 18,796 |
| Provision of counselling | - | 17,999 | 17,999 | 8,940 |
| Trading income | - | - | - | 425 |
| | 303,868 | 328,263 | 632,131 | 462,016 |

## 4 Investment income

| | Unrestricted funds General £ | Total 2025 £ | Total 2024 £ |
|---|---|---|---|
| Interest receivable and similar income; | | | |
| Interest receivable on bank deposits | 2,559 | 2,559 | 3,610 |

## 5 Expenditure on raising funds

### a) Fundraising expenditure

| | Note | Unrestricted funds General £ | Total 2025 £ | Total 2024 £ |
|---|---|---|---|---|
| Other direct costs | | 15,070 | 15,070 | 20,152 |

### 6 Expenditure on charitable activities

| | Total 2025 £ | Total 2024 £ |
|---|---|---|
| Wages and salaries | 767,939 | 1,116,989 |
| Service delivery costs | 17,292 | 36,070 |
| Staff costs (HR Support, travel expenses, staff training etc.) | 27,459 | 29,880 |
| Office expenses | 23,063 | 35,120 |
| Premises costs | 47,591 | 54,371 |
| Sundry expenses including irrecoverable VAT | 5,433 | 11,738 |
| Subscriptions and affiliation fees | 3,811 | 1,678 |
| Advertising and promotion | 2,131 | 4,248 |
| Professional fees | 32,435 | 43,758 |
| Bank charges | 383 | 1,859 |
| Depreciation | 6,093 | 8,486 |
| Governance costs (see note below) | 6,278 | 679 |
| | 939,908 | 1,344,876 |

**Governance costs**

| | Unrestricted funds | | |
|---|---|---|---|
| | General £ | Total 2025 £ | Total 2024 £ |
| Audit fees | | | |
| Audit of the financial statements | 6,000 | 6,000 | - |
| Independent Examiner's remuneration | - | - | 650 |
| Trustees expenses | 278 | 278 | 29 |
| | 6,278 | 6,278 | 679 |

### 7 Trustees remuneration and expenses

During the year, one trustee was remunerated £3,212 (2024 - £680) for emergency bookkeeping services. Trustees were reimbursed expenses totalling £278 (2024 - £29).

No trustees have received any other benefits from the charity during the year.

## 8 Staff costs

The aggregate payroll costs were as follows:

| | 2025 £ | 2024 £ (As restated) |
|---|---|---|
| **Staff costs during the year were:** | | |
| Wages and salaries | 707,974 | 1,028,384 |
| Social security costs | 47,327 | 73,347 |
| Pension costs | 12,638 | 15,258 |
| | 767,939 | 1,116,989 |

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

| | 2025 No | 2024 No |
|---|---|---|
| | 39 | 53 |

The number of employees whose emoluments fell within the following bands was:

| | 2025 No | 2024 No |
|---|---|---|
| £60,001 - £70,000 | 1 | 1 |

The total employee benefits of the key management personnel of the charity were £104,616 (2024 - £191,133).

## 9 Net incoming/outgoing resources

Net incoming/(outgoing) resources for the year include:

| | 2025 £ | 2024 £ |
|---|---|---|
| Audit fees | 6,000 | - |
| Depreciation of fixed assets | 6,093 | 8,486 |
| Independent examiners fee | - | 650 |
| Operating leases - computer software | 5,425 | 5,508 |
| Operating leases - office rent | 22,957 | 27,592 |

## 10 Taxation

The company is a registered charity and it's activities are therefore exempt from taxation.

### 11 Tangible fixed assets

| | Office and computer equipment £ |
|---|---|
| **Cost** | |
| At 1 April 2024 | 50,169 |
| At 31 March 2025 | 50,169 |
| **Depreciation** | |
| At 1 April 2024 | 41,117 |
| Charge for the year | 6,093 |
| At 31 March 2025 | 47,210 |
| **Net book value** | |
| At 31 March 2025 | 2,959 |
| At 31 March 2024 | 9,052 |

### 12 Debtors

| | 2025 £ | 2024 £ |
|---|---|---|
| Trade debtors | 9,134 | 27,566 |
| Prepayments and accrued income | 77,112 | 26,467 |
| VAT recoverable | 1,130 | 413 |
| | 87,376 | 54,446 |

### 13 Creditors: amounts falling due within one year

| | 2025 £ | 2024 £ (As restated) |
|---|---|---|
| Trade creditors | 10,266 | 23,154 |
| Other taxation and social security | 9,185 | 17,677 |
| Other creditors | 20,991 | 35,874 |
| Pension scheme creditor | - | 3,633 |
| Accruals | 18,457 | 11,006 |
| Deferred income | - | 6,195 |
| | 58,899 | 97,539 |

### 14 Pension and other schemes

**Defined contribution pension scheme**

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £12,638 (2024 - £15,258).

Contributions totalling £nil (2024: £3,633) were outstanding at the year end and are included in creditors.

### 15 Commitments

**Leasing commitments**

The charity has entered into operating leases for office rent.

The total amount contracted for but not provided in the financial statements was £9,119 (2024 - £18,343).

**16 Funds**

| | As restated Balance at 1 April 2024 £ | Incoming resources £ | Resources expended £ | Transfers £ | Balance at 31 March 2025 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| ***General*** | | | | | |
| Unrestricted fund | 69,429 | 566,947 | (397,831) | (103,393) | 135,152 |
| **Restricted funds** | | | | | |
| Active monitoring | - | 310,264 | (383,740) | 73,476 | - |
| Men in mind | - | 10,582 | (18,067) | 15,485 | 8,000 |
| Waiting well | 38,038 | 94,203 | (70,642) | - | 61,599 |
| Mentoring and support | 12,200 | 20,957 | (43,328) | 10,171 | - |
| Mums in mind | - | 100,000 | (11,419) | - | 88,581 |
| Counselling | - | 17,999 | (20,353) | 2,354 | - |
| Eco in mind | - | 7,691 | (9,598) | 1,907 | - |
| **Total restricted funds** | 50,238 | 561,696 | (557,147) | 103,393 | 158,180 |
| **Total funds** | 119,667 | 1,128,643 | (954,978) | - | 293,332 |

## Notes to the Financial Statements for the Year Ended 31 March 2025

| | Balance at 1 April 2023 £ | Incoming resources £ | Resources expended £ | As restated Balance at 31 March 2024 £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| ***General*** | | | | |
| Unrestricted fund | 195,928 | 839,910 | (966,409) | 69,429 |
| **Restricted** | | | | |
| Active monitoring | 31,500 | 14,000 | (45,500) | - |
| Adult 'The Gap' | 496 | - | (496) | - |
| The Dorset Community Mental Health Alliance | 63,630 | 28,000 | (91,630) | - |
| Training | 1,240 | - | (1,240) | - |
| Men in mind | 3,505 | - | (3,505) | - |
| Peer support | 9,386 | - | (9,386) | - |
| Winter resilience fund | 175,649 | - | (175,649) | - |
| Youth appeal | 13,586 | - | (13,586) | - |
| Ukraine support | 4,881 | - | (4,881) | - |
| Training, empowering minds | 18,000 | - | (18,000) | - |
| Waiting well | - | 70,000 | (31,962) | 38,038 |
| Mentoring and support | - | 14,984 | (2,784) | 12,200 |
| **Total restricted funds** | 321,873 | 126,984 | (398,619) | 50,238 |
| **Total funds** | 517,801 | 966,894 | (1,365,028) | 119,667 |

### 17 Analysis of net assets between funds

| | Unrestricted funds General £ | Restricted funds £ | Total funds at 31 March 2025 £ |
|---|---|---|---|
| Tangible fixed assets | 2,959 | - | 2,959 |
| Current assets | 191,092 | 158,180 | 349,272 |
| Current liabilities | (58,899) | - | (58,899) |
| Total net assets | 135,152 | 158,180 | 293,332 |

| | Unrestricted funds General £ | Restricted funds £ | Total funds at 31 March 2024 £ |
|---|---|---|---|
| Tangible fixed assets | 9,052 | - | 9,052 |
| Current assets | 157,916 | 50,238 | 208,154 |
| Current liabilities | (97,539) | - | (97,539) |
| Total net assets | 69,429 | 50,238 | 119,667 |

### 18 Related party transactions

There were no related party transactions in the year, other than what has been disclosed in relation to trustees.

# IMPACT REPORT 2025

mind Dorset

DORSET MIND IS A REGISTERED CHARITY NO. 1108168
AND IS REGISTERED IN ENGLAND AS A COMPANY LIMITED BY
GUARANTEE NO. 5333018. DM437



# Our Vision, Purpose and Aim

## Our Vision:

A community where living with and talking about Mental Health becomes acceptable for everyone.

### Purpose:

We connect minds: We bring people together to make change in their communities.
We change minds: We speak out and demand better from policymakers and the public.
We support minds: We deliver life-changing support.

### Our Aim:

We will connect minds by working in partnership and through communities.
We will continue to change minds across the county.
We will develop our offer to support minds in order to reduce the postcode inequality and inequity for access.

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# AN INTRODUCTION FROM OUR CEO

**As we close another year at Dorset Mind, I am deeply moved by the commitment, compassion, and resilience shown by everyone connected to our charity. This year has reinforced a truth that sits at the heart of everything we do: the path forward—for our organisation and for the people we support—lies in community connection.**

**Across Dorset, individuals continue to face mounting pressures: financial uncertainty, loneliness, and the ongoing emotional toll of recent years. Yet despite these challenges, I have seen extraordinary examples of people coming together, offering support, and rebuilding a sense of belonging. It is in these moments of connection that hope is restored and wellbeing begins to grow.**

Our staff have worked tirelessly to meet the rising demand for mental health support. Their professionalism, empathy, and dedication ensure that people across Dorset are met with understanding and care when they need it most. I want to express my deepest gratitude for the passion they bring to their roles every single day.

Our volunteers—who give their time, energy, and hearts—are the living embodiment of community spirit. Whether facilitating groups, supporting events, offering peer support, or working behind the scenes, they create safe, welcoming spaces where people feel valued and never alone. Dorset Mind simply could not fulfil its mission without you.

And to our funders, partners, and supporters: thank you. Your generosity is not just financial—it is a profound statement of belief in our purpose. Your support enables us to reach further, innovate more boldly, and ensure that our services remain accessible to those who need them. You are vital to the community network we are building.

As we look ahead, our direction is clear. We will continue strengthening connections—between people, communities, organisations, and support networks. We will invest in partnerships, expand our presence across Dorset, and create more opportunities for individuals to come together, share experiences, and find hope through one another.

Because when a community is connected, it becomes compassionate. And when it becomes compassionate, it becomes powerful.

To everyone who has contributed to our work this year—staff, volunteers, funders, partners, and supporters—thank you. Together, we are building a future where mental wellbeing is supported, understood, and championed across Dorset.

## LINDA O'SULLIVAN

**CEO, DORSET MIND**

# REFLECTION FROM OUR CO-CHAIRS, BOARD OF TRUSTEES

This has been a challenging but exciting year for Dorset Mind. We have continued to focus on advocating and providing support for those across Dorset with mental health difficulties. There remains an unmet need across the county for what we do and we hope that this report will encourage people to contact us both to receive support and to get involved in the work we do.

We recognise that we can't work alone and we are particularly proud of the services we provide alongside many partners across the county, including a number of PCNs with whom we are contracted to provide Active monitoring. This service is delivered by trained staff that can offer support for individuals with mental health difficulties, provide hope and set them on a path for recovery. In North Dorset we deliver Access Wellbeing.




Left to right: Top Row – Jonathan Wootten, Jane Burns, Samuel Crompton, Elaine Hurll, Karen Butcher, Calvin Glen, Charles Alberts.
Front Row – Ben Lawes, Dr Laurence Mynor-Wallis, Dr Ros Maycock.

We are particularly proud of the many groups that we operate across the county, including Mothers in Mind, Active in Mind, Eco in Mind, MindOut LGBTQIA+, Men in Mind, Women in Mind, and Wellbeing in Mind. Our intention is to increase our reach across the County in 2026.

A real highlight of 2025 has been The Waiting Well Initiative – a service for young people with mental health difficulties who would otherwise be struggling to access support. This service has transformed the lives of the young people that we have served.

In providing all the services, we recognise the hard work and dedication of our employees. People who work in Dorset Mind do so because of a desire to help and make a difference.

We would like to thank everyone who made a contribution to Dorset Mind, especially our supporters, patron, ambassadors, volunteers and our trustees and all our funders. The charity simply cannot run without them. We are always looking for new volunteers and Trustees to support us at Dorset Mind. If anyone would like to become involved please make contact.

## LAURENCE MYNORS-WALLIS & CHARLES ALBERTS

**CO-CHAIRS DORSET MIND**

# OUR IMPACT

## Across Dorset, we reached 3,567 people with DIRECT SUPPORT!

**Helping:**
1,667 Adults
with 1-2-1 and group support
997 adults by email
370 people by phone
588 children and young people
with 1-2-1 and group support
25 people
with a wellbeing workshop

**Speaking to:**
2,500 people at events
who were listened to
and carefully signposted to events



# OPERATIONS - ADULTS SERVICES




## ACTIVE MONITORING

**Active Monitoring provides 1-2-1 support for adults and young people, accessed through GP surgeries.**

We are currently working with six Primary Care Networks (PCNs). These include Bournemouth Central PCN, Poole Central PCN, Purbeck PCN, Weymouth and Portland PCN, Poole North PCN, and North Bournemouth PCN.

We have three Services Team Leaders supporting our 10 Adult Active Monitoring Practitioners who are now providing support across 30 GP surgeries.

# 1,221

Adults supported by the Active Monitoring team

# 4,029

sessions offered to their clients.

# 80.82%

of these participants had a significant improvement in their anxiety scores (GAD-7 scores improved from 12 to 7).

# 82.55%

of these participants had a significant improvement in their depression scores (PHQ-9 scores improved from 13 to 8).

# 80.28%

of these participants had a significant improvement in their wellbeing scores (WEMWBS scores improved from 36 to 44).

## EVENTS IN COMMUNITY

**Our team members for the Purbeck PCN, attended an INT event at the Mowlem Theatre on Thursday 2nd October.**

They took part in the film 'Health Services in Purbeck' where they spoke about Dorset Mind's Active Monitoring services and the positive impact these have within the local community. The 35-minute film showcased the work of local health services in Purbeck and was attended by members of the public, colleagues, friends, and family

In addition, Charlotte and Ellie-Mae hosted a Dorset Mind information stand, where they shared resources and spoke with members of the public and professionals about the wider range of Dorset Mind services. The stand attracted considerable interest, providing an excellent opportunity to raise awareness and strengthen local connections.

## MENTAL HEALTH AWARENESS WORKSHOPS

Dorset Mind ran a series of free workshops to offer mental health support to the local community as part of the Mental Health Awareness Week 2005 at The Dolphin Centre in Poole.

Each workshop focused on different aspects of mental health including anxiety, depression, grief and loss, as well as LGBTQI+ workshops.

This is now the 3rd time we have been asked to deliver these workshops as part of the Mental Health Awareness Week, and we are looking forward to many more of these partnerships.




One of our Services Team Leaders, Maria Sarri and one of our Adult Active Monitoring Practitioners, Neil Dyble delivering the Grief and Loss workshop, as part of the MHAW.

## DOLPHIN CENTRE WELLBEING HUB

Dorset Mind's Active Monitoring support service at Poole's Access Wellbeing Hub began in January 2024. Initially, we provided weekly face-to-face sessions on Monday afternoons only. From April 2024 onwards, this offering was expanded to all day on Mondays.

These sessions are provided currently for patients of Poole North PCN, in accordance with their terms.

Between June and October 2025, we have supported 18 different patients, across 44 sessions. Feedback from patients indicates that they felt safe with our practitioner and that the 1-2-1 interaction was crucial in their decision to seek support at the Hub.



Neil at the Access Wellbeing Hub in Dolphin Centre, Poole

**“It’s wonderful to be able to offer all the benefits of Active Monitoring in person in the Access Wellbeing Hub. It’s also exciting to play a part in this innovative project, which provides such a positive place for people to come and access services for their wellbeing journey. It really feels like it’s the way forward for mental Health accessibility for the public and communication between the services.”**

Adult Active Monitoring Practitioner Neil, who works at Poole Hub

## MEN’S MENTAL HEALTH AWARENESS EVENT

This June, Dorset Mind - along with other local partners - attended Bournemouth & Poole College for Men's Health Week.

We were able to share information about the range of services provided by Dorset Mind to both staff and students; from 1-2-1 support through our Active Monitoring service, to our Men in Mind group run in partnership with AFC Bournemouth, there are a range of ways that men locally can explore mental health and wellbeing.

This is particularly important given that suicide is now the biggest killer of men under the age of 50. Men's mental health matters.

We understand that life can sometimes feel like a game of Jenga; when things chip away at us, when our support structures are removed, we can begin to wobble.

Sometimes even the smallest thing can cause our tower to collapse. However, we can develop resilience in our own support structures - and that of others - by starting a conversation.

We can begin to re-build by accessing support for our own wellbeing and can likewise help others to find the support that is right for them.

Adam Winter, one of our Adult Active Monitoring Practitioners, attending the Men’s Mental Health Awareness Event in June 2025.

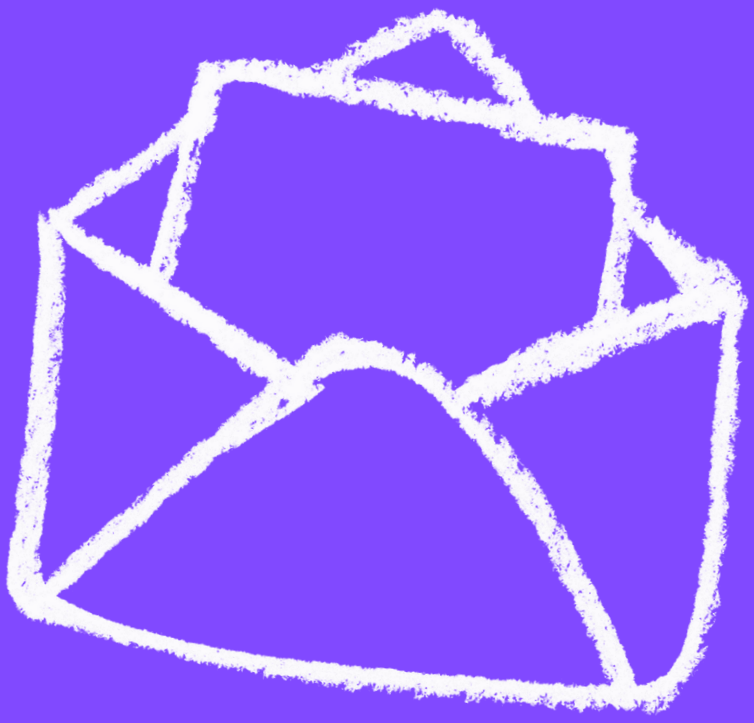


## ACTIVE MONITORING FEEDBACK

**"It was a very positive experience for me. My practitioner was so on point with reading between the lines when I was trying to explain how I was feeling, and that enabled me to understand how I felt, and why, so much better. One of the main things that I found so helpful was he said that I didn't choose to have the childhood that I did, that has made me feel proud of myself despite my start in life. He also said that I didn't choose to have the 'disability' that I have now , which has helped me to accept it - simple words that mean so much. I am very appreciative of having the opportunity to receive this help."**

**"I have found the weekly chats encouraging and very supportive. I have learned how to handle my grief in a positive way. I am able to focus on others rather than myself."**

**"Excellent service! Had many stresses and this really helped me pull through. I have learnt more awareness and strategies to help myself and as I'm alone someone to talk to."**



## TRIAGE

**The Triage service has been developed to provide a direct, first contact service to reduce the demand of GP appointments for mental health related concerns. It helps provide earlier access for patients and improves the pathways to existing services by providing a safe and structured appointments.**

This service has proven to significantly free up doctors' and specialist workers to run the interventions. Patients can access their GP surgeries and ask the receptionist to speak to a Triage practitioner, and they are contacted within 24-48 hours for their Triage appointment and avoid long waiting times.

The service is offered via telephone. The call is a 30 minute in-depth, fact finding assessment for people over 18 presenting with any non-clinical mental health difficulties such as stress, anxiety, depression, low mood, bereavement and anger. They are then signposted to relevant services, including Dorset Mind, Steps to Wellbeing, Help and Care, and other local organisations.

They might also be referred back to their GP for additional support such as medication, or sick certificates.
We currently offer this service in two of our PCNs, Weymouth and Portland PCN and Poole North PCN.



## TRIAGE FEEDBACK

**“Rebecca was very empathetic and really listened. She gave me time to say what I was feeling and I didn’t feel rushed. She followed through and I got a call from the GP the same day. I also received a lot of useful information about support”**

**“Really nice young lady. Offered me some really good support and is getting the doctor to call me about medication. Sorted out a really good plan. Very happy!”**

**“Quickness... Knowing that someone was there to help rather than waiting for the doctors surgery to respond. Staff very polite, talking in a calm manner and listening well.”**

**629**

patients assessed and signposted to services in Poole North

**161**

patients assessed and signposted to services in Weymouth & Portland

Only 42% of the 790 patients seen by a Triage practitioner needed a further appointment with their GP following their assessment. This includes seeing their GP for medication queries, fit notes, referrals to the Community Mental Health Teams or for physical health concerns.






## ACCESS WELLBEING

**Access Wellbeing North Dorset is a new, community-based service designed to make it easier for adults to get mental health and wellbeing support close to home. Run in partnership by Dorset Mind and the NHS, it offers a welcoming, non-judgmental space where people can drop in without an appointment and talk to trained staff about anything affecting their wellbeing – from anxiety and low mood to issues like housing, relationships, or money worries.**

The service offers tailored support based on each individual's needs. A key part of Access Wellbeing is connecting people to the right support by linking the NHS with the voluntary and community sector (VCS) and collaborating with organisations across the local area.

Clare, Katherine, Millie, Laura, and Alex are the Access Wellbeing Coordinators working under the guidance of David Sutherland, Senior Wellbeing Coordinator, to deliver this newly launched service across the 'North' of Dorset.

Since April 2025, we've been developing and delivering wellbeing support in key towns including Blandford Forum, Sturminster Newton, Shaftesbury, Gillingham, and Sherborne.

To make our service as accessible as possible, we're currently based at a number of community drop-in locations:

- The Vale Family Hub, Sturminster Newton
- Blandford Leisure Centre,
- RiversMeet, Gillingham
- Gillingham Citizens Advice
- Digby Hall, Sherborne
- St. Peter's Parish Rooms, Shaftesbury

We have successfully established Access Wellbeing in all five towns outlined in the contract. In each location, we have made positive contact with both the Older Adults and Adult Community Mental Health Teams (CMHTs), as well as with Primary Care Networks (PCNs) and local social prescribers. Through these connections, we have begun engaging with individuals in the community, and encouragingly, a high percentage of those we've met have returned for follow-up contact or support.

We continue to build our presence by distributing leaflets, attending PCN-led wellness events, and participating in large-scale community events such as the Gillingham and Shaftesbury Show.

All Wellbeing Coordinators are currently seeing clients in their drop-ins and have been met with tremendous support from the on-site staff.

Looking ahead, we are developing strategies to ensure the continued growth and impact of Access Wellbeing. In the short term, our focus is on increasing footfall and visibility in each area, with the aim of encouraging more people to access our services.



**Delivered across 6 drop ins in North Dorset since June 2025:**

| 130 | 33 | 148 |
|---|---|---|
| Unique participants | Participants attending more than once | sessions offered to their clients. |

## ACCESS WELLBEING FEEDBACK:

**“You have continued to offer me one-on-one support, and I am so grateful. I’m now a completely different person from who I was before that first phone call. I can be positive, look forward, and find joy in life again. I have a real reason to live — and I’m enjoying life. My friends have all noticed the change in me.”**

Client from Blandford Leisure Centre drop-in, August 2025

**“Thank you again for your ongoing support.”**

Client feedback from The Vale drop-in, September 2025

**“I already feel better just after having this chat with you.”**

Client feedback, Shaftesbury drop-in, September 2025

**“I’m so pleased that you are here. This is such a good service.”**

Client feedback, Riversmeet drop-in, August 2025





## ADULT COUNSELLING

**The Adult counselling service is a low cost, self-referral model, using a person-centred approach for adults experiencing mild to moderate difficulties, such as anxiety or depression. The process starts with the Counselling Team Leader, carrying out initial assessments to make sure that counselling with Dorset Mind will be helpful.**

The model is a goal orientated model, identifying three goals of topics to work on in Counselling. The service is online to maximise reach across the county.

Delivered by qualified volunteer counsellors and placement counsellors, who are in their last year of training.

Both the qualified and placement team are well established and are committed to the work of Dorset Mind, providing on- line support in blocks of six sessions.

Participants can have up to 24 sessions, if in conjunction with the supervisor, further sessions are deemed to be beneficial to the client.

**71**
adults supported over the past financial year

**411**
attendances recorded over the past financial year

**95.45%**
of the participants rated the sessions good/very good.

**72.73%**
of these participants had a significant improvement in their depression scores (PHQ-9 scores improved from 12 to 9).

**84.62%**
of these participants had a significant improvement in their anxiety scores (GAD-7 scores improved from 11 to 6).

**60%**
of these participants had an improvement in their depression scores (WEMWBS scores improved from 46 to 48).

## ADULT COUNSELLING FEEDBACK:

**"I am very grateful for the sessions I had with my counsellor. She helped me realise that I was doing more than enough in a difficult situation. She never pressured me to discuss anything I wasn't comfortable with. From the very beginning, she made me feel relaxed."**

Date

**"This service has been invaluable to me, and I consider myself incredibly lucky to have had access to it. There is a mental health crisis and nowhere to turn, lack of adequate signposting from the NHS leads to those (currently) less able to help themselves to services with incredibly long wait times and had I not discovered Dorset Mind I would still be in that queue, deteriorating slowly or worse."**

Date

**"Counselling was amazing we were able to work closely together over the sessions to progress through the various events and situations occurring during that time and my counsellor's reflections have enabled me to question my own thinking patterns. I had started counselling due to a relationship breakdown (being the catalyst) but ended up traversing a range of paths that have helped me begin uncovering my identity and could not be more thankful for this opportunity."**

Date

## THANK YOU'S

**Special Thank You to the volunteers both qualified and on placement for their dedication and commitment to providing a counselling service with a 95.45% good or very good feed-back rating.**
**Working in a person-centred approach, with the support of in-house supervision and training, striving for excellence, to fulfil the needs of those receiving counselling.**



## INFORMATION SERVICES MAILBOX SIGNPOSTING

**The Information Services Mailbox has been in operation for around 19 months. During this time, it has become an important point of contact for individuals and organisations reaching out to Dorset Mind for advice and guidance on supporting adults and young people with their mental health.**

We regularly receive phone calls and emails from people seeking help, reassurance, or direction to the right kind of support.

Our team takes the time to explain the range of services Dorset Mind offers and, where appropriate, we also signpost to other trusted organisations that provide complementary support.

This includes services such as Cruse Bereavement Care for those dealing with loss, or crisis support services like Samaritans and Shout for individuals in immediate distress.

Every enquiry is handled with care, empathy and professionalism. We recognise that many people contacting us may be reaching out for help for the first time, and we aim to make that experience as supportive and reassuring as possible.



## INFORMATION SERVICES MAILBOX SIGNPOSTING FEEDBACK

**“Thank you for listening, it means a lot. I’ve spoken to others before, but no one has really taken the time to hear me.”**

Date

**“It was such a relief to feel understood. I didn’t feel judged, just supported.”**

Date

**“I really appreciate your time and the clear information you provided. The signposting helped me find the right support when I needed it most.”**

Date

These messages remind us of the importance of human connection and the positive impact that simply being heard and guided to the right support can have. The Information Services Mailbox continues to play a key role in Dorset Mind’s mission to promote wellbeing and provide accessible, compassionate mental health support across our community. Over the past year, we have supported 370 people with phone calls and 997 over email.

## MENTORING MINDS

**Mentoring Minds offers 121 support, connection and encouragement from a trained volunteer for up to 6 months to any adult over the age of 18 years who is looking for support with their mental health recovery and wellbeing.**

The Service supports the Dorset community as a goal-lead service based upon the 'Five Ways to Wellbeing' which is an evidence-based set of 5 steps proven to improve wellbeing. Connecting to other people, getting active, learning, taking notice, and giving back can all contribute to improving a participant's mental wellbeing and confidence.

This can be achieved by setting smaller realistic goals with our participants. Over time, the increment of smaller steps will lead to a life-changing impact in some cases.

We aim to provide tools, tips and social skills to help individuals manage their mental health. Helping them recognise their wellbeing needs, put skills they have learnt into practice in their day-to-day life and building social skills to reconnect with the community.

Emma Roper at Shaftesbury Wellbeing event promoting Mentoring Minds service-May 24



**All service users rated the support available at the service 'good' or 'very good.'**

**39**
adults supported over 12 months

**87%**
of participants had an improvement or maintained their level of wellbeing

## MENTORING MINDS FEEDBACK:

**"My mentor was so patient and understanding. I could talk to her about what I was struggling with, and she would always help me reason it out."**
Participant

**"Thanks to volunteer and Dorset Mind, I am back into my life, full of confidence and motivated to carry on my own"**
Participant

**"Weekly chats with Dorset mind- helped to take a different perspective, not to feel sorry for myself. I was stagnating and shutting myself away and I realised that was the worst thing I could do. It's helped me "look up from the floor and see the world is a beautiful place"**
Participant



**A special 'thank you' to:**
**ALL our volunteers that make the delivery of this service possible. You're all heroes!**



## PEER SUPPORT

**Dorset Mind Peer Support groups offer a continued safe space and social connection to those individuals that would benefit from longer term support. Peer support differs from other forms of mental health services and support in important ways. Crucially, the people involved play an active role in creating a safe environment for each other.**

In this space, people can use their shared experiences to give and receive support from each other. Peers make choices about what parts of their personal experiences they talk about, seek support for, and use to support other people.

It is through the development of meaningful, two-way relationships that peer support works. People can feel less alone if they talk about their experiences and share coping strategies that work for them. By doing this, peers can help each other learn about how best to manage feelings and experiences that are difficult.

We currently have 2 active Peer support groups running and the need for future groups has been scoped and are in planning.

**42**

adults supported over 12 months

- **All of participants had an improvement or maintained their level of wellbeing**
- **All service users rated the support available at the service 'good' or 'very good.'**

## ACTIVE IN MIND PEER SUPPORT SOCIAL GROUP

This social group offers a space where like-minded people can meet, socialise, play board games, pool, table tennis along with chatting over a cup of tea.

**"These groups have been a lifeline for me. I am so grateful to everyone at Mind and the wonderful people I've met."**

**"I enjoy people being around me who also have a mental health problem as it makes me feel that I am not standing out as someone with any problems."**

## MINDFUL RAINBOWS LGBTQIA+ PEER SUPPORT GROUP

Social groups offer a space for like-minded people to meet, socialise, play games and connect with each other.

**"A genuine lifeline at a very low ebb for me. Can't put into words how grateful I am for the leg up I received. THANK YOU"**

**"It's always healthy to meet and talk about life, share ideas and experiences."**




Active In Mind Peer Support group facilitators Siena, John and Ian at Active In Mind Social group-Dec 24

**A special 'thank you' to: ALL our volunteer group facilitators that make the delivery of both groups possible. You're all heroes!**



## IN MIND GROUPS

**Dorset Mind's community services focus on three different areas, 'In Mind' community groups focused on recovery-based education, therapeutic activities to develop positive mental wellbeing and reduce social isolation.**

We run 7 'In Mind' community groups based on 7 thematic areas, including eco therapy, men's mental health, women's mental health, physical and cognitive activity, perinatal mental health and support, and psychoeducation for people in the LGBTQIA+ community, and people who experience mild to moderate mental health problems.

We also ensure our In Mind groups combat participant hardships and social isolation.

**Our community groups are:**

- **Eco in Mind**
- **Men in Mind**
- **Women in Mind**
- **Wellbeing in Mind**
- **Active in Mind**
- **MindOut LBTQIA+ Support**
- **Mothers in Mind**

Our In Mind groups have made a significant impact by supporting 161 adults and young people over the past financial year (April 24 to April 25). We achieved this by offering seven support groups, as well as programs, and workshops across Dorset.
We provided essential wellbeing, psychoeducational, and social support for individuals facing common mental health challenges, hardships, or social isolation.

**Below is an overview of our In Mind groups:**

- Men in Mind – A partnership with AFC Bournemouth Community Sports Trust, combining physical activity and mental health support in a judgement-free space. Activities include walking football, football, bodyweight circuits, and collaborative games, encouraging both social interaction and open conversations. Research highlights that physical activity plays a vital role in reducing depression and improving wellbeing, making this service an important intervention for men who may be less likely to discuss emotions.

- MindOut – A safe and supportive space for LGBTQI+ people, encouraging self-expression, connection, and resilience. The group helps reduce isolation and offers peer support in a welcoming environment.

- Women in Mind – A weekly group where women with mental health challenges can share experiences in a safe and supportive space. Guided by a facilitator, topics include self-esteem, relationships, and emotional wellbeing.

- Mothers in Mind – An eight-week programme designed by women with lived experience of perinatal mental health issues, offering support to pregnant women and mothers with children under two. The group combines CBT-based techniques, self-care strategies, relaxation, and peer support to build confidence and reduce isolation. It provides early help before formal diagnosis, aiming to prevent escalation and reduce demand on more intensive services. Sessions run both in-person across Dorset and online, and referrals can be made by health visitors, GPs, midwives, or via self-referral.

- Active in Mind – A friendly social group where participants can connect with others while joining in with games, physical activity, mindfulness, and arts and crafts. Activities range from board games like chess and Scrabble, to pool, table tennis, and occasional walks. The group offers a safe environment for people with mental health challenges to try new activities, reduce isolation, and have fun. It remains one of our most popular groups, now running twice weekly.

- Eco in Mind – An ecotherapy service built on growing evidence that gardening supports both mental and physical health. At Poundbury's Transition Town site, participants take part in activities such as seed planting, harvesting, garden maintenance, and creative projects like murals, nature art, and "positive pebbles." They also grow herbs like rosemary and lavender, and make lemon balm tea from plants they've nurtured. The project helps people improve confidence, resilience, and self-esteem while connecting with others in green space. Dorset Mind also expanded the programme by partnering with schools and community groups in Dorchester.

- Wellbeing in Mind – A psychoeducation-based service that helps people understand stress, anxiety, and depression, identify symptoms early, and learn practical coping strategies. Delivered online, the drop-in sessions include workshops, guided relaxation, and peer support. Research shows psychoeducation is an important part of managing anxiety and depression, and participants report feeling better equipped to cope and more connected through shared learning.

**These services show Dorset Mind's dedication to supporting the community, meeting a broad range of mental health needs, and helping people from different backgrounds improve their wellbeing.**

**160**

adults and young people supported over the last 12 months

**1,552**

total attendances over the last 12 months.

**100%**

of the participants recommended their sessions.

**94.97%**

of the participants improved their mood scores.

## IN MIND GROUPS FEEDBACK:

### ECO IN MIND

**“Being out in the open air is good for my mental health and wellbeing and having someone to talk to about my problems, without judgement, is amazing.”**

June 2025

### MEN IN MIND

**“This is such a great service and makes such a positive impact on my mental wellbeing every single week.”**

June 2025

### MOTHERS IN MIND

**“Being part of this group has helped me feel supported and less alone. I’ve learnt practical ways to manage my mental health while caring for my baby, and connecting with other mums has made a real difference.”**

June 2025

### WOMEN IN MIND

**“My facilitator was great. Each session was educational, informative, she held space for us to express our views and feelings and experiences, she was empathetic and understanding and gave us tools and worksheets to help us track current areas of our mental health problems to work on. I left each session feeling very empowered it's a great group and I hope it continues”**

May 2025

### WELLBEING IN MIND

**“The service as a whole has changed the way I live, see myself and want to going forward. The support from the group has had a large impact and continues to do so, always something to learn from another's experience or story from a safe space that allows reflection of the good and bad parts of life and the choices we make around them.”**

June 2025

# OPERATIONS - CHILDREN AND YOUNG PEOPLE



# THE WAITING WELL PROJECT

**The Waiting Well Project which commenced in April 2023, is partly funded by a local trust. The project aims to help young people maintain and improve their mental health and wellbeing and ensure they can access mental wellbeing support whilst they are waiting for statutory interventions such as CAMHS, and to help improve their school attendance.**

Connected Minds is a fully funded eight-week early intervention programme for 10–13-year-olds (Years 6-8) experiencing mild to moderate anxiety and emotional problems and low attendance at school. The programme is designed to support children and young people at risk of not attending school on a regular basis or with behavioural problems with associated low to moderate mental health concerns such as low mood, anxiety and stress, low self-esteem and anger issues.

This year has marked a significant turning point in the Waiting Well project. There are now 7 Connected Minds Programmes running across Dorset and BCP localities and we are now reaching areas of Dorset where there has been a significant lack of support for young people previously. A continuation grant from Mind has also successfully helped us deliver the programme.

Working with local primary, middle and secondary schools, family hubs and other community spaces has allowed us to use venues which are safe and inclusive and give the children a space to really express themselves, become more confident and learn to live more mentally healthy lives.



**95**
young people were supported through the programme

**19**
programmes run across 7 Dorset Localities

**71**
Individual sessions delivered

**93%**
increased or maintained their wellbeing/mood after attending the sessions

**88%**
of young people rated the programme good or very good

**92%**
of young people would recommend the programme to their Peers

## FEEDBACK – YOUNG PERSON

**"When we learnt about anxiety. This whole programme has helped me so much. Now I know I'm not alone."**

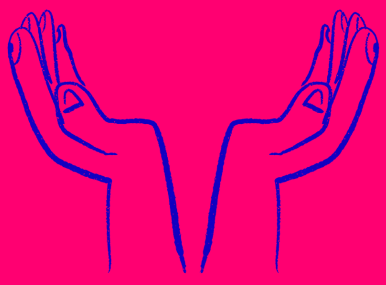
**"Communicating with other people. Meeting people that are like me."**

**"Techniques and lying down for mindfulness because I rarely do it"**

December 2024

**"Talking about feelings. Writing down emotion words"**

March 2025



## FEEDBACK – PARENTS

**"He has really enjoyed the sessions and is always positive after. We are pleased he has been given the opportunity and hope to continue to support him using the material covered."**

**"I think it's really positive and the Practitioners are great with the kids and really approachable. I also think the setting is brilliant and the couple in the coffee shop are wonderful. I loved the intro session but also love that the rest has been just for the children and confidential. It gives my son the opportunity to tell me what he's learnt and therefore reflect."**

**"A good variety of topics discussed. It's great that the programme varies according to the participant responses."**

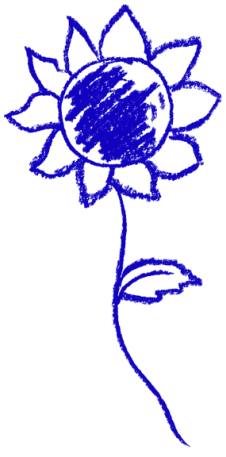
June 2024

**Special Thank you**

**Special thank you to our amazing funders MJB Charitable Trust for making our work with young people possible.**

## QUOTE FROM FUNDER

**"I wanted to thank everyone for inviting me to the children's group yesterday and making me feel welcome. It was lovely to see how much the children enjoyed the session and the positive impact these are having on them. I could tell how much the sessions mean to them, and it was lovely to watch them all interact."**



**"Thank you for the amazing work you are doing, and I will share this with the other Trustees."**

May 2025

## MENTORING MINDS FOR YOUNG PEOPLE

**CYP Mentoring Minds offers young people aged 11-18yrs, who have already accessed our Active Monitoring program via their GP surgery the opportunity to work with a volunteer Mentor for a further six sessions, each up to 1 hour.**

Only Active Monitoring Practitioners can refer to this service, and all referrals go via our Service Coordinator who will set the match with the mentor and monitor the relationship throughout.

Our Mentors are trained with knowledge of our Active Monitoring pathways, signposting and resources.

They are given background information about the young people they are working with and information on what they have been working on during previous sessions.

The role of a Mentor is to talk with and listen to the young person and understand what they have found most helpful from their Active Monitoring sessions. They will help them incorporate learnings into their everyday life. As the sessions are longer, they can talk about their week with the mentor focusing on times they may have struggled and the times that they have made positive decisions or done well. They can look at the skills/tools they have learnt and how using these could or has impacted their week.

Sessions are offered online via Microsoft Teams or Zoom.



**8**
young people were supported

**32**
sessions delivered online

**100%**
of young people increased or maintained their mood/wellbeing after the sessions

**97%**
rated the programme good or very good

**100%**
would recommend the service to their peers

## CYP MENTORING FEEDBACK

### FEEDBACK – PARENTS

**"X has progressed and changed and it's all because of this service. As a family I think we had hit rock bottom, I felt lost and unable to support X. X was frustrated as he didn't understand his feelings or emotions. This service starting with Active Monitoring and then Mentoring has give X ways to manage himself, he's able to take ownership of himself, he's able to see his emotions and manage his anger. Don't get me wrong, we still have challenges, but we are 100% on the right road. I worried for X growing up into a young adult, I worried how he would manage himself in situations. I don't have those worries any more. He can achieve anything he wants. I will continue to be his biggest cheerleader!!!"**

August 2024

### YOUNG PERSON FEEDBACK

**"Helping me understand how to push through the bad times and to remember the good things coming my way"**

**"I absolutely loved receiving my phone calls with the volunteer, she was lovely for the time I had her and I found the Dorset mind service was very beneficial to me."**

March 2025

# ACTIVE MONITORING FOR YOUNG PEOPLE IN PRIMARY CARE NETWORKS (PCNS)

**CYP Active Monitoring is a structured mental health and wellbeing programme delivered by trained practitioners, within primary care networks or community settings.**

It is designed to help young people, aged between 11 – 18, manage common mental health challenges such as:

- Anxiety
- Low mood
- Stress
- Low self-esteem
- Grief and loss
- Feeling alone
- Anger management

## How Does It Work?

Young people are referred to the service. They receive five short sessions with a practitioner who helps them explore their feelings and develop a personal wellbeing toolkit. The sessions use evidence-based self-help tools tailored to the young person's needs.

The practitioner acts as a guide, not a therapist, helping the young person build resilience and coping strategies.

## Purpose

The goal is to intervene early, before mental health issues escalate, and to empower young people with tools to manage their wellbeing independently. It also helps reduce pressure on specialist services like CAMHS (Child and Adolescent Mental Health Services).

We are currently working with three Primary Care Networks (PCNs). These include Bournemouth Central PCN, Weymouth and Portland PCN, and Poole North PCN. Our three Services Team Leaders are supporting 3 CYP Active Monitoring Practitioners who are now providing support across 12 GP surgeries.

**We have received 485 referrals this year and delivered 914 sessions. There was a service delivery gap at the end of 2024 and the start of 2025; however, all practitioners are now in place.**

**80% of participants showed improvements in their Strengths and Difficulties Questionnaire (SDQ) scores. Additionally, 59% of participants experienced an enhancement in their overall wellbeing scores as measured by the SWEMWBS.**

## FEEDBACK

**"It is easy to understand, and it is nice to be able to talk about it."**

**"They completely understood me and were always open to listening to my worries and goals. I don't feel pressured to say or do anything I don't want to."**

**"I like the 1:1 time where it is about me, and more focused on my feelings. Its personal."**

**"Being able to talk through things to help me to rationalise my thinking."**

**485** CYP AM referrals

**914** CYP AM sessions

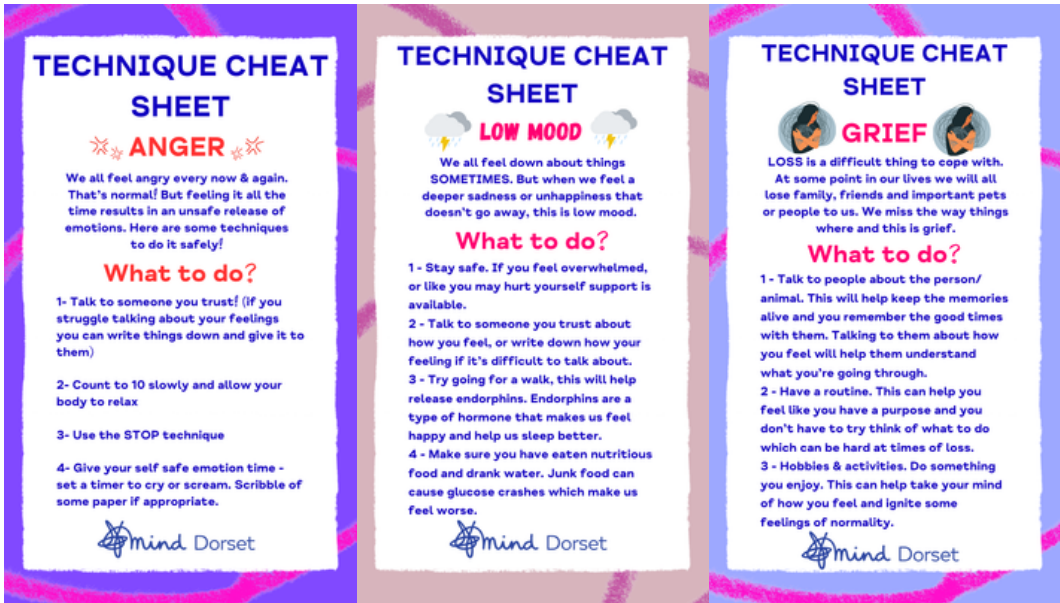
## INNOVATIVE SUPPORT TOOL CREATED BY OUR CYP ACTIVE MONITORING PRACTITIONER

Ellie-Mae, one of our CYP Active Monitoring Practitioners, has developed creative 'business card'-style cheat cards to support young people accessing our CYP Active Monitoring service.

During her sessions, Ellie-Mae observed that while young participants found the strategies in our booklets extremely helpful, many struggled to remember what to do in everyday situations.

To bridge this gap, she designed these handy cards — small enough to fit in a phone case, wallet, or purse — so that young people can quickly access coping strategies and reminders wherever they are.

This simple but thoughtful idea has made our wellbeing tools even more practical and accessible, empowering young people to use their strategies with confidence in real-life moments.



## CYP COUNSELLING

The Children and Young People service provides Counselling to one academy in Bournemouth. The model is school based referral, in conjunction with parents. CYPs, meet face to face for an initial assessment to make sure that Counselling will be helpful for them, this will be followed by 5 sessions of counselling. Delivery is based on half terms. This works well for the young people and ensures that we can meet the needs of more CYP's needing counselling support

## KEY ACHIEVEMENTS
## Purbeck Youth Community Foundation

The PYCF project started in September 2024, providing counselling for 11- to 18-year-olds at the Purbeck Youth Community Foundation. It is open to anyone living or going to school in the Purbeck area.
The project provides fully funded counselling for 30 children and young people a year, over five years. Referral can be self, parental, school, youth worker referral. The model is based on half terms. This works well for young people.

### Feedback

**"I'm able to manage my anxiety and anger, but I think the anxiety attacks have been something I have been trying to work through even before counselling. The anger has helped a lot to be under control because it's helped, I can just count a few seconds and then move on without exploding."**

**"I think we got on well and that helped me feel I could open up more because I felt understood or related or something. It made me laugh when I was distracted or trying not to talk about things and she would call me out on it but in a good way because I know I am naturally avoidant."**

**"I can talk about anything in counselling and feel comfortable doing so. I also know I still don't really like standing up for myself with certain things because I don't want to ever hurt anyone's feelings even if they need to hear it. I know it's a problem but I am working on it."**




# VOLUNTEERS

**We are so grateful for our wonderful volunteers that give their time and energy to help us reach and support local people. We have had a regular commitment from our volunteers, some have joined in the last year, some have been with us for many years.**

Volunteers have supported us in many ways; helping facilitate various support groups, working on our Eco in Mind site, helping at events and working 1-2-1 with participants.

**In the last year volunteers have provided 7,492 hours of their time!**

Our Learning Management System means we can offer over 4,000 free training courses to our volunteers alongside set training. This is combined employee and volunteer training where we are aligning the volunteer offer with our employees.

Volunteers and employees are now given the same opportunities to attend our Monthly All Hands meetings and away days. This has encouraged employees and volunteers from different departments to get to know each other.

## Feedback

**"I'm incredibly grateful for my time at Dorset Mind so far. Since joining in March 2024, the experience has been truly invaluable. Thanks to the skills and experience I've gained through the sessions at Dorset Mind; I've been offered a paid summer internship in children's mental health."**

**"I really appreciate the way you've supported and encouraged me during my time volunteering. You've always made it feel like a safe and open space to ask questions, reflect, and grow. I've felt genuinely valued and respected, and your calm, approachable style has made a big difference in building my confidence."**

Volunteer-Rowan Seymour collecting award at Volunteer Centre awards ceremony






## PLACEMENTS

**We welcomed placement students from Bournemouth University, Monta and Usifo who gave their support to our marketing, IG and events team. Monta worked alongside us on a 30-week student placement and epically took part in both the Bournemouth Bay run and the Jurassic Ultra challenge.**

Usifo experienced and supported a wide range of 'hands-on' events and shared his digital and story writing expertise duties within the team. They made a real impact on our capacity to raise awareness and fundraise, and additionally on our colleagues and volunteers that worked with them.

We welcome placement counselling students from across Dorset to support our Counselling service. Extending our offer and reach and enabling us to offer low-cost counselling services.

The opportunities we can offer students are beneficial for both parties: we can provide learning and development opportunities as well as life and work experience, whilst they can build and enhance what we are able to offer local people needing our support. Usifo has since come on board as a member of paid staff. Welcome Usifo!

Usifo supporting colleague David at an event at Castle Point shopping centre.



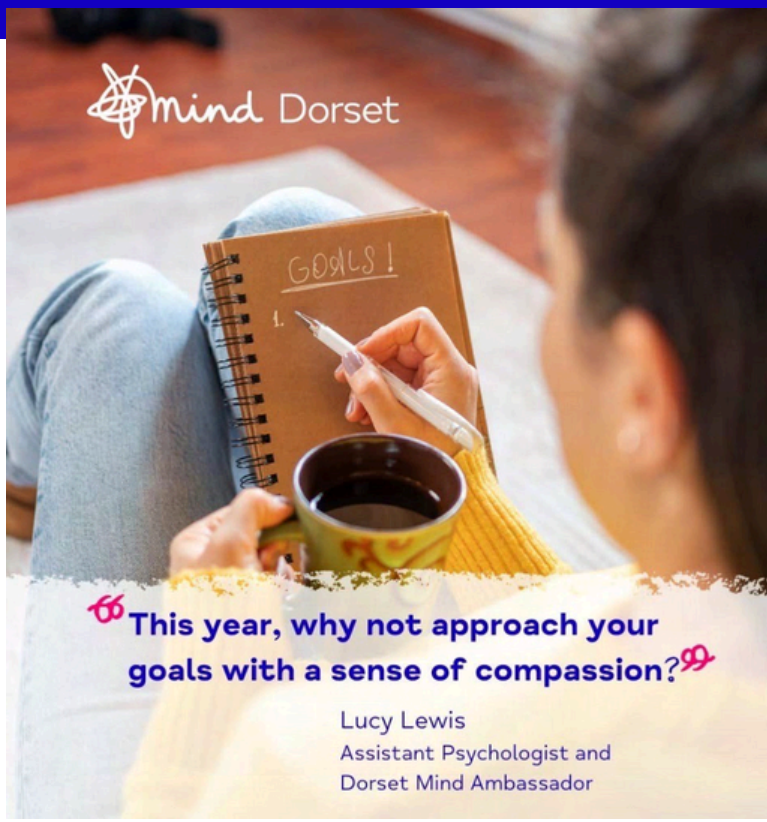
# DORSET MIND AMBASSADORS

**Our ambassadors help support our strategy by representing us online and in person at events and fundraising activities.**

We encourage our team to share their lived experience online across their own social media and to contribute towards Dorset Mind content.

Importantly, they visibly lead by example – inspiring them to if they experience a dip in their own wellbeing, they document it to encourage people to reach out for support when needed.

Ambassador Lucy continues to write informative blogs for our website and monthly editorials for local magazines, using her experience gained as an Assistant Psychologist to provide a clinical narrative.




Chandy and Craig attended our Charity Ball in October speaking with the attendees giving them valuable insight into mental health and how it had impacted them.

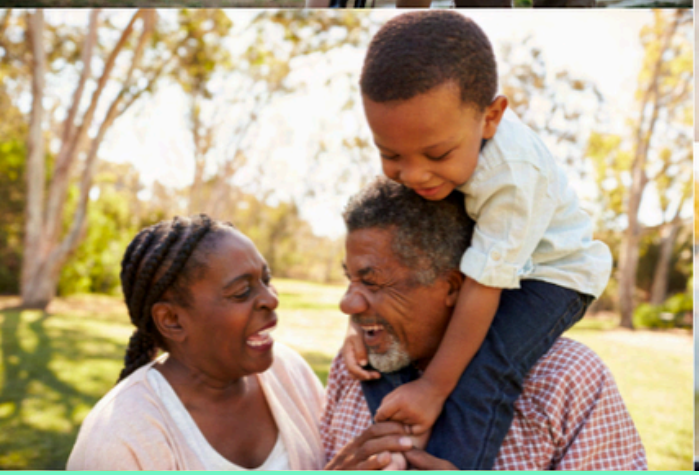
Toby continues to use social media to promote Dorset Mind and encourage people to keep active.

Ty supported us with the promotion of our Charity ball using his business and lived experience.
Ty also supported us by joining the Bournemouth Bay run and by hosting a Men's Mental Health night with guest speakers.











# LEGACIES

## IN MEMORY GIVING

**A legacy donation (a gift left in a will) is one of the most meaningful ways someone can continue supporting mental health for generations to come.**

These thoughtful gifts help ensure that our work carries on long into the future, offering hope, support, and life-changing services to local people who need us.

Legacies play a vital role in helping us continue delivering our core funded services. These services are the backbone of our charity, and legacy donations help keep them accessible, reliable, and sustainable.

By choosing to leave a legacy to Dorset Mind, supporters help us reach more people struggling with their mental health—today, tomorrow, and for years to come. Every gift, no matter the size, becomes part of a lasting impact on the wellbeing of our community.

If you or someone you know would like to learn more about how to leave a legacy to Dorset Mind, we'd be happy to provide guidance with no obligation



# INCOME GENERATION

## INCOME GENERATION

**Income generation is essential to Dorset Mind's ability to deliver meaningful impact across the county.**
**As an independent local charity, we do not receive guaranteed core funding. Instead, we rely on the support of our community and grants to sustain our services. Every pound raised enables us to provide prevention-focused mental-health support**

### Our Key Funding Streams

To ensure sustainability, Dorset Mind operates a diverse and balanced funding model. Our primary income streams include:

- Community and corporate fundraising, including events and partnerships with local businesses.
- Grants from charitable trusts, foundations, and public bodies, supporting strategic growth and innovation.
- Commissioned services, delivering specialist programmes in collaboration with schools, workplaces, and healthcare partners.

This blended approach ensures we can continue responding to emerging mental-health needs while expanding our reach and creating lasting positive change for local people.



Colehill Cricket Club, charity game to raise funds for Dorset Mind

## CORPORATE FUNDRAISING

**The life-changing work of Dorset Mind's Services Team would be seriously compromised without the incredible support we get year after year from our corporate partners.**

### Chatty Benches

In 2025, we embarked upon an exciting new venture, our Chatty Bench Project, which was made possible through a £5k donation from Dorset Tea.

The campaign brings together corporate sponsors, local artists, local councils, and our charity to create safe, welcoming spaces where people can pause, reflect, and connect.

Each highly coloured bench is more than a seat; it's a vibrant work of public art designed to spark conversation and promote mental well-being across Dorset.

The inaugural Dorset Tea bench is located in a stunning location, overlooking Weymouth's gorgeous bay. Local artist Helena Chessher lovingly created it to reflect Dorset Tea's brand and ethics.

We want to see these benches in every corner of the county. But we need support from Dorset's business community to make this happen.

We'll organise the artist, the bench, and the logistics, and obtain approvals from local councils. A one-year package is £5k and a two-year package is £10k.

This is a legacy project. We want these sites to provide comfort and sanctuary for people for years to come. For full details, please email: nick.rowe@dorsetmind.uk

Helena Chessher painting the Chatty Bench






Team Bournemouth and Poole College at the Jurassic Coast Challenge for Dorset Mind

## Other ways to help

We are open to working with businesses in any appropriate way. We understand running your business is the top priority, so it's important people support us in a sustainable way.

One great way to raise vital funds is to sign up for one of our big event challenges. It might be the Bournemouth Bay Run, the Jurassic Coast Challenge, the Dorset Plane Pull, a skydive, or the Dorset Mind Big Walk, but whatever you select, we guarantee you'll have a great day out, raise vital funds and embrace an opportunity to team build or satisfy a lifelong ambition.

But we also understand that all businesses are different, and if you work in the hospitality industry, our events might be difficult for you to attend.

In recent years, two of our biggest supporters have been Hall & Woodhouse, who organised charity days, raffles, music events and brewery tours for us, and The Waterside Holiday Group, based at Bowleaze Cove in Weymouth, who did all their fundraising in-house last year.

The combined fundraising from these businesses over the last few years secured tens of thousands of pounds to support our work.

Other ways you can help are to offer gifts in kind for our prize draws or volunteer at one of our projects for the day.

**Sponsor a project**

We are also keen to explore ways businesses or major donors might sponsor a specific piece of work, which might have particular resonance for them.

One anonymous benefactor donated a huge sum of money to launch our Waiting Well Project, which, through our Connected Minds Programme, provides an eight-week early intervention programme for 10-13 year-olds (Year 6-8) experiencing mild to moderate anxiety and emotional problems and low attendance at school.



Foray Motors, Strive 25 project in support of charities including Dorset Mind

**FEEDBACK FROM THE WAITING WELL PROJECT**

**"We are immensely grateful for the support of our partners, irrespective of how they support us. We believe in the power of recovery, and this money is changing lives for the better daily."**

## BIDS AND GRANTS

**During 2024–2025, Dorset Mind has made significant strides in diversifying its income through grant funding, despite an increasingly competitive landscape. We have submitted 33 funding applications across local, regional and national opportunities, with five confirmed successes, six declined, and nine currently in development. This sustained effort reflects our strategic commitment to expanding early intervention and community-based mental health services across Dorset.**

### Successful Bids

This year's secured grants have supported core operations, youth services, peer support programmes, and innovation in service delivery. Highlights include continued funding for our Connected Minds and Active Monitoring for CYP, a new Menopause Pathway under Adult Active Monitoring, and the strategic development of our Waiting Well initiative in partnership with NHS Dorset.

### Strategic Funding Priorities

Our grant focus has remained tightly aligned to our strategic aims:
- Expanding services for children and young people (e.g. Waiting Well, Connected Minds)
- Addressing inequalities in access, especially in rural and deprived areas
- Scaling up co-produced mental health support across Dorset
- Strengthening collaborations with NHS Dorset, Family Hubs, and local councils

### Improving Grant Practice

This year also saw improvements in our internal processes:
- A live grant dashboard was introduced to track progress and ensure accountability across all applications.
- We have strengthened bid-readiness by refining case-for-support materials, costings, and outcomes reporting.
- Teams across operations, marketing, and finance now contribute to cross-functional bid submissions.

**We remain committed to building a sustainable funding model that supports long-term growth, particularly in services for young people and underrepresented communities. The coming year will focus on securing multi-year funding and match funding to unlock further scale and impact.**

# COMMUNITY FUNDRAISING AND EVENTS

## HOW WE RAISED OUR FUNDS

**In another demanding year, Dorset Mind's supporters and partners united to raise an incredible £1,118,018—funds that are vital for delivering essential mental health support across Dorset.**

Here is a list of all community events in the last year:

- HIVEtastic Quiz
- Men v Fat
- Ladies Charity 3 Ball Texas Scramble
- Water Babes
- Jurassic Cost Ultra
- Chapelyhay Tavern (Bobs)
- Kettle Club Steam Event
- Alderholt Youth Football Club
- Father's Day Talk Swanage
- Swim Marathon
- Eaton Aerospace

A Bad Abarth South Coast Event






Team Durable at the Bournemouth Bay Run

- Colehill Cricket Club
- Climbunity
- Milton Abbas Street Fair
- Whaley's Big Charity Bash
- BAD Abarth South Coast Event
- Gillingham & Shaftsbury
- Bsides Bournemouth
- Monmouth Ash Fest
- Burns Hamilton Skydive
- Harry Potter Skydive
- Dextra Non Uniform Day
- Bournemouth ½ Marathon
- SSRC Regatta
- H&W Charity Day
- All external fundraisers
- Ashley Wood Fundraiser
- MSP Event at the Nici

## MARKETING AND DIGITAL CONTENT

**Raising mental health awareness, highlighting and thanking our fundraises and using videos to tell our stories features strongly in our strategy. We used key dates and anniversaries throughout the year to help encourage people to start a conversation about their mental health and live mentally healthy lives.**

We re-examined and concentrated our voice on social media by reducing the number of pages we currently use, got off X and included Bluesky as a social media platform. We also started working with Dorset Coast Radio to improve community engagement with regular radio slots for events and services.

The Waiting Well Project Video




Social media has also become an instrumental platform to promote new services like our Mothers in Mind and Access Wellbeing services in Dorset.

**6**
**press releases**

**10**
**news mentions**

**4**
**social media channels**

**20,861**
**Followers**

## Website

This year Dorset Mind strengthened the accessibility and performance of its website, guided by updated WCAG standards from National Mind and detailed assessments provided through Silktide. This work helped embed accessibility into the full user journey rather than treat it as an add-on.

Improvements included clearer colour contrast, faster load speeds and updates to page structure to support people searching for information or services. Forms were also reviewed so referrals, volunteer enquiries and event bookings reach the correct teams without delay.

The most visited pages included the job opportunities page, contact page, volunteering, urgent help, and key adult services, particularly counselling. These areas also had some of the highest engagement times, showing that people were finding the information they needed and interacting with it meaningfully. The website continued to support major campaigns by hosting signposting content, event information, signup forms and blog posts that helped drive awareness and engagement.

**154,000**
Website pageviews

**74,000**
Website active users

**1,400**
Newsletter Subscribers

**50%**
Newsletter open rate

## CRM

Beacon remained central to how the charity manages supporter and participant relationships. This year's focus was on reducing the reliance on third-party tools so more ticketed events could be handled directly through the CRM. Bringing bookings, donations and fundraising data into one place meant supporter information was kept secure while also cutting back the amount of manual admin required from staff. These efficiencies freed up time to deliver more activity across fundraising and events, while improvements to segmentation and data quality helped teams plan, evaluate and communicate more effectively.

## Digital Strategy

Dorset Mind continued to make progress against its three-year digital strategy.

Work this year centred on strengthening digital foundations, improving access to services, and developing systems that support consistent data handling and better insights. The strategy remains responsive to local and national priorities and continues to guide how the charity uses technology to support its long-term aims.

## Email Marketing

Email continued to be an important part of how the charity engages supporters and shares updates. Dorset Mind streamlined its previous range of separate mailouts into one monthly newsletter that highlights upcoming events, service updates, blogs and supporter thank you's.




## Blogs

Our blog space tells real stories from people in our communities. We welcome content about any topic that relates to mental health and contains lived experience. This helps readers know that other people may have been through similar situations, and importantly, that they are not alone.

## Other publications

Throughout the year, we continuously published, real stories and wellbeing articles on the Pier Journal, Shareborne Times and the Blackmorvale magazine, with call to action about our services.

These publications create engagement and serves as a good marketing tool to signpost our services to a large audience base.

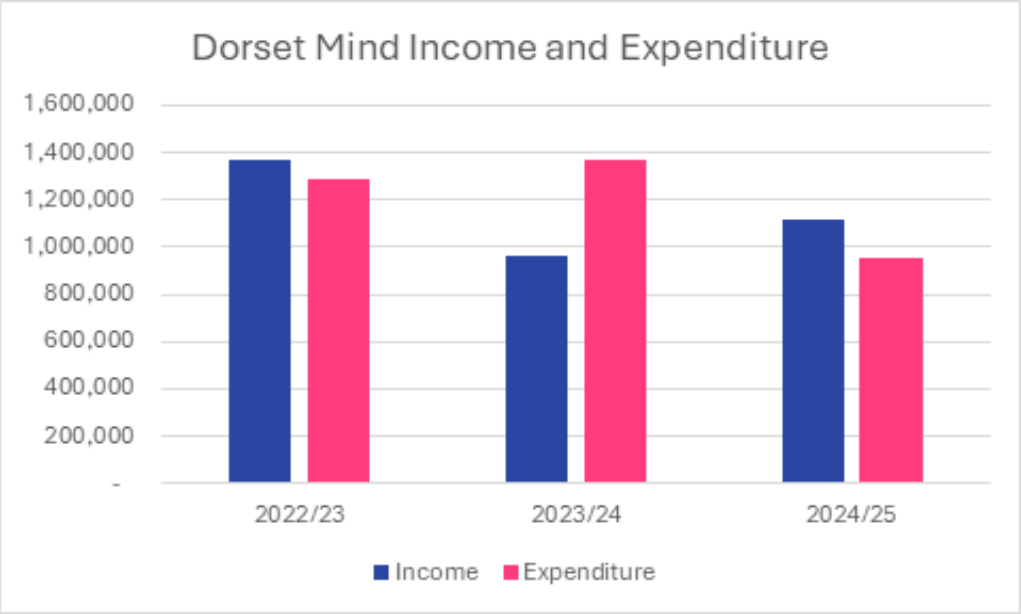





# FINANCE

Our Trustees played a pivotal role in maintaining oversight of the charity's income and expenditure, with monthly financial reports reviewed by the Risk, Finance, and Quality Sub-Committee.

This approach allowed Trustees to closely track cash flow, ensure expenses aligned with the charity's mission, and assess progress against the Income Generation Strategy, which set ambitious targets for major revenue streams.




| Year | Income | Expenditure |
|---|---|---|
| **2022/23** | 1,366,140 | 1,286,013 |
| **2023/24** | 966,894 | 1,365,028 |
| **2024/25** | 1,128,643 | 954,978 |

# £1,128,643

## Total Income

**£817,234** Charitable activities

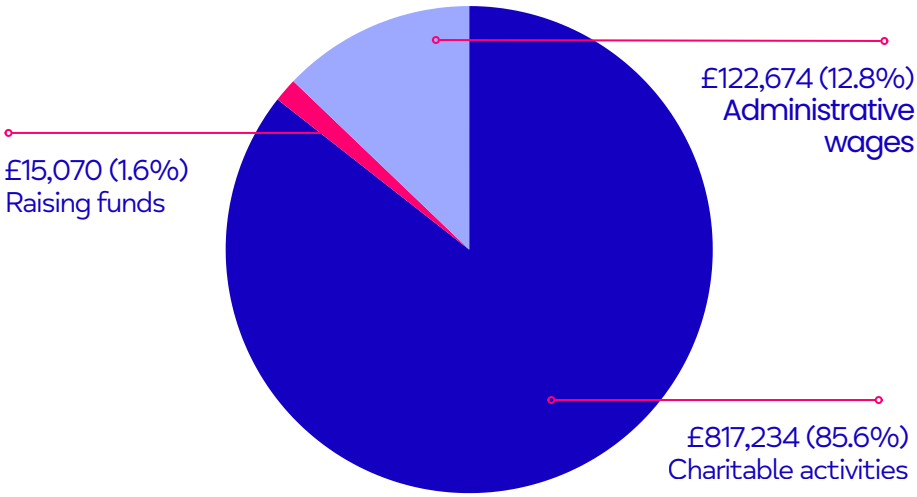
**£122,674** Administrative wages

**£15,070** Cost of raising funds, managing investments and costs incurred in trading activities



# £954,978

## Total expenditure






**£135,152** Total unrestricted reserves

**£158,180** Total restricted reserves

## Reserves policy

## HOW WE SPENT OUR MONEY

**In 2024/25 we spent £954,978 on our work to make sure that people in Dorset with a mental health problem get support and respect.**

Of this, £939,908 was spent on charitable activities – that is, the costs of our staff and other costs incurred by Dorset Mind in the delivery of activities and services for our beneficiaries.

The cost of raising funds, managing investments and costs incurred in trading activities was £15,070.

The trustees continue to closely scrutinize the charity's expenditure on a monthly basis, ensuring careful oversite and accountability.

### How are your donations spent?

Included within charitable activities is £122,674 allocated to administrative wages, meaning that of our total expenditure this year of £954,978, direct charitable costs totalled £817,234. This means that for every £1 donated, 86p goes directly to projects, services, or staff who deliver vital mental health support across Dorset.

### Governance

These measures ensure that our Board of Trustees are able to oversee our Strategy, that our Strategy is fit for purpose, that we have all the right policies, procedures, checks and balances to ensure we operate legally, safely and manage our risks and finances in the best way possible.

### Risk

Risk management was overseen by the Risk, Finance and Quality Sub-Committee, which met regularly to review and update the detailed Risk Register. The ongoing cost-of-living crisis continues to impact the charity, and trustees actively explore cost-saving measures to ensure value for money for donors while maintaining high-quality services for beneficiaries. This year also brought changes to national insurance, which were incorporated into budgets promptly following announcements. Reserves were allocated in line with the charity's risk profile and adjusted as necessary after sub-committee reviews.

### Reserves Policy

The Board of Trustees examined the Charity's requirements for reserves in light of the main risks to the organisation. It established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the Charity should be equal to the amount required to address the red flags as determined by the Risk, Finance and Quality Sub-Committee - which was £268,000 at the year-end.

Unrestricted reserves are held for the following purposes:

- To maintain services through periods of reduced funding and cash flow;
- To develop new projects;
- To pay redundancy and recruitment costs; and
- To respond to adverse incidents.

At the year end the charity held total unrestricted reserves (excluding designated funds) of £135,152 (2023/24: £69,429) and restricted reserves of £158,180 (2023/24: £50,238). The charity succeeded in building its unrestricted reserves back to this target after a tough financial year in 2023/24.

# CENTRAL OPERATIONS

**Spring 2024 was a challenging period Dorset Mind, as we navigated ongoing economic pressures. These circumstances required careful decision-making to safeguard the charity's long-term sustainability and ensure we could continue delivering life-changing mental health support across Dorset.**

We extend our heartfelt gratitude to our exceptional workforce, whose resilience and dedication ensured the continued provision of high-quality services during a year of considerable change.

Despite these challenges, our journey reinforced our commitment to sustainability, innovation, and growth. As we entered 2025, we were proud to expand our services and strengthen the impact we bring to our communities.

## Central Operations Summary

**Employees: 44**

**Fire Wardens: 2**

**First Aiders: 6**

**Complaints Received: 1**

**Health & Safety Incidents: 1**



Dorset Mind in house Autism Awareness Training

This year, we were awarded a contract with 4 other voluntary sector partners across Dorset to lead on the transformation offer for mental health and we are leading this support offer across North Dorset as part of Access Wellbeing.

We also broadened our group support by launching Mothers in Mind—an important collaboration with DorPIP and National Mind. This initiative allows us to reach more new mothers across the county, supporting their wellbeing as they begin their journey into parenthood.

Internally, we continue to strengthen our core team to ensure stability, confidence, and readiness for the future. A key focus going forward is investing in wellbeing and cultivating a positive, supportive culture for our staff and volunteers.

# THANK YOU'S



In a landscape shaped by rising demand and financial pressure, it is the passion, resilience, and belief of our community that has enabled Dorset Mind to create meaningful, measurable change and this report demonstrates the power of collective commitment to mental wellbeing across Dorset.

**To our staff: thank you for your compassion, professionalism, and determination to be there for every person who needs us.**
**To our volunteers: your generosity of time and spirit is felt in every conversation, group and connection you help create.**
**To our trustees: your leadership and guidance help us navigate complexity with clarity and purpose.**

To the people at the heart of our work — our participants: thank you for your trust and courage. Your stories drive our ambition and shape our services.
And importantly, to our funders, partners, commissioners and supporters: thank you for standing with us. Your belief in our mission, your investment in our work, and your willingness to collaborate have made it possible to reach more people, innovate in our delivery, and respond where the need is greatest.

**Every number in this report represents a person — someone who felt heard, supported, more hopeful. Our collective impact is not theoretical; it's happening every day in homes, schools, workplaces, and communities across Dorset.**
**We are making a real difference — because of all of you.**

**Linda O'Sullivan**
**CEO**

# OUR PEOPLE

**Board of Trustees:**
Charles Alberts (Co-Chair) MSc, CMgr, MCMI, CertCII
Dr Laurence Mynors-Wallis (Co-Chair) MA, DM, MRCP, FRCPsych
Maria Evans (resigned 15 May 2025)
Dr Rosalind Maycock BM
Calvin Billingon-Glen (resigned 15 May 2025)
Samuel Crompton (appointed 22 May 2024)
Jonathan Wootten (appointed 22 May 2024)
Elaine Hurll (appointed 22 May 2024 and resigned 15 May 2025)
Karen Butcher (appointed 22 May 2024)
**Treasurer:** Ben Lawes ACCA

**CEO:** Linda O'Sullivan

**Patron:**
Dr Andrew Mayers – Principal Academic, Bournemouth University

**Ambassadors:**
Chandy Green
Chris Tshuma
Craig Eldridge
Lucy Lewis
Megan Whitehead
Natalie Merry
Toby Kenneally
Ty Temel



**Professional Advisors:**

**Human Relations:** Peninsula Business
**Health and Safety:** Sirius Business Services Ltd B & G Fire Alarms
**Management Accounts:** Leigh Wiltshire, Ekeshire
**IT Management:** Comms UK Ltd **Insurers:** Arthur J Gallagher Insurance
**Independent Examiners:** Edwards and Keeping Limited
**Bankers:** CAF Bank Ltd, 25 Kings Hill Avenue, West Malling ME19 4TA

# Mind Dorset

**We are Dorset Mind. We won't give up until everyone experiencing a mental health problem in Dorset gets support and respect.**

**To donate to our work and help us support local people in Dorset, visit: https://dorsetmind.uk/donate**

## Dorset Mind Head Office (not open to the public):

**8 Stratfield Saye,**
**20-22 Wellington Road Bournemouth.**
**Dorset. BH8 8JN.**

Facebook: @DorsetMindOfficial
Instagram: @dorsetmind
LinkedIn: Dorset Mind
BlueSky: @dorsetmind
YouTube: @DorsetMind

mind Quality Mark

Registered with FR FUNDRAISING REGULATOR

Dorset Mind is a registered charity No. 1108168 and is registered in England as a company limited by guarantee No. 5333018. DM437

**DORSET MIND**

England & Wales - Charity number 1108168

# Accounts




mind Dorset

# Dorset Mind Impact Report

## 2023-2024

dorsetmind.uk • #getdorsettalking

# Our Vision, Purpose and Aim

## Our Vision:

**A community where living with and talking about Mental Health becomes acceptable for everyone.**

## Purpose:

**We connect minds: We bring people together to make change in their communities.**

**We change minds: We speak out and demand better from policymakers and the public.**

**We support minds: We deliver life-changing support.**

## Our Aim:

**We will connect minds by working in partnership and through communities.**

**We will continue to change minds across the county.**

**We will develop our offer to support minds in order to reduce the postcode inequality and inequity for access.**

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# An introduction from our CEO

## Linda O'Sullivan

**In last year's report I shared how I had been inspired by the Dorset Mind Community from day one. Nearly three years into the role as Chief Executive I can confirm that I have never met a more determined, dedicated, and creative team that comprise the staff, Trustees, Ambassadors, and volunteers that make Dorset Mind.**

This past year has been challenging in many ways, yet the Dorset Mind family have been more determined than ever to ensure we continue to serve those who need our support. Demand for our services has reached unprecedented levels, but the challenges to fund our work is has been immense. The support from our partners and donors has been critical - and inspiring.



**Linda O'Sullivan with Placement Student Holly Roser at our Away Day.**

We are fortunate to have a powerful network—a family—of partners, supporters, ambassadors, and volunteers who make our work possible. Together, we've directly supported 9,086, but in truth, we have reached many more people across Dorset, helping them navigate their mental health journeys.

But there is so much more to do.

Our work is far from over, and the challenges we face can only be met through continued partnership and collaboration. By coming together, we can expand our impact, reach even more lives, and build a resilient community where everyone has access to the mental health support they need.

As I write this, we are drawing to the close of 2024, and are working on our new strategy and the priority development areas that will drive our future work over the next 2 to 3 years. Working with partners and funders who can help us achieve even more, we must increase our support for young people, people from hard-to-reach and minority communities and people living in poverty – who we know are all suffering disproportionately due to the cost-of-living crisis and are now in an even more perilous position.

This is the time for Dorset Mind to be bolder than ever, as we fight to ensure even more people get support and respect. I'd like to thank you enormously for being on this journey with us, supporting us - and committing with us to making mental health everybody's business.

**Linda O'Sullivan,**
**CEO, Dorset Mind.**

# Reflection from our Co-Chairs, Board of Trustees

## Dr Laurence Mynors-Wallis and Charles Alberts

**As we reflect on the past year ending 31 March 2024, we are acutely aware of the profound impact that the current economic climate and an unsettled global landscape have on mental health. This turbulence in our world has heightened anxiety and uncertainty for many, and we have seen a growing need for mental health support across Dorset. Now, more than ever, it is vital to keep our beneficiaries and their needs at the core of everything we do.**

The challenges facing the charitable sector have never been more pressing. With increasing demand for services and a squeeze on funding, it has been a difficult time for Dorset Mind and the third sector more broadly. However, despite these obstacles, we remain steadfast in our commitment to providing accessible mental health support. We are especially grateful to our dedicated team of staff and volunteers, whose resilience and commitment have enabled us to adapt and continue delivering our services.

We recognise that our mission cannot be achieved alone. Our partnerships within the mental health sector are more critical than ever, and we are committed to fostering greater collaboration with other organisations.

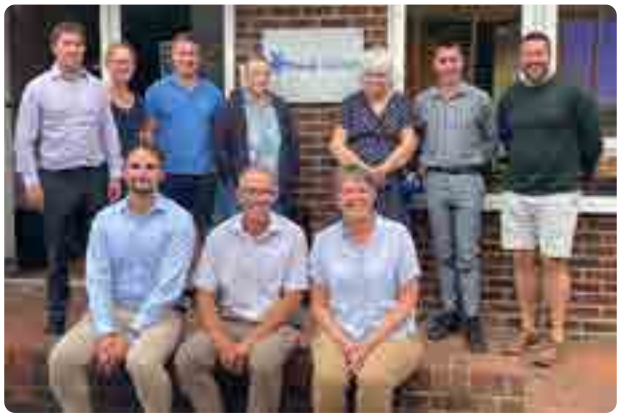
Together, we can extend our reach and impact, ensuring more people receive the help they need. This year, we welcomed new Trustees to our Board who add essential skills and expertise to drive Dorset Mind forward. With the entire Board's support, we have developed a clear strategy aimed at strengthening our organisation and maximizing our ability to make a difference.

We also owe a deep debt of gratitude to our volunteers, ambassadors, and patrons, who contribute their time, energy, and passion to our cause. We are also grateful to all our community fundraisers, corporate partners and grant makers whose contributions enhance our ability to reach those who need us most.

Looking ahead, we are optimistic as we know that 'Together is Better' and together we will continue to make a positive difference to the mental health and wellbeing of our community.

Thank you for your unwavering support.

**Dr Laurence Mynors-Wallis and Charles Alberts**



**Left to right: Top Row – Jonathan Wootten, Jane Burns (Secretary to the Board), Samuel Crompton, Elaine Hurll, Karen Butcher, Calvin Glen, Charles Alberts.**

**Front Row – Ben Lawes, Dr Laurence Mynors-Wallis, Dr Ros Maycock.**

# Comments from our Patron

## Dr Andy Mayers



**“This year has continued to bring challenges, and Dorset Mind has once again risen to meet them with resilience and determination. I am thrilled to see our services expand, addressing critical mental health needs across Dorset. One highlight has been the growth of our men’s mental health support group, in partnership with AFC Bournemouth’s Community Sports Trust. Men often face barriers to accessing mental health support, and this group provides a safe, welcoming space tailored to their needs.**

Our Active Monitoring 1-2-1 service also continues to make a powerful impact, now reaching more GP surgeries across Dorset and supporting both adults and young people. Dorset Mind’s strength lies in its strategic partnerships, and our active role in conversations with NHS Dorset, Dorset Healthcare, and other key organisations has further solidified our position in Dorset’s mental health network.

Also, our Eco in Mind programme continues to support young people and uses ecotherapy to support young people who struggle with school attendance, allowing them to explore mental health through sustainable horticulture and creative projects. Dorset Mind remains committed to expanding its reach and impact, and I look forward to seeing how we continue to grow in the coming year.

I’m especially proud of the fact we have formed a new partnership with DorPIP looking forward. I am a Trustee for that Dorset-based charity. The main aim for DorPIP focuses on therapeutic support to parents of infants up to two-years-old to enhance parent-infant relationships. One reason why these relationships can be compromised is poor perinatal mental health. I am an expert in this area, hence my involvement with DorPIP. The new partnership with Dorset Mind for the Mums in Mind project is vital to help ensure that children in Dorset have the very best start in life.”

**Dr Andy Mayers, Dorset Mind Patron**



# Our Impact

## Across Dorset, we reached

# 9,086 people

## with DIRECT support!

### Helping:

**5,506 Adults**
with 1-2-1 and group wellbeing support

**154* Adults by email**

**46* People by phone**

**493 Children & Young People**
with 1-2-1 and group support

**8 Parents**
With a wellbeing workshop

### Speaking to:

**2,799 people at events**
who were listened to and carefully signposted to support

### Training and supporting:

**88 Active Volunteers**

*These figures were from January to March 2024 only



# What we did




# Operations - Adult Services

## Active Monitoring

**Active Monitoring is Dorset Mind's flagship service, providing 1-2-1 support for adults and young people, accessed through GP surgeries.**

In the current financial year, we expanded our reach by adding an additional Primary Care Network (PCN), bringing the total to six PCNs across which the service is now delivered. These include Bournemouth Central PCN, Poole Central PCN, Purbeck PCN, Weymouth and Portland PCN, Poole North PCN, and North Bournemouth PCN.

Our team has grown to nine Adult Active Monitoring Practitioners who are now providing support across 30 surgeries.

Unfortunately, due to funding constraints, our contract with South Coast Medical Group had to end. We are eager to restart discussions with the PCN to potentially reintroduce the service early next year.

**2,014**
adults have been supported over three years

The service has had
**557**
attendances in the last three years



**73.02%**
of participants had a reduction in depression symptoms (PHQ-9)(PHQ-9 scores showed a significant improvement, from 12 to 8)

**70.65%**
of participants had a reduction in anxiety symptoms (GAD-7 scores showed a significant improvement, from 11 to 7)

**72.36%**
of participants had a reduction in their wellbeing symptoms (WEMWBS scores showed a significant improvement, from 36 to 43)

## Key Achievements:

### The Access Wellbeing Hub

**Dorset Mind's Active Monitoring support service at the Access Wellbeing Hub began on 29th January 2024. Initially, we provided weekly sessions on Monday afternoons. However, starting from 8th April 2024, we expanded our offering to full-day sessions on Mondays.**

These sessions are specifically for patients of Poole Central PCN, in accordance with their terms. Between 29th January and 15th July 2024, we supported 16 patients at the Hub. Feedback from patients indicated that they felt safe with our practitioner and that the face-to-face interaction was crucial in their decision to seek support at the Hub.

Our Adult Active Monitoring Practitioner Georgie at Poole Central PCN, who works at the Hub, said:

**"It's very exciting to be involved in this new innovative project, which will be such a positive place for people to come and access services for their wellbeing journey. It really feels like it's the way forward for mental Health accessibility for the public and communication between the services."**

## Sound Bath Sessions at East Way Clinic

**To support the PCNs' strategy of delivering both clinical and non-clinical care by embracing a holistic approach, one of our Service Team Leaders, Mery, generously started offering relaxing Gong Bath sessions for participants of the Living Mindfully group at East Way Clinic, part of Bournemouth Central PCN.**

These sessions were designed to cater to the diverse needs of every patient.

Mery has successfully delivered five sessions to date, which have been highly beneficial. In recognition of our efforts, the PCN chose to make a donation to Dorset Mind as a gesture of appreciation.



**Participants of the Living Mindfully Group experiencing a sound bath, delivered by our Service Team Leader, Mery**

## Menopause Pathway



**Dorset Mind has played a crucial role in shaping the new Menopause pathway for the Adult Active Monitoring services, which is available to all local Minds that offer Adult Active Monitoring.**

We have also dedicated significant effort to creating an accessible video for GPs and healthcare staff within the PCNs. This Menopause pathway includes newly developed materials, featuring a full main booklet and supplementary resources on topics like understanding menopause, the role of hormones, and managing menopause treatment. This initiative has been instrumental in advancing our commitment to providing exceptional care to our patients.

Additionally, we have supported the Menopause Peer Support Groups at Bournemouth University on various occasions. As one of our valued partners, we believe this work has significantly contributed to our ongoing commitment to collaboration and serving our community's mental health needs in the best possible way.



## Developing Resources at national level



### The Active Monitoring team has played a pivotal role in developing new resources for the Mind network.

Building upon the success of the Menopause pathway, we initiated discussions with our Adult and Young People Services teams on a range of relevant and current topics we'd seen grow in prevalence, such as hormonal changes in young people, neurodiversity, and chronic pain.

Our teams have presented the urgent need for these resources and pathways in meetings to National Mind, providing them with up-to-date research to underscore their importance – with the intention to develop further resources. National Mind is currently in the process of actioning these requests.

## Learning Peer-Supported Open Dialogue (POD)

### POD (Peer Assisted Open Dialogue) is a therapeutic approach and service delivery model that has gained traction in Dorset.

POD works with the person who needs help and the significant people in their support network. The format is a meeting that links in different services who will working in partnership to provide solution for the participant together. This approach gives people far more control over what is happening to them as the participant is actively involved in their own care and supported by their network.

Around 40 Practitioners across Dorset, including our Active Monitoring Team Leader David Sutherland were intensively trained to deliver POD. David started the course in September 2023 and qualified as a POD Practitioner.

David has successfully conducted sessions since at various locations and is eager to further embed POD within Dorset Mind and other organisations in the region. David envisages Dorset Mind becoming a leading deliverer of POD, offering services to individuals, families, and healthcare organisations. He is keen to help develop this initiative while exploring further training in family psychotherapy.



**Group of POD Practitioners that trained in Cambridge**

## Active Monitoring Feedback

**"The weekly phone chats helped me to keep on track and focused on the steps I tried to do for my wellbeing. It really helped to break down the steps to help me be in control of my actions and choices. All the little steps helped me to gradually get out of the 'dark place' I've been stuck for months. I also feel that I will be able to apply these simple steps and coping strategies if I feel that I'm falling again. I'm very grateful for the support, thank you so much"**

Active Monitoring Client, July 2023

**"I have found Active Monitoring very beneficial. I didn't have to wait very long for it to start and I found the course of 6 sessions enough to see things differently and bring about some changes. My practitioner was a gentle and empathetic guide, and I found all the Mind 'workbooks' really helpful. It was empowering thinking about things on my own, with the help of the workbooks, with the added benefit of then discussing them with him. He kept me on track and provided a kind and encouraging structure to the course."**

Active Monitoring Client, June 2023

**"In a nutshell I was mentally done in, depressed, very low self-esteem/ belief, anxious in a bad place. I had been isolating through Covid and beyond with constant mood swings!!!!**

**I ended up accepting this is how life was meant to be for the foreseeable future.... Until close family members and two remaining friends said I should seek help for all the symptoms I was showing... After visiting my doctor, he agreed that I was showing all the signs of depression which the hospital also had confirmed etc.**

**My doctor put me on the waiting list for Dorset Mind. After a while a practitioner contacted me, and over the next couple of months she listened to me intensely and with her brilliant expertise straightened me out and changed my way of thinking from negative to positive!! To stop assuming and to work with facts. It's ok to get strange thoughts now and again it's how we react to them that's important. To stop catastrophic thinking by putting up a simple RED STOP SIGN IN MY MIND....**

**It took time and I can't begin to explain what else we talked about it would take way too long. All I know is that for the time being she changed my thought pattern by a couple of degrees and it has changed my direction to avoid the iceberg that I had kept visualising!!!!!!!!"**

Active Monitoring Client, March 2024



**A special 'thank you' to our service delivery partners for their continuous support and openess to collaborate:**

**Bournemouth Central PCN, North Bournemouth PCN, North Poole PCN, Poole Central PCN and the teams at the access Wellbeing Hub in Poole, Purbeck PCN and Weymouth and Portland PCN.**




## Triage

**The aim of Triage is to reduce the demand of GP appointments for mental health related issues. It helps provide earlier access for patients and improves the pathways to existing services by providing a safe and structured triage assessment, freeing up doctors and specialist workers to run the interventions.**

The Triage service was set up in January 2023 and intended to provide a direct, first contact service for patients experiencing mental health difficulties. The service was accessed through the patient's GP surgery.

Assessments were offered with a trained Dorset Mind Mental Health Practitioner via telephone.

A triage call is a 20 minute in–depth, fact finding assessment for people over 18 presenting with any non-clinical mental health difficulties such as stress, anxiety, depression, low mood, bereavement, and anger.

After the assessment, a patient would be signposted to the relevant service which might include Steps 2 Wellbeing, Help and Care, Dorset Mind services or services from other local organisations. They might also be referred to their doctor for additional support.

**Just 35% of 3,779 patients seen needed a further appointment with their GP following their triage assessment.** This might be for medication queries, fit notes, referrals to the Community Mental Health Teams or Physical Health concerns.

## Triage Feedback

**"Excellent Service. I was very emotional on the phone and the lady was so kind and supportive. She really made me feel at ease and gave me lots of information that I could access which she sent via text, which was helpful.**

**I felt so much better just for talking to her for 20 minutes and grateful that the GP receptionist thought to book me in, otherwise I would have had a 5 week wait for a GP appointment."**

Triage Client, April 2023

**"Finally felt someone was listening to my concerns."**

Triage Client, January 2024

**Triage Stats**

**3,779**

**Adults were supported between January to end March 2024**

**454**

**DNAs (Did not attend appointments)**



**Maisie is our Triage and Services Team Leader**

**"I was able to open up and speak without interruption and quite honestly, I couldn't be more grateful for the kind and courteous mannerism that was provided from the start. I was allowed to say what was on my mind without interruption and felt in very good hands.**

**Top marks to the friendly service I received by the lady who called me and would like to thank her in-person if I could. Many thanks."**

Triage Client, May 2023

**"Appointment was longer than general GP appointment so was not rushed and has plenty of time to discuss everything without feeling pressured. Staff member was really friendly and understanding and was easy to open up to, especially when speaking about sensitive subjects."**

Triage Client, December 2023

## Information Services Mailbox Signposting

**Reacting to a desire to improve access to Dorset Mind Services, we employed an Information Officer just before this financial year in February 2024.**

Our knowledgeable team provide a vital information service by empathetically and efficiently signposting local people in Dorset to access the right support mental health support - whether it is within Dorset Mind or via external organisations and statutory services.
**Since the new Information started, the Information Services team have received and supported a total of 200 enquiries.**



## Adult Counselling

**Adult Counselling provides a low-cost counselling service, meeting the needs of adults across the county of Dorset. The reach is achieved by offering an online service, so that location isn't a barrier – unless there is a poor Wi-Fi connection.**

Our self-referral process enables people seeking Counselling to book an initial assessment online. The model we use is a goal orientated, Person-Centred Model. The Counselling Team comprises both Placement and Qualified Counsellors, enabling us to find a suitable match for clients, based on the experience and specialisms our counsellors offer.

## Adult Counselling Feedback

**"Definitely in a better place than I was more positive and hopeful about the future."**

Counselling Participant, March 2024

## CASE STUDY: EXPERIENCE AS A VOLUNTEER COUNSELLOR

Holly began volunteering with Dorset Mind, initially as a Befriender and later as a Volunteer Counsellor. Holly works in a person-centred way, believing in the importance of creating a safe and non-judgemental space for clients.

**"Starting my placement with Dorset Mind in May 2023, I was able to build my client hours quickly, reaching four clients within a few weeks. This helped me to progress rapidly, gaining confidence in my practice.**

**As I grew more comfortable, I increased my caseload to five clients per week, and by September, I had completed over half of my required hours. Dorset Mind's support throughout, particularly through regular supervision, made the experience seamless and truly rewarding and I'd recommend it to any trainee"**

Holly, March 2024



**Holly taking part in the Dorset Plane Pull in August this yeat, alongside Pauline - they are both volunteer councellors**

**Counselling statistics:**

**64**
**Adults were supported between April 2023 and March 2024**

**399**
**Attendances were recorded over 12 months**

**81.48%**
**of participants rated the sessions good or very good.**

**86%**
**of participants had a reduction in their depression symptoms. (PHQ-9 – average scores decreased from 12.79 to 6.93)**

**93%**
**of participants had a reduction in their anxiety symptoms (GAD-7 – average score decreased from 9.93 to 4.64)**

**A special 'thank you' to:**

**ALL our volunteers that make the delivery of this service possible. You're all heroes!**

## Mentoring Minds

**Mentoring Minds is a 1-2-1 service that matches participants with our trained volunteers who encourage them to set small, achievable wellbeing goals.**

This helps reduce isolation, build social skills and increase confidence while learning tools and skills over six months to help manage and maintain positive mental health and wellbeing.

Our Mentoring Minds Service supports the Dorset community as a goal-lead service based upon the 'Five Ways to Wellbeing' which is an evidence-based set of 5 steps proven to improve wellbeing. Connecting to other people, getting active, learning, taking notice, and giving back can all contribute to improving a participant's mental wellbeing and confidence. This can be achieved by setting smaller realistic goals with our participants. Over time, the increment of smaller steps will lead to a life-changing impact in some cases.

We were able to re-introduce face-to-face sessions this year which help reduce isolation experienced by participants and builds the relationship and trust quickly with their volunteer.



**BCP Coordinator John with our Rural Coordinator Emma.**

**Mentoring Minds statistics:**

**97 individuals**
supported over 12 months.

**77%**
of participants had an improvement or maintained their level of wellbeing

**88%**
of participants rated the support available at the service 'good' or 'very good.'



**A special 'thank you' to:**

**ALL our volunteers that make the delivery of this service possible. You're all heroes!**



## Mentoring Minds Feedback:

### From our participants:

**"I can only comment on my mentor Sean and recommend his understanding and diplomacy. His advice came from a professional consultant and shared personal experience helped me and he was always a positive personality. Befriending is a positive experience that everyone can take away inspiration for an improved outlook with positive and progressive help towards alleviating negativity."**

Mentoring Mind Participant, June 2023

**"My mentor has been like a blanket for me! Always there and comforting!"**

Mentoring Mind Participant, June 2023

**"The reassurance I had from (Dorset) Mind after difficult calls made me feel so much better and supported. It made me reflect on how we could better support each other as teachers within the primary school I work at."**

Mentoring Minds Participant, September 2023

**"I'd just like to say thank you to my mentor for all he did for me over the last few months, I'm sure I have a way to go yet to sort myself out but he did manage to open my eyes to a lot of positive things I couldn't do by myself, it's been good to get to know him and I consider him a friend now, he's very good at his job so I know many more people that are struggling will benefit from his help."**

Mentoring Minds Volunteer, February 2024

# Community Groups for Adults and Young people

## Dorset Mind's Community Services have made a significant impact to people's lives by offering a safe space and regular support for local people across Dorset.

We achieved this by delivering twelve diverse support groups, programmes, and workshops. We provided essential wellbeing, psycho-education, and social support for individuals facing common mental health challenges, hardships, or social isolation.

### Below is an overview of our community services:

- The **'Connected Minds Programme'** provides early intervention for 10-13-year-olds with mild to moderate emotional issues and school-related challenges, supporting 25 young people in Dorchester and Weymouth.
- **'SHIFT'** is an intervention programme run in partnership with Pavilion Southwest Dance, that uses the superpower of dance to support young people aged 11-15 with their mental health and wellbeing.
- **'Men in Mind'** focuses on men's mental health, offering physical activity and wellbeing support in collaboration with AFC Bournemouth Community Sports Trust.
- **'MindOut'** creates a safe space for the LGBTQI+ community, promoting self-expression and mental resilience.
- **'Women in Mind'** offers a safe and understanding environment where women with mental health challenges can support one another by sharing feelings and experiences. Led by an experienced facilitator, the group discusses a different topic each week, such as self-esteem, relationships, and emotional wellbeing.
- **'Eco in Mind'** provides practical support from our trained staff and volunteers to those with mental health problems. Our aim is to improve the quality of life experienced by our participants. We achieve this by supporting them to build confidence, self-esteem and resilience whilst connecting with nature and other people.
- **'Wellbeing in Mind'** focuses on educating people about common mental health issues such as stress, anxiety, and depression. It helps participants recognise signs and symptoms and explores effective coping strategies. Held online via Zoom, the two-hour sessions are drop-in and encourage participation at your own comfort level. The group fosters peer support, reducing stigma by normalising discussions about mental health, and offers an accepting and confidential space. Sessions include guided relaxation, peer support, and workshops on topics such as mindfulness, self-compassion, and psychoeducation.
- **'Active in Mind'** provides a safe and friendly group where we socialise with peers over a cuppa and participate in games and physical activity. The group welcomes people with mental health challenges who are looking to try new activities and build connections with others. This group is very popular and we run to sessions a week. Boardgames such as chess, Scrabble or backgammon, Sports such as pool and table tennis, Card games like UNO, Arts and crafts, Occasional walks Mindfulness activities.

**These projects underscore Dorset Mind's commitment to making a positive and tangible impact in the community, addressing a wide spectrum of mental health needs and promoting wellbeing among diverse groups.**

**Community Group statistics:**

**254**
adults and young people supported over 12 months

The service had
**2,437**
attendances in 12 months

**92.82%**
of polled participants recommended the group services (out of 2,192 attendances)

**98.6%**
of participants mood were improved or maintained over group sessions
(out of 2,099 attendances)

**70.36%**
of participants had an improvement or maintained their level of wellbeing
(average scores increased from 38 to 42 points)

## Community Groups Feedback:

**"The women in mind group gave me hope for my future and my life. I'm beyond grateful for all the support I received from the group members and Vick. I think Vick is offering an absolutely fantastic support, I couldn't imagine someone else leading the group! To offer this service to people in struggle free of charge, apart from donations, is just wonderful, there isn't anything to improve in my opinion."**

Women in Mind Participant, March 2024

**"A young participant who has only been to three sessions is now able to get to most of her lessons, which is just amazing as before attending the project they found it almost impossible to sit through even the first lesson"**

Eco in Mind Participant Parent, January 2024

**"I liked being able to have a break from school and be able to make friends."**

Connected Minds Parent Feedback, March 2024

**"This service is now a crucial part of my weekly routine and I come away every week feeling better in my mind and about myself.."**

Men in Mind Participant, March 2024

**A special 'thank you' to our service delivery partners:**
**AFC Bournemouth Community Sports Trust, BCP Council, Dorchester Community Church, International Care Network, and Pavilion Dance South West.**

**And to our funders:**
**BCP Council, Dorset Community Fund, Mind, The Rank Foundation, Trinity Methodist Church.**

**And to our volunteers:**
**That make help support the delivery of our services!**



## CASE STUDY - AN EXAMPLE OF A DORSET MIND PATHWAY MODEL

**This case focuses on a woman originally from Slovenia, who has demonstrated remarkable resilience and strength despite a challenging background. With a warm, empathetic, and open-hearted personality, she embodies self-awareness and determination. Her journey has been marked by significant childhood trauma and ongoing physical health issues, leading to extended hospital stays. Despite these difficulties, she has always been committed to personal growth, with a longstanding interest in psychology and self-help techniques.**

Having relocated to a different country, she has struggled at times with cultural differences and a language barrier, which initially made her hesitant to join group activities. However, her creativity shines through her talents in baking, making jewellery, and crocheting, which she often shared in face-to-face sessions. She lives with her husband but lacks a large support network, relying primarily on her self-developed coping strategies.

Throughout her journey, she engaged with a variety of techniques and self-help tools that supported her mental well-being. These included self-compassion and self-care, mindfulness, journalling, positive affirmations, creative outlets (baking, crocheting, and jewellery-making), breathing techniques, setting healthy boundaries, managing overthinking and unhelpful thinking patterns

### Journey and Outcomes:

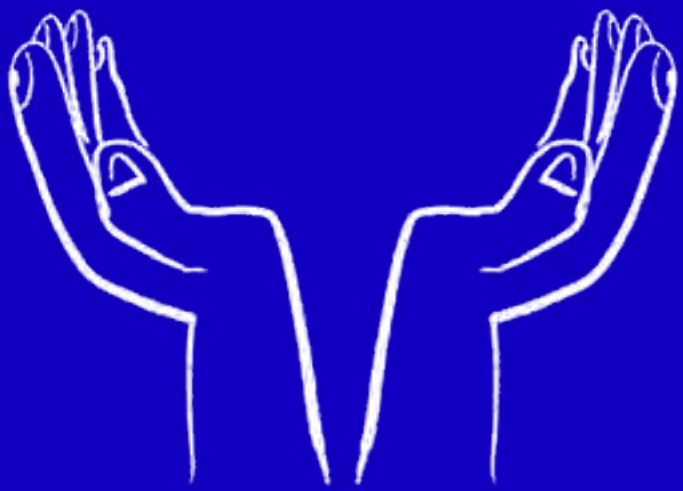
February 2023 – **Active Monitoring:** She was first connected through Active Monitoring, focusing on areas such as low mood, overthinking, and a desire for connection. Her dedication to self-improvement, coupled with her openness to learning new techniques, made her a natural fit for further group support.

May 2023 – **Wellbeing in Mind:** After completing her initial six weeks with Active Monitoring, one of our AM Practitioners recommended her for a wellbeing group due to her positivity, self-awareness, and eagerness to help herself and others. Initially, her language barrier and fear of being misunderstood held her back, impacting her confidence and self-esteem. However, as she became more comfortable and felt accepted within the group, her true personality emerged. She brought positivity, support, and insight that inspired others. Her knowledge of self-help techniques and ability to manage her mental and physical health provided invaluable support and encouragement to her peers.

August 2024 – **Volunteering with Mentoring Minds:** After ten months in the group, her remarkable growth and commitment to her well-being inspired a conversation about taking on a volunteer role within Dorset Mind. With encouragement and confidence-building, she applied to join Mentoring Minds as a volunteer. Her lived experience and mental health knowledge made her exceptionally well-suited for this role, where she now provides mentorship and support to others on their journeys.

**This participant's journey from reluctant participant to trusted mentor highlights the power of resilience, self-compassion, and community support. Her transformation underscores the impact of tailored mental health interventions, particularly in fostering self-confidence and providing a sense of belonging. Today, she plays an active role in Dorset Mind, using her experiences to inspire and uplift others, marking a fulfilling new chapter in her life.**





# Operations – Children and Young People Services



## The Waiting Well Project

**The Waiting Well Project which commenced in in the last financial year (April 2023) is partly funded by an anonymous local donor. The project aims to help young people maintain and improve their mental health and wellbeing and ensure they can access mental wellbeing support whilst they are waiting for statutory interventions such as CAMHS, and to help improve their school attendance.**

As part of the project, we reviewed our Connected Minds programme which we successfully run in Dorchester. Our aim was to implement the programme across all localities in Dorset and BCP.

Connected Minds is a fully funded eight-week early intervention programme for 10-13 year olds (Years 6-8) experiencing mild to moderate anxiety and emotional problems and low attendance at school. The programme is designed to support children and young people at risk of not attending school on a regular basis or with behavioural problems with associated low to moderate mental health concerns such as low mood, anxiety and stress, low self-esteem and anger issues.

We successfully set up and facilitated the programme in Dorchester from April 2023 and East Dorset and Purbeck localities from March 2024. With the support from Local Alliance Groups (LAG's) and the BCP Community grant scheme we will be expanding to West Dorset, Christchurch and North Dorset from September 2024 and Weymouth and Portland from January 2025.

## FEEDBACK QUOTES:

### Participant/Young person

**“Dropping out of school for a little bit. Really fun. Talking to new friends. Being a better person.”**
March 2024

**“I know how to control my anger better.”**
June 2023

**“I liked best - having a break from school and be able to make friends.”**
March 2024

### Parents

**“I feel that he has been a little calmer in school and that he is beginning to think about his responses and reactions.”**
June 2023

**“Absolutely! I have noticed a big change in my daughter’s confidence and ability to express how she is feeling and why.”**
March 2024

**A special ‘thank you’ to**
**East Local Alliance Group (LAG), West LAG, North LAG, Purbeck LAG – for providing us with funding for Connected Minds and rooms in Family Hubs.**

**BCP Family Hub community grant scheme – Funding for Connected Minds**

### School

**“She seems happier when coming into school in the morning. When I see her around school, she is generally chatting to other children and seems happy.”**
March 2024

**“Her attendance has improved over the last few weeks, especially on Monday mornings which tended to be the days she struggled to come in.”**
March 2024

**“All the children are more confident in class. They are able to manage feelings, especially with other peers and discuss feelings /differences.”**
March 2024

### Statistics:

23 young people
**73%**
would rate the programme
GOOD OR VERY GOOD

12 young people
**89%**
mood increased during
and after sessions

18 responses from
YP and parents
**97%**
would recommend
the programme

## CASE STUDY - CONNECTED MINDS PROGRAMME PARTICIPANT

### What is their mental health story?

This young person was referred due to their anxiety and vulnerability. They had little confidence and self-belief prior to starting the programme and were having issues with peers in school that were making them feel worried and anxious.

### What support was given to the participant?

The first few weeks consisted of the young people becoming aware and trying to understand their own and other people's feelings and emotions. We did this through completing various fun psycho-educational activities, games and tasks. As the weeks progressed, we looked at our Big Feelings with a big emphasis on looking at Anxiety. We looked at what anxiety was, how it felt in our bodies and whether it is good or bad. We then completed a range of activities that helped and supported the individuals with their self-esteem and confidence. We completed a positive self-talk activity and a positive stroke activity which encouraged the individuals to talk positively about themselves and to give themselves/other people compliments. The latter sessions consisted of looking at the five ways to well-being and identifying coping strategies to help the young person moving forward.

### How has the support helped and what have been the positive outcomes?

This young person's mental health seems to have improved. They are attending school more and their self-esteem has grown, and they have become more confident in themselves. They have made friends with other like-minded individuals and have bettered their social and relationship building skills.

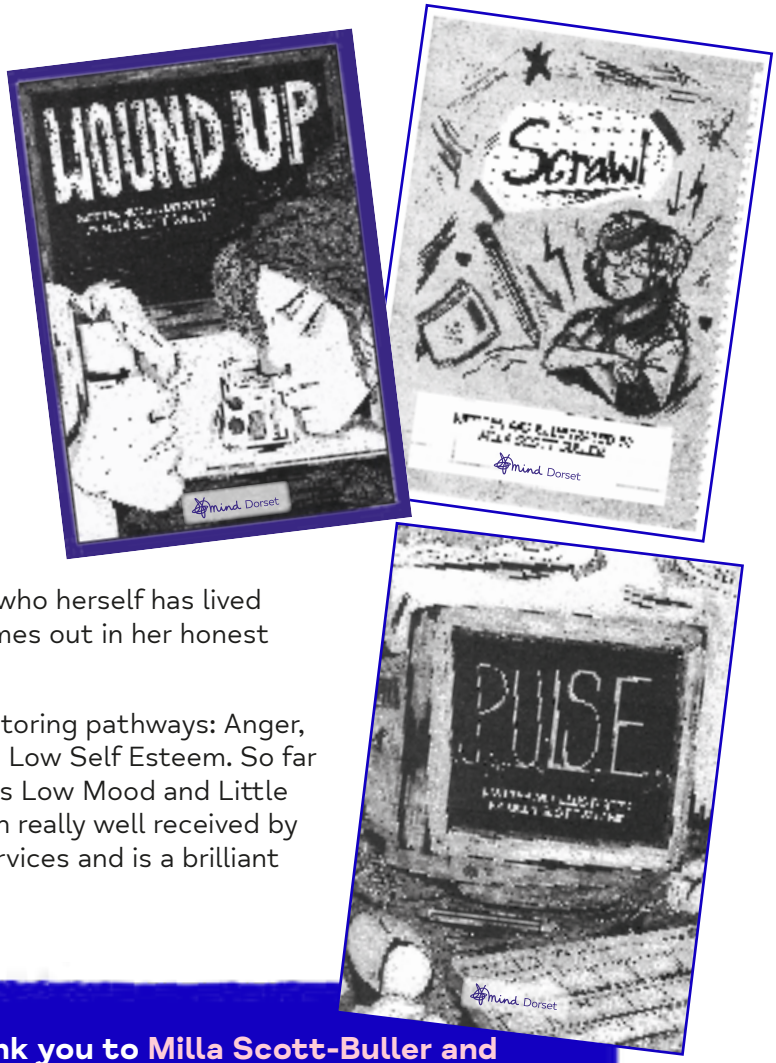
### Feedback

**Participant Feedback -** The participant explained that they found the programme very helpful and have stated that they now know more about mental wellbeing after finishing the programme. The participant also stated that they have learnt more about how to interact with others.

**School Feedback -** The young person has been attending school more regularly and is now chattier and more outgoing in school. They have seemed more confident over the last few weeks, and they have been keener to join in with lessons.

## Wellbeing Comics

**As part of the Waiting Well project we asked young people how they would like to receive support. They said that they would prefer something that wasn't online as they liked to use this kind of media for relaxation and fun.**




In November 2023, we connected with two young people, Milla and Eddie from Falling Upwards. They had produced a wellbeing comic for young people which was so unique that we commissioned them to design five comics for Dorset Mind.

The comics are being scripted and drawn by Milla who herself has lived experience of mental ill health - and this really comes out in her honest and relatable words.

We have based the comics on the five Active Monitoring pathways: Anger, Anxiety and Stress, Low Mood, Grief and Loss and Low Self Esteem. So far two comics have been printed, Scrawl which covers Low Mood and Little Boxes which covers Grief and Loss. They have been really well received by the young people that we support through our services and is a brilliant accompaniment to our pathways.



**A MASSIVE thank you to Milla Scott-Buller and Eddie Rose or Falling Upwards – for their insightful contribution including content and illustrations of our delightful comics.**

## Mentoring Minds for Young People

In 2023 we were awarded a pot of funding to pilot Mentoring Minds for young people. This new service offers young people, aged 11 - 18 years, who have already accessed our Active Monitoring program via their GP surgery the opportunity to work with a volunteer mentor for a further six sessions.

The mentoring volunteer is given background information on the young person they are working with and information on what they have been working on during their Active Monitoring sessions. They can then talk about their goals and understand what they have found most helpful and translate that into their everyday life.

## Feedback:

**"It's been really helpful to start more communication around anxiety and emotions within our home. To be secure in knowing that these feelings are OK to have, and how to talk about it, and learn how to not let anxiety control you."**

June 2024

## Active Monitoring for young people in Primary Care Networks (PCNS)

**This service began in September 2023 to complement the service we deliver for adults and accessed freely at GP surgeries. Four Primary Care networks (PCN's) Poole North, Poole Central, Central Bournemouth and Purbeck were contracted to support the 1-2-1 guided self-help service for young people aged 11-18.**

We actively started the service in November 2022 and by April 2024 we had reached 393 young people. They successfully completed the assessment and 5½ hour sessions of Active Monitoring.

Another 46 young people were signposted to other services more suited to their mental health concern.

**Active Monitoring in PCNs Statistics:**

**65%**
**of participants improved or maintained their wellbeing (SWEMWBS)**

**92%**
**of participants improved their mood during the session (Mood scores)**

**100%**
**rated the 1-2-1 sessions good or very good**

**92%**
**would recommend the 1-2-1 sessions to a peer**

### Participants/young people feedback:

**"It was helpful and now I feel I know a lot more about how I've been feeling than I did before."**
Young Participant, May 2024

**"Talking about the good things I can do when I'm angry and the unsafe ways of being angry."**
Young Participant, March 2023

### PCN's feedback:

**"For the past three years, we've collaborated with Dorset Mind, beginning with the Adult Active Monitoring service and later expanding to include the Children and Young People Active Monitoring Service.**

**Their integration into our PCN has been smooth, with practitioners joining our established Self-Management Team. Working alongside our social prescribers, health coach, and care coordinators, they provide comprehensive, holistic, non-clinical care for our patients. With access to SystemOne, they eliminate the need for external referrals, streamlining the patient experience while ensuring data remains secure."**
Service Manager, Central Bournemouth PCN, September 2024

**"This service is a valuable addition to our team. Investing in the health and wellbeing of young people is an investment that must be maintained and will bear fruits in the future . We love working with Dorset Mind, and are grateful for the support."**
GP, May 2024

**A special 'thank you' to our service delivery partners for their continued support: Bournemouth Central PCN, North Poole PCN, Poole Central PCN, Purbeck PCN and Weymouth and Portland PCN.**



## CYP Counselling

**Dorset Mind delivered low-cost counselling to 11 to 17-year-olds, working with local schools to provide six sessions of counselling for young people struggling with problems affecting everyday life. Our counsellors help young people explore the issues they are experiencing, supporting them to find different coping strategies and a way forward.**

**Outcomes are monitored using YPCORE evaluations and client feedback:**

**72% - showed increased wellbeing**

**2% - maintained their wellbeing**

**16% - decreased wellbeing**

Young people with a decreased wellbeing score were signposted to other appropriate services or their GP. In some cases they are waiting for support from the Children and Adolescent Mental Health Services (CAMHS), due to the complex nature of their mental health needs.

### CYP Counselling Feedback – following assessment and six sessions of counselling:

**"I enjoyed having someone i could trust and talk to0; I would use this service again if I feel I need to."**

CYP Counselling Participant, January 2024.

**Recommend 100%**

★★★★

**Counselling statistics:**

**25**
**unique participants.**

**86%**
**Rated the session good or very good.**

**A special 'thank you' to:**

**The Trustees of The Ferndown Centre and Somerford Arc for providing us counselling rooms.**

Monta taking on the 34km Jurassic Coast Challenge



Monta at the Finish Line with her medal

# Volunteers

**We are so grateful for our wonderful volunteers that give their time and energy to help us help local people. We have had a regular commitment from our volunteers, some have joined in the last year, some have been with us for many years.**

Volunteers have supported us in many ways; helping facilitate various support groups, working on our Eco in Mind site, helping at events and working 1-2-1 with participants through our Mentoring Minds service that offers support to help regain the community.

We have joined a new Learning Management System, meaning we can offer over 4,000 free training courses to our volunteers alongside set training, which has enhanced our volunteering offer. We have also improved our Dorset Mind inductions, combining volunteers and employees together for 'welcome mornings' with a full afternoon of induction training in-person that covers topics such as 'Boundaries and Resilience,' 'The Five Ways to Wellbeing' and 'Managing Difficult Conversations.'

This has been a great success, and it has proven a wonderful opportunity to encourage employees and volunteers from different departments to get to know each other right from the start of their Dorset Mind journey.

We have welcomed two placement students from Bournemouth University, Holly Roser and Monta Melanija who gave their support to our marketing and events team. Both students grew immensely in confidence and experienced a wide range of 'hands-on' duties within the team. They made a real impact on our capacity to raise awareness and fundraise, and additionally on our colleagues and volunteers that worked with them.

The opportunities we can offer students are beneficial for both parties: we can provide learning and development opportunities as well as life and work experience, whilst they can build and enhance what we are able to offer local people needing our support.

**A really lovely, supportive, professional organisation to volunteer for!**

May 2023

**Thoroughly enjoyed witnessing my participants amazing journey and knowing I'm making a positive impact.**

August 2023

**I really enjoy volunteering with Dorset Mind, and I feel a sense of accomplishment and belonging here. I feel proud of myself for all the hard work I do!**

May 2023

**Volunteering statistics:**

**Based on an average staff wage at the charity, Dorset Mind volunteers worked the equivalent of**

**£131,868.50**

**Volunteers contributed over**

**6,430 hours!**

**100%**

**of volunteers said they were proud to be volunteering for Dorset Mind (Volunteering survey 2023)**

**87.5%**

**of volunteers would recommend volunteering at Dorset Mind to their family and friends**

**Volunteering with Dorset Mind has been an amazing experience, and usually any area that needs work is addressed and handled in a timely manner. This means that I can do my role effectively, so I know that anything that I have mentioned in this survey will be looked at and considered which I appreciate, knowing that even though I'm a volunteer my opinion matters**

May 2023




**Monta and Marie Glen at the Bournemouth Bay Run - after Monta ran it!**




**Holly and Evie at Bournemouth University for an Awareness Event**



Ambassadors Chandy, Megan, Sarah, Toby and Craig with Laura (red hair)

# Dorset Mind Ambassadors

**Our ambassadors meet monthly and help support our strategy by representing us online and in person at events and fundraising activities. We ensure that our team is supported in their role with regular meetings, check-ins and training. This year, we encouraged the team to drive the content of their monthly meetings and content, taking turns to chair and steer.**

The photograph shown above was from a social event in July, when we introduced our Ambassadors to our Trustees and Patrons. During this year, twelve ambassadors dropped to eight – Calvin became a Trustee, the youngest in the Mind network, bringing his experience of mental health and knowledge of Children and Adolescent Mental Health Services to help shape our strategy.

We encourage our team to share their lived experience online across their own social media and to contribute towards Dorset Mind content.

Importantly, they visibly lead by example – inspiring them to if they experience a dip in their own wellbeing, they document it to encourage people to reach out for support when needed.

Ambassador **Lucy** continues to write informative blogs for our website and monthly editorials for local magazines, using her experience gained as an Assistant Psychologist to provide a clinical narrative.

**Chandy** led a workshop for his fellow Ambassadors on public speaking and sharing their lived experience – he also shared his own experience as a former student and social worker with the cohort of Bournemouth University students alongside Dee, which helped inspire the students and give them a very real account of what to expect when they graduate. **Craig, Megan and Lucy** also spoke to the students, giving them valuable insight into mental health and how it had impacted them.

**Natalie, Ty and Megan** contributed towards our renewed young people's Waiting Well project, using their business and lived experience and **Toby** shared posts on his socials to inspire people to keep active.



**Ty with Dan Chambers, Dom Hutchinson and Dee and Evie**

## FOCUS ON: TY TEMEL

### Ty is one of our longest-standing Ambassadors - and uniquely he's also a charity partner.

Back in 2018, local businessman and entrepreneur Ty approached Dorset Mind, wanting to help the charity, following the devastating loss of one of his friends to suicide. Simultaneously, we had heard about this via several sources, as the impact of suicide ripples through local communities.

Ty wanted to take action and raise awareness of men's mental health locally - and help support a charity that was delivering support in his hometown. This was how our long-term partnership was born, from this tragedy something positive occurred.

Since 2018, Ty has generated the largest amount that a single person or business has for Dorset Mind (excluding grant making organisations) – supporting the charity in numerous ways. Initially financially through his charity boxing matches and events such as evenings with Tyson Fury and Anthony Joshua, Ty has also made numerous introductions and brought partners to the charity, most recently Running Free in Ashley Cross, Poole.

During 2020 and Covid 19, Ty had to close his event and nightclub businesses and found himself experiencing financial and mental challenges as the world shut down. To counteract his boredom, Ty set himself a challenge: to become a runner, having always been inspired by his Mum, a keen runner. In the first few weeks of lockdown Ty started the Couch to 5km, and just a few weeks later he was regularly running 10km. Ty ran his first marathon in May 2020 and documented his progress online – and the response he received from his online following has helped change his direction since.

Recognising that lockdown isolation was resulting in people needing to belong to something, Ty created a challenge that people could take part in – **The June 500**.



He headed the campaign himself, alongside friends Jamie Whisken, fitness Coach and Poole Town Footballer, and Benjamin Banks Reynolds, then owner of Lost Nightclub. All three took part and inspired a new fitness community.



**The June 500 Fundraiser - Jamie Whisken, Ty Temel and Benjamin Banks-Reynolds**

During the month of June, people were encouraged to run, swim or cycle 500km, whilst raising essential funds for Dorset Mind. Getting active and getting outside as we know improves wellbeing, so it also benefited our participants. Through documenting their efforts online, we also benefitted from over 120 people posting about their 98 fundraisers!

**This challenge remains the single largest challenge for Dorset Mind, generating over £42,000** and Ty and Jamie went on to create a fitness brand 'R1SE,' opening a gym in Bournemouth.

Since then, Ty has created several other fundraisers, notably the **Step-Up Challenge** in November the same year **that raised £33,414**. He was also instrumental in organising the National 3 Peaks challenge in 2023 and he was also behind Mind Over Matter's **4 x 4 x 48 Goggins Challenge** in January 2024.

**We remain inspired by Ty and always grateful for his support.**




**Student Placement Holly, Dee, Former Student Placement Billie and Patron Dr Andy Mayers**

# Strategic Partnerships

**During this financial year, forging strategic partnerships became a high priority. We worked with statutory services such as NHS Dorset and Dorset Healthcare, key Commissioners and organisations that we had identified would help us deliver our ambitious strategy to deliver services fully across Dorset to reach more people that need our help.**

We undertook a mapping exercise of our own services and partners to identify our current reach – and where we had gaps – and created a measured approach to build partnerships that sat within ours and the Mind Network's three key priorities: Poverty, Young People, and Hard to reach communities.

We also added Suicide as a focus for Dorset Mind. In Dorset, we have a considerably higher than average suicide rate for a combination of reasons. ONS figures are published one year in arrears. Meaning that for this financial year, we were looking at figures published in November 2022 (relating to 2021) and November 2023 (relating to 2022).

In 2021, there were a total of 88 deaths by suicide in Dorset, up 16% from the previous year. In Dorset the number of deaths remained the same, at 43, but in Bournemouth, Christchurch and Poole there were 45 deaths, up 36% from 33 the previous year.

In 2022, there were a total of 102 suicides in Dorset, up 16% from the previous year. In Dorset the number of deaths decreased 22% to 35, but in Bournemouth, Christchurch and Poole there were 67 deaths, up 56% from 2021.

There are no quick-fix solutions to this problem. But this fueled our desire to become part of the solution – working in collaboration and providing easily accessible early intervention mental health services, to help people at their time of need – but also help support people's journeys towards recovery.

## Working in Collaboration

**The Dorset Community Mental Health Alliance exemplified working together. Dorset Mind created this initiative to bring the third sector, statutory services and other agencies together in late 2020 to collaborate and learn from each other, as part of the county's suicide prevention agenda.**

During the four years the Alliance has been operating, its success has been bringing over 40 third sector organisations together with statutory services, including Dorset Healthcare, NHS Dorset, Public Health Dorset and Dorset Police.

### Highlights include:

* An essential opportunity to network (third-sector providers had commented they feel isolated)
* Access to models of good practice and local / national agendas
* A forum to break down barriers between the voluntary and statutory sectors - ensuring a far better understanding of the pressures both faces and acknowledging the need to work together
* Actively encouraging the creation of new partnerships
* Updates on the new Integrated Care System




**CAN CEO Karen Loftus, Laura, Dee and the team from Health Bus**

## Dorset Voluntary Community Sector Expo - 9th April 2023

**Community Action Network (CAN) brought together the third sector, health and wellbeing organisations, councils and the Universities at Bournemouth University.**

Inspiring keynote speakers were Dr Paul Johnson, Chief Medical Officer at NHS Dorset and Debra Allcock-Tyler, Chief Executive at The Directory for Social Change. Time was allocated for essential networking – which was essential to increase our knowledge of other organisations. There are 7,000 charities working across Dorset and it's our policy to signpost to external support if we are not the appropriate source of help for people that approach us.

Dorset Mind was one member organisation selected by CAN to feature in a film showcasing the mental health support we offer and the impact our staff and volunteers make on the lives of local people across Dorset.



**Participants at the Shaftesbury Community Front Room**

## Supporting North Dorset

**Following on from the success of the 'Better Together' event, hosted by Mental Health North Dorset in association with Dorset Mind at the end of March, we further cemented relationships with key organisations in Shaftesbury, visiting Eileen Crew at HOPE Projects, who deliver the Shaftesbury Community Front Room and other support including a Cycle Repair Service and Gardening Social Enterprise that supports local people.**



**Dee, Eileen Crew and CEO Linda**

We also met with Melanie Costas of Rural Mental Health Matters, who advocates for the mental health needs of rural North Dorset and the accessibility issue faced due to lack of services, reliable public transport and other factors.







## CASE STUDY: CITIZENS ADVICE

**Poverty and the Cost-of-Living Crisis took hold in this financial year – we saw people who were trying to recover from the impact of covid hit with financial worries as Bounce-back loans had to be paid and inflation increased to unprecedented levels. The cost of food, petrol and rent saw many people fall into poverty.**

Dorset Mind initially worked with Citizens Advice Bournemouth, Christchurch & Poole (BCP), having won a bid from National Mind in 2021 to provide third sector Keyworkers with training and counselling to help support their staff and prevent them from burnout and compassion fatigue.

We realised we had a huge cross-over in people that both charities helped – clients approaching Citizens Advice for food/fuel poverty and cost-of-living issues often had mental health problems – and vice-versa in that poor mental health can often affect how you deal with money.

We began to explore whether we could work together in partnership:

- In June 2023, **two of our team presented at Citizens Advice BCP's Away Day** at the Vitality Stadium, with the aim of giving their team the knowledge they needed about the services we provide, in order to better support their clients.
- We took part in **'The Festive Cost-of-Living Support'** event at The Dolphin, in Poole during November, alongside Citizens Advice, Samaritans, BCHA, and Prama. Teaming up with complimentary organisations gives people the chance to access support in one place – we were also able to signpost people to the Poole Wellbeing Hub in the Dolphin should they need further support.
- We met with Citizens Advice Central in November and **delivered a session of support** for their staff who had recently experienced an increase in clients facing anger. Our Active Monitoring Team Leader David spoke to staff about de-escalating techniques and how to keep themselves from suffering burnout.
- We also met the additional two branches in Purbecks and Bridport.

This piece of work is ongoing, and we will continue to explore this.



**Services Team Leader David, Dee and members of the BPC Indian Community**

## CASE STUDY: BOURNEMOUTH UNIVERSITY

**With young people a key priority, Dorset Mind worked to strengthen links with the local universities. At Bournemouth University (BU), we were able to build upon opportunities created by our Patron Dr Andy Mayers through his position as Principal Academic.**

**In 2023/4, we significantly increased our presence on campus:**

- We **attended quarterly BU Catalyst Community Events** from June 2023 – organised by Bournemouth University that brought together the third sector with the University's faculties to encourage working together. It also gave us a much-needed opportunity to network.
- We **organised an event for World Mental Health Day at BU** on 10th October 2023, with Citizens Advice, BCHA and Bournemouth Samaritans, focusing on Cost-of-Living support.
- In November, our team **presented to the Dorset Indian Society** – this opportunity was created through networking at the first Catalyst Event. Although a small group, we had an open conversation and were able to help an attendee recognise that what they were feeling was related to mental health.
- In January 2024, we **set Digital and Marketing Students a project** to help break the stigma around mental health. The students focused on Men's mental health and that of Young Carers'.



**The Dorset Mind and Citizens Advice BCP Teams**

- **We organised a Time to Talk Day event** on 1st February 2024 with the same organisations to talk to students and BU's staff about our services and mental health in general.
- Our two student placement Volunteers, Holly and Monta, **attended the 'Re-Freshers Fayre'** to help promote support – and opportunities for volunteers and fundraisers. They spoke to 77 students!
- **We supported the Health and Social Sciences Faculty** by leading their Social Work students through a Lived Experience Project from December 2023 to February 2024. We organised opportunities for students to meet people with a variety of backgrounds and lived experience, for them to further understand the needs and rights of people living with poor mental health. The students met our staff, ambassadors, volunteers and participants from MindOut LGBT+ support group. Ambassador Chandy Green, himself a qualified social worker, delivered an in-depth session on 'Relating Theory to Practice. With his own experience of OCD and anxiety, this really made learning 'come alive' for the students! They passed their module with flying colours.

# Marketing and Digital Content

**Raising mental health awareness features strongly in our strategy – as a preventative and educational tool that provides information to help educate and content to help inspire people of all ages in Dorset. We use key dates and anniversaries throughout the year to help encourage people to start a conversation about their mental health and live mentally healthy lives.**

## Key Campaigns:

**We delivered 33 campaigns during the year - these were the main events in our calendar:**

### Mental Health Awareness Week - May 15th to 21st 2023:

The theme for this year's Mental Health Awareness Week was 'Anxiety.' This focus on anxiety followed a notable rise in anxiety and anxiety conditions since the lockdowns. We took this opportunity to raise awareness of the condition, signpost to the support we offer and create content about how to live with anxiety.




**Our Young Person Active Monitoring Team Leader Tracey and Tracey our practitioner**

**Highlights:**

- Media activity included a press release announcing our new website and promoted five awareness sessions at The Dolphin, Poole, commissioned specifically for MHAW. It was featured on Dorset Echo, Dorset Biz News and Dorset View.
- We also published two new blogs on our website and secured editorial content in the Sherborne Times, The BMV Magazine and Dorset View.
- We teamed up with The Dolphin to deliver training sessions on 'Your Mental Health Matters' and 'Challenging Unhelpful Thinking.'
- We hosted two engagement events - giving visitors the chance to meet our Mentoring Minds and Active Monitoring Teams and find out more about our services.




- Trustee Calvin Glen delivered a 'Music and Mindfulness' Workshop.
- On our website we featured banner and article content and used forms to register attendance
- We secured Weymouth Clock Tower turning blue for the week!
- We launched our new-look website, featuring the updated Mind branding – and updating signposting, a cleaner user experience and importantly, the support we offer was given priority as the first menu item. We also took the opportunity to merge our two websites, this now incorporated our offer for young people.

## Courageous Conversations Conference – 16th June 2023:

Our Courageous Conversations Conference focused on PTSD and trauma ahead of **#ptsdawareness Day** on 27th June.

Our Courageous Conversations Conference focused on PTSD and trauma ahead of PTSD Awareness Day on 27th June. It was introduced by Angus Campbell, Lord-Lieutenant of Dorset - also our Patron. 89 people attended and were asked to takeaway actions to help raise awareness of PTSD.

Our experienced trainers explored our topics, bringing them alive with their own lived experience and powerful contributions from Operation Surfwell and RNLI. After lunch we focused on recovery and how to get help.



**Conference - The Lord Lieutenant of Dorset, Angus Campbell with Trustee Calvin & Linda**







## Highlights:

* Promotion including a press release to announce FREE Community Conference; this was supported by social media content, including a Facebook event and posts on LinkedIn, Facebook, X and Instagram.
* On our website we featured banner and article content and used forms to register attendance and capture data.
* Guest speakers comprised Dorset Police, RNLI, Dorset Parent Infant Partnership and STARS Dorset who spoke about how trauma impacted people in their organisations.
* We secured sponsorship for the event from National Mind, EFL and AFC Bournemouth Community Sports Trust.

## World Mental Health Day – 10th October 2023:

For this World Mental Health Day, we followed the Mind network's messaging which encouraged people to move past raising awareness and get involved in supporting us – it was #TimetoAct!



**Ali Cliffe from Harmony with Dorset Mind's Nick Rowe and CEO Linda**

### Highlights:

Three engagement events were held across the county:

- In the conurbation, Dee and Evie hosted an information stand at Bournemouth University alongside Citizens Advice, BCHA and Samaritans again;
- In West Dorset, Nick, David and Linda attended Bridport's 'And Breathe...' event to help promote Dorset Mind's support across the county and WMHD.
- Emma attended Shaftesbury Library – and was interviewed on This is Alfred Community Radio station about our support in North Dorset that included Mentoring and Eco in Mind.

## Time to Talk Day – 1st February 2024:

Time to Talk Day brings people and communities together to talk about mental health. It's known as the nation's biggest mental health conversation, run by Mind and Rethink Mental Illness, in partnership with the Co-Op.

As part of the Mind family, we put our weight behind the campaign online, using it as a good reason to #GetDorsetTalking. The official hashtag we used was #TTTD2024.



**Holly, Dee and Hayley from Citizens Advice and BCHA at Time to Talk Day, Bournemouth University**

### Highlights:

- Media activity included a press release, and two Facebook ads to raise awareness of Time to Talk Day, using a call to action to find out more about our engagement events in North Dorset and at Bournemouth University.
- Further social media posts helped organically publicise the events across LinkedIn, Instagram, X.
- We held three engagement events – at Shaftesbury Library, Bournemouth University, and at Eaton Aerospace. We invited our friends at Citizens Advice, Bournemouth Samaritans and BCHA to join us at the University to provide Cost of Living signposting and support for students, as a current issue upon people's minds.
- Our CEO Linda O'Sullivan was guest speaker at Speakers Collective free online seminar 'Why we are taking Time to Talk.'



Co-Ops Rachel Goode with Nick at Shaftesbury Library

## FEEDBACK FROM THE TIME TO TALK DAY EVENT IN SHAFTESBURY LIBRARY:

"Time to Talk Day at Shaftesbury Library was such an uplifting experience.

We met some fantastic people with such interesting stories but were also able to direct them to help within their community of which they weren't aware.

The library is a wonderful place to meet people and strike up conversations. A diverse group of people use the space and therefore we met people with a wide range of needs.

The staff at the library would welcome a frequent presence from Dorset Mind.

It was a brilliant way to showcase Dorset Mind's amazing services and provide outreach in an area we've been traditionally weak. Although we should acknowledge Emma Roper's great work with Mentoring Minds in the area (Emma is our Mentoring Minds Coordinator).

Emma asked a great question: "If we hadn't spoken to those people today, who would have?"

The footfall was small, but that meant we gave the people we did meet lots of time, which they really appreciated.

Emma also made another excellent point, that it gave her wellbeing a massive boost too.

Rachel Goode from the Co-op was very interested in our work and said there was much need in Beaminster. She mentioned some funding opportunities might be available.

The day made me very proud to work for Dorset Mind."

Nick Rowe, Dorset Mental Health Alliance Coordinator

## Our NEW Website:

**Our new website launched in May during Mental Health Awareness Week. We conscientiously designed it to be more accessible in terms of the user experience and how people view it. We've ensured the navigation to our services is front and foremost – and above all, simple to use.**




It's now **mobile friendly** – we've **built in forms** so that people can self-refer for some of our services and apply for jobs or volunteer vacancies. It has helped cut down the need for people to download documents to complete them manually, which of course takes time.

We also worked on the contact page, whereby **enquiries are now online** and go directly to the department required rather than giving the viewer an email address. It's helped **simplify the process** for us as well as the user and cut down on having multiple emails across the site to manage!

We received 68,523 unique users who engaged with our website 450,187 times, spending on average 1 minute online – longer on pages that contained forms.

The home page was unsurprisingly the most visited page.

The 'Contact' and the 'Work for us' pages were the pages that people came straight to – followed by 'Adult 121s.' Counselling was the main service that people came directly to - not via 'Adult 121s.'

Interestingly our 'Donate' page has had many more visits than the old website – and with the ability to offer donations via Credit Card or Paypal, it's had a direct increase on the income obtained through this page.

## Press Releases, Editorial and Radio:

**Securing online press releases, features and radio interviews helps raise awareness of mental health and our charity and is an effective way to promote our services and fundraising initiatives.**

### Here's our stats:

**We issued**

# 9 press releases

**which were published 18 times**

**We were mentioned online in news articles**

# 40 times!

**We secured**

# 12 radio interviews

across BBC Radio Solent, Greatest Hits Radio, Hope FM (and was mentioned on Purbeck Radio).

**We also gave**

# 12 monthly interviews

on Sherborne's Abbey 104 radio community programme

## Social Media:

We made **1,077,803 impressions** across our 9 social channels - and people **engaged 32,997 times** with our accounts!

### 9 Social Channels!

These are Facebook, Instagram, LinkedIn, TikTok, Twitter, YouTube. Eco in Mind has a Facebook and Instagram account, Team Dorset Mind has an Instagram account.

### 28,629* Followers

*Note – These figures were taken at end March 2024. We discontinued Dorset Mind Your Head's Facebook, Instagram and Twitter accounts when the project ceased at end April 2023.. This meant 3,003 followers dropped in the first month of this financial year.

## Blogs:

**Our blog space tells real stories from people in our communities. We welcome content about any topic that relates to mental health and contains lived experience. This helps readers know that other people may have been through similar situations, and importantly, that they are not alone.**

We published 24 blogs this year on a wide variety of topics. Bloggers wrote about their lived experience of mental health conditions such as Anorexia, Understanding Asperger's, Workplace mental health, ADHD and Losing Grandad, a personal story of grief.




**'Becoming Charlotte:** Two Years in Transition' was a follow-up blog published just before International Trans Day of Visibility on 31st March 2024. In this blog, Charlotte revisits her journey and tells us about her successes, and challenges:

"Today, two years ago, I officially started a journey that was years overdue. In the past, I wished I could go back in time by 10-15 years and start my transition earlier. But all those years ago, I wouldn't have been in a position to do everything that I have done now, whether due to financial constraints, denial, or poor mental health. I do wish I could go back in time and tell myself "It will be ok," "You will make it, and those dreams will eventually be realized."

**'Talking saved my life,'** published just before World Suicide Prevention Day on 10th September 2023, is Charlotte's story of her battle with anxiety and depression:

"I absolutely loved my role, my confidence and mental wellbeing increased dramatically. I had found my sense of purpose and something I was good at. I got a promotion to coordinate the service in 2020, however I then experienced my dad living through a cardiac arrest in January – and then March 2020 arrived. We went into lockdown and so did my mental health."






**'ADHD and me,'** published in June 2023, was our Practitioner Chloe's experience of growing up with undiagnosed ADHD:

"It's not hard to see why so many of us neurodivergents struggle to function in a world that wasn't made for us. We may forget obligations, appointments, and important dates like birthdays. We're often disorganised and struggle to prioritise tasks.

This isn't because we don't care, but because the part of our brain (called the prefrontal cortex) which deals with these higher order mental processes developed, and functions differently to that of a neurotypical person."



Here's an excerpt from **'My experience understanding Asperger's,'** published on 18th April 2023 (Note, Asperger's is no longer a stand-alone diagnosis - people with signs and symptoms of Asperger's would now receive an Autism Spectrum Diagnosis, but this is our Blogger Sian's words):

"My fear of the unknown began to change after being diagnosed with Asperger's. This happened when I entered college, and it gave me the opportunity to understand myself better. At college, I took part in performing arts, which provided a less tense and more open environment to explore. I find adapting to the world around me difficult sometimes, like navigating a tricky sea storm. During my years at college, I discovered an outlet, where I could finally be myself."

Older blogs feature in our Top 50 pages visited due to their SEO performing well include **'Lesbian Visibility Day'** that was written by Katie from Space Youth Project with almost 3,200 visits and **PCOS, Adenomyosis and me**, written by a former staff member to highlight this not well-known condition, with 1,838 visits.

Here's an excerpt from the latter blog that shows the positive message of hope given to the reader:

"To take care of both my mind and body, I make sure that I am proactively doing something to support my wellbeing daily. This can be exercise; I personally love to swim, walk, dance, attend workout sessions with friends, or get outside in nature, listen to music, cook good healthy meals (and the occasional baking!) or spend time with family and friends."

## Awards:

**2024 Bournemouth Business Award for Best Place to Work**

**2023 – The Mind Excellence Award, received for our Strategy**





## Customer Relationship Management (CRM):

Our new CRM system, Beacon, went live just before the start of this financial year, in March 2023, and we spent time populating data of our donors, fundraisers and corporate partners – and importantly, making sure what we entered was 'clean' and accurate.

The system helps us:

- **Gather data to help improve our events** – for example, we are able to communicate much easier with our fundraisers, to help ensure their fundraising journey is smoother. We can also email previous entrants of our challenge events and encourage them to fundraise for us again.
- **Improve our email campaigns** - and grow our newsletter list.
- **Improve our website forms** – we saw an upsell in online donations and we can also now see when they are from organisations – and thank them.
- **Provide ticketed sales** – rather than use a platform such as Eventbrite which occurs fees. This helped improve our Christmas Tree Campaign in January and allowed us to easily gather data – and attendees - for events held such as the Courageous Conversations Conference, The BIG Walk and January's Sea Dip.
- **Ensure continuity** – Record details of our relationships with all contacts.

Beacon's integrations and workflows have cut down time spent doing admin – our JustGiving information comes in automatically and workflows have been set up to create automated journeys to thank donors and welcome fundraisers.

## Digital Strategy:

This was created during this financial year, focusing on **leveraging digital technologies to achieve our goals** over the next 3 years. Whilst acknowledging the digital landscape evolves rapidly, it was even more important we **embrace a forward-looking perspective** that also k**eeps aligned with the long-term plan for the NHS** and trends within our non-profit sector.

**A special mention to the wonderful organisations that generously allow us regular editorial space: Courtenay and Laura Hitchcock of The Blackmore Vale Magazine, Dawn Exley of Dorset Spotlight, Janine, Ben and Louis Pulford of Dorset View, Glen Cheyne and Helen Brown of Sherborne Times.**

**Thank you to all our blog contributors, including Ambassador Lucy Lewis and Annabel Goddard, for generously sharing their experience and knowledge.**

**Thank you to Andrew Read of Abbey 104 Radio for giving us a regular monthly slot on his local community radio show, based in Sherborne.**

**Thank you also to Monta Melanija for her support as Marketing Placement Student from November 2023 to June 2024.**



# Bids and Grants

**Dorset Mind experienced a challenging funding landscape during this financial year. The increase in competition from newly established charities nationally as well as within Dorset, combined with funders also feeling the impact of the Cost-of-Living crisis meant we had to strategically consider our activities and where we should place our resources.**

Recognising this early on, we undertook extensive initiative to research options for sustainability, believing the charity had to move away from heavy reliance on grant funding as our top income stream. That said, grant funding still accounted for approximately 25% of Dorset Mind's fundraising this year and remains an important income stream for us.

**Bids and grants statistics:**

**167**
**grants applications were submitted**

**24**
**grants were awarded**

**Total Grant Income:**
**£177,338**

We are very thankful to the Trusts and Foundations that support us with grant awards, every funding relationship is valued and appreciated.

There are several organisations who have supported us with multi-year grants or year-on-year funding for services or projects – which helps provide continuity to the service and enables our charity to have a sense of stability during a time when demand for services continues to outstrip the funding available.

The Incorporated Bournemouth Free Church Council have generously given us repeat funding for ten years to support our Active in Mind support group in Southbourne. This group is essential for local people with mild to moderate and provides a twice-weekly group enabling local people regular support for their mental health plus the opportunity to connect with other people like themselves. It's a vital service.

And Dorset Community Foundation has awarded us various funding opportunities during the past eight years to fund a range of services for young people. During Covid, the grant body awarded us 'emergency support' to enable us to continue to deliver our support for local people.

Organisations such as these, with their continued support, help us drive the charity forward and importantly provide funding for services that are critical for the people that attend them.

## CASE STUDY: BBC CHILDREN IN NEED

**BBC Children in Need has provided funds for Dorset Mind's Children and Young People's Counselling and Mentoring services for the last 3 years, providing £9,997 funding per year towards one-to-one mental health support.**



The three aims of the project were:

* To support the emotional wellbeing of children with early intervention and education about mental health signs and symptoms and where to find help if required. This is vital to establish before the young person develops long-term mental illness or reaches crisis point.
* To help children to be socially connected and prevent risk of isolation. Creating social relationships is central to wellbeing, and not because of the joy of being with friends, or when learning social norms. It's argued that experiencing social behaviour, and engaging in social interaction, is vital during childhood development.
* To help children to grow up into emotionally happy adults. Supporting children's mental health helps to prevent long term debilitating adult mental health illness. It also helps children to achieve academic success, sustainable employment and good social relationships with families and friends alongside positive connections within their communities.



**The project supported a total of 241 children and young people between July 2021 and June 2024.**

**"Dorset Mind's support has been really helpful to start more communication around anxiety and emotions within our home. To be secure in knowing that these feelings are OK to have someone to listen, and learn how to talk about it, and learn how to not let anxiety control you."**

Young mentoring participant, June 2024
(feedback received for support given in this financial year).

## CASE STUDY

**Casey was a fourteen-year-old who was referred to us as anxious and very nervous and worried about what everyone else thought of them; they were especially concerned about how people judged their appearance. Additionally, Casey was concerned about the school workload and had high expectations - which they put on themselves. Casey was struggling with symptoms such as unhelpful thought patterns, excessive over thinking and sleep.**

After six weeks support, Casey gradually improved their confidence and learned coping techniques to begin to manage their symptoms.

### Outcome:

Casey over time became more open and confident, and they told the counsellor that they no longer care much about how people view their appearance. Casey had a heavy academic study/homework from school but was able to manage their time and stress better. Casey's grades were satisfying to them. They also began to make new friends during the work with their counsellor.

Case study about a young student, received from one of our Counsellors, August 2023. (Their name has been changed to Casey to protect their identity.)

**"Dorset Mind's support has been really helpful to start more communication around anxiety and emotions within our home. To be secure in knowing that these feelings are OK to have someone to listen, and learn how to talk about it, and learn how to not let anxiety control you."**

Young mentoring participant, June 2024
(feedback received for support given in this financial year).






## Legacies

**Dorset Mind ran their third legacy campaign through November and December in partnership with Dorset Coast Wills.**

Legacy funding is an important long-term pipeline for our charity as it provides future funding and sustainability. The campaign accrued us a further nine gifts in will pledges.

Dorset Mind would like to take this opportunity to thank Claire Richards of Dorset Coast Wills for her generous support over the last three years.

Dorset Mind continues to benefit from the generosity of collections in memory of loved ones, in lieu of flowers at funerals.



## In Memory Giving

**We have benefited from fundraising events and challenges organized by family members and friends who have been sadly impacted by the loss of a loved one, some of them who have died by suicide.**

We are thankful to the families concerned for choosing to fundraise for us and are extremely mindful of why they have done so.

It provides us the opportunity to reach out to the families and the communities impacted by the ripple effect of suicide - and to offer appropriate support to family and friends as best we can.

# Community Fundraising and Events







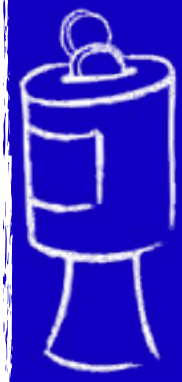
## Fundraisers' Own Events: 101!

## Fundraising Event: 9

**These were organised or attended by Dorset Mind and included Bournemouth Bay Run, Dragon Boat Racing, Jurassic Coast Ultra Challenge, National 3 Peaks, Wing Walking, Annual Skydive, The BIG Walk, Christmas Trees and January BIG Sea Dip.**

## Awareness Events: 52

## Direct engagement at Events: 2,799



Across the past financial year Dorset Mind has attended as many fundraising events and community activities as we could to support and encourage our fundraisers.

**We attended 60 events between 1st April 2023 and 31st March 2024.**

This meant we've attended events where over 10,000 people across Dorset have been present, helping those struggling with mental health problems with provision of mental health awareness, information, and signposting to support services, whether ours or external.

Additionally, these events gave us the chance to connect with our supporters and encourage people to raise funds for Dorset Mind.

During the last financial year, Dorset Mind focused on building up our portfolio of individual and team challenges to offer supporters the opportunity to take part in activities such as Skydiving, Jurassic Coast Challenge, cycling, running, sea dips, Dragon Boat Racing and sponsored haircuts.



We put extra effort into revisiting the Christmas Tree campaign with the benefit of a new Customer Relationship Management (CRM) system to help with the organisation – both for taking orders online and behind the scenes. The forms give an option to take details but also offer customers the opportunity to make a donation at the same time.

## Ben Stevenson - May 2023

Ben Stevenson created a fundraiser to raise awareness of suicide, in an attempt to "get help to anyone that is beginning to feel the weight of life."

Before the challenge he said,

**"Since speaking to people and hearing their stories in preparation for this challenge, it's been truly alarming the number of people in all areas of life, and all ages, that this issue has touched or affected directly at some point."**

Ben lifted 562,740kg in May that represented the 4,129 men who took their lives in 2021 and their families and friends - and he opened the conversation about mental health wherever he lifted, taking it upon himself to visit different gyms in Dorset.

It was encouraging to see Ben's friends and family support him - some even lifted with him - along with several of our friends at RISE Bournemouth, Emotion Fitness Hub and Team CC Gyms, to name a few.

**Ben's total donations raised were £3,446 - split between us and the Masonic Chairity.**



**Ben with his Auntie and Mum - and signed t-shirt from the challenge**




**Jurassic Coast 100km Finishers - Jordan, Jodie, Dr Rob, Ty and his Mum**

## The 2023 Jurassic Coast Challenge – 13th & 14th May 2023

**Ultra Challenges offers a range of running and walking routes across England, offering fundraisers the chance to fundraise for their chosen charity, self-fund, or a mixture of both. Dorset Mind was a Challenge Partner for the Jurassic Coast Challenge in 2023, which meant we had a prime slot on the Ultra Challenge website and could offer our supporters a discount to enter.**

Fundraisers took on the stunning but difficult coastline from Corfe to Bridport, with a range of distances from 25km offered up to 100km, which could be completed in a day or over 24 hours!

**In 2023, 27 people took part in this massive challenge, and raised a whopping £18,000.**

Ambassador Ty Temel ran and walked the 100km with a group of friends. He said:
**“This was honestly one of the most difficult things I’ve ever done. We practically crawled through the finish line, but we did it! Shout out to our crew – we stuck together and finished it. Shout out to Dorset Mind who help people that live through similar dark places in their mind on a daily basis.”**

100km Challenger and Charity Partner, Paddy Hester of Meyers Verwood & Ringwood had a similar review. He said:
**“So far the hardest challenge I’ve ever taken on. Heat and hills along the coastline aren’t an easy combination to negotiate, but proud of finishing and getting it all done in 16hrs 35mins! I have raised a great amount for the brilliant Dorset Mind!**

The Jurassic Coast route is tough, and not all our fundraisers complete it, which can be extremely tough to bear. But everyone has fun training, and we support them online as best we can.

On the Saturday Amesha Ryan was one such fundraiser - she attempted the 100km but had to retire early due to injuries. She said: “It has been great being able to raise so much for Dorset Mind. All your support for us on the challenge and for what you do on a daily basis too is just fantastic!”

## Squid Squad’s 24-Hour Open Water Sea Swim Relay – 21st to 22nd July 2023

**Dan Chambers, Darren Tomes, Oliver Jones and Paul Green who made up the self-styled ‘Squid Squad’ started their open water swimming challenge at 6pm on Friday 21st July 2023 and successfully finished 24 hours later at 6pm the following day.**



**SquidSquad - Oli, Darren, Dan and Paul**

Swimming throughout the day and night, they took it in turns to swim from the Stone Quay across Swanage Bay to Banjo Pier and back again. In the end, each completed an impressive 20 laps, about 20km over the 24-hour period. Plumer Ollie Jones said,

**“Swimming the night shift was really good in the end, with a chilled atmosphere. At about 8 am – halfway through – I hit the wall, and I think the others did too. Then the rain came down in the afternoon and the water became quite choppy, but we battled through – it all went to plan really.”**

Paul Green, a tank commander at Bovington added:
**“It was really cold at times in the water, but the support has been unbelievable and kept us going. So many people have been cheering us on – lots of people from Swanage but also from Poole and Bournemouth and also family from up north – it’s been really good!”**

In total the brilliant team raised **just over £5,016** for Dorset Mind – and a similar amount for Swanage Lifeboat Station, where Darren Tomes Volunteers.

## Christmas Trees – 6th to 7th January 2024




**Evie and Holly with Volunteer Nathan at Tower Park awaiting Christmas Trees**

### Our Christmas Tree Collection at the start of January 2024 was another massive success for us.

We collected 237 trees this year, with invaluable support from Maidmans Moving & Storage who provide transport and drivers; JSR Tree Care chipped and recycled the trees for us; PKF Francis Clark and Trethowans provided volunteers to help load the vans - and then unload them at Tower Park, who provided a drop-off point for us.

Maidmans' Director, Steven Webber commented,

**"We are thrilled to once again help the wonderful Dorset Mind with their Christmas Tree collections. The donations raised will be used to provide vital mental health services in Dorset, which especially at this time of year, is invaluable."**

The campaign **raised a total of £2,500** as several people donated via the website when they reserved their collection. Importantly, the process was an improvement on the year before from start to finish. There were less trees to collect on our 'mop-up' day and less refunds. The three refunds made were due to people booking trees out of our collection area.




**Fundraisers Lee and Emma**

## The Bournemouth Bay Run – 24th March 2024

### For the second year in a row, we teamed up with Bournemouth Bay Run as a charity partner to provide this race as an exciting fundraising opportunity for our supporters.

We had 246 people register to run, jog or walk for 'Dorset's mental health' – across a choice of distances: 5km, 10km or a half marathon along Bournemouth Bay. There is also a 1km race offered for children. **The 2024 event raised an impressive £6,500.**

We are looking to improve on this amount in 2025, when we are charity partners once more!

One of our long-term fundraisers, Emily Hillier, ran 10km in 37:32 and was first in the female category for the third time! She said:

**"I absolutely loved running the Bay Run – it was my third time at the event and it's one of my favourite races of the year. There was amazing support from the crowd, and it was really special to finish up right on the beach front next to the pier.**

**The organisation and set up seems to improve each year. I love the stalls and event village located in Bournemouth Gardens, and I had a good look round before and after the run.**

**After doing some charity fundraising for Dorset Mind, it was lovely to visit them in the Gardens and learn about what they have been getting involved with recently. They are of great support to the local community and their set up at the Bay Run allowed people to visit and find out what they do!**

**I am looking forward to the Bay Run 2025 already!"**

## CASE STUDY - JORDAN BISHOP



**Fundraiser Jordan is a long-time supporter of Dorset Mind and has supported the charity in numerous events since 2017, usually fitness based.**

In January 2024, he took part in the 4 x 4 x 48 challenge alongside members of RISE Gym led by Ambassador Ty Temel. The Challenge comprised running 4 miles every 4 hours for 48 hours. This gruelling challenge was a physical and mental test for all that took part, and Jordan, driven by determination smashed the mammoth task.

Jordan has also previously taken part in the Three Peaks Challenge, the Jurassic Coast Challenge, several Boxing challenges, the Bournemouth Bay Run, and he recently overcame his fear to take on the iconic challenge of a skydive! All in aid of Dorset Mind. **Jordan's fundraising challenges this year brought in over £2,500 for Dorset Mind.**



**Skydivers Jordan, Jordan and Ty**

Jordan's fundraising is not the only thing he's bought to the charity - he has a close group of friends that have also fundraised for Dorset Mind and supported us throughout several different fundraising events over the year. **Together, they have bought in over £10,000 in community fundraising** over the several challenges they have undertaken. He says:

**"I really enjoyed the challenges that come with fundraising, and I think through doing them, pushing myself and working towards a target, I've Improved my own mental health massively. It helps keep my mind busy, helps me to connect socially and form new friendships. I've joined running clubs and stuff through the friends I've made from fundraising, and now we socialise outside of the clubs.**

**I've felt supported by DM while doing my fundraising challenges. Dorset Mind have also helped me feel able to support my own friends who might be struggling with their mental health. I 100% recommend fundraising for DM and I see the incredible benefits it can have, I see the difference it makes for our local community, the people that need support and for myself personally."**

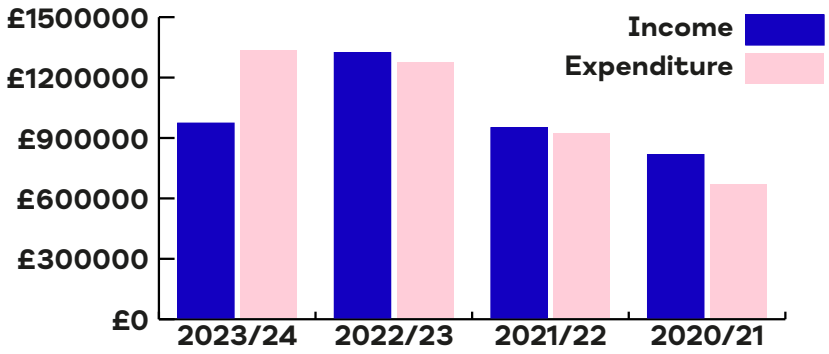
# How we raised our funds

**In one of Dorset Mind's most challenging years to date, supporters and partners rallied to raise an impressive £966,894, essential for providing mental health support across Dorset.**



## Finance

**Our Trustees played a pivotal role in maintaining oversight of the charity's income and expenditure, with monthly financial reports reviewed by the Risk, Finance, and Quality Sub-Committee. This approach allowed Trustees to closely track cash flow, ensure expenses aligned with the charity's mission, and assess progress against the Income Generation Strategy, which set ambitious targets for major revenue streams.**




**Income for 2023/24**
**£966,894**
2022/23: £1,366,140*
2021/22: 944,253
2020/21: 810,815

**Expenditure for 2023/24**
**£1,329,154**
2022/23: £1,286,013
2021/22: £915,097
2020/21: £661,026

*The significant uplift in income during 2022/23 was due to a one-off payment that allowed us to extend delivery of our Triage and Active Monitoring services.

## Corporate Partnerships and Community Fundraising...

Long-term partnerships were central to our success. For example, **Waterside Holiday Group**, our charity partner since 2022, have **raised £15,000 each year** through community-focused events, including a 30-mile hike, seasonal bake-offs, and a unique Staff Job Swap Day.



**Waterside Holday Group Fundraising Walk - August 2023**

**Hall & Woodhouse's** partnership with Dorset Mind, established in 2021, was driven by a deep sense of commitment from their pubs, which experienced tragic losses to suicide during the pandemic. This heartfelt dedication has led to significant fundraising, **with £16,059.23 raised** in 2023–24 alone. This support included £190 for suicide intervention training, £6,869.23 from individual pub fundraising, and £9,000 from the November 2023 Charity Day, where profits were shared across 17 local Minds across the Southwest. Dorset Mind's staff helped coordinate the collection across 14 participating pubs, a logistical undertaking that reinforced community ties and raised awareness of mental health support in the region.



**Nick Rowe and Linda O'Sullivan at the Royal Lion Hotel, Lyme Regis**




**Holly Roser and Evie Battistini outside the Old Granary, Wareham**

**Trethowans**, another key partner, committed to raising £8,000 annually from 2022 to 2025. They exceeded this goal in 2023, **generating £8,457** through activities like June's 2023 National 3 Peaks Challenge. Their dedication to fundraising is evident as all staff across the chain of Solicitors are encouraged to actively participate in fundraising and supporting local causes. This year, our Bournemouth and Poole partners raised the majority of their donations through in-house fundraising activities.




**Trethowans**




**Spike Global**

**Spike Global** was a great example of a one-year partner who fully embraced their £3,000 goal, exceeding it with **over £3,100 raised**. Their team engaged in fundraising events like the Bournemouth Bay Run and Sherborne Country Fair, participated in community projects like allotment gardening for mental wellness, and led beach clean-ups to support environmental and mental health. Spike also created mental health resources, making their support impactful and deeply community focused.

A highlight of Dorset Mind's fundraising efforts in 2023 was **The Jurassic Coast Challenge** in May 2023, which drew an enthusiastic participation from 27 people, including partners like Circle Health Group and Aaron Keith from Sentinel Fire & Security Solutions. The challenge was the first time we invested in becoming a Challenge partner, which proved a shrewd investment as **we raised £20,251.21** (plus Gift Aid).

The top fundraising campaign, however, was the **National 3 Peaks Challenge** on June 17–18th, where 36 participants including Ambassador Ty Temel, were led by a team including Coach Pickles and Kelly Smith supported by Nomad Mountaineering, **raised an impressive £22,064.86** (plus Gift Aid). The team tackled Ben Nevis, Scafell Pike, and Snowdon, facing logistical challenges that added to the memorable experience. This event holds special poignancy as Coach Pickles, a key supporter and friend, sadly passed away in a climbing accident last November. His contribution to this challenge and community remains an inspiring part of our journey.

Through such collaborations and the unwavering commitment of our supporters, Dorset Mind has been able to continue vital mental health services across Dorset.

**Thank you to every one of our charity partners and supporters who helped make this achievement possible – we couldn't have done this without your incredible efforts!**

The impact of your fundraising helping provide effective support at the right time can be summarised by this quote received from a Triage client in January 2024, who was seen the very next day, rather than wait for almost a month to see her doctor:

**"Caroline was fantastic at balancing listening, understanding and responding effectively with the right things that needed to be said and addressed. She gave reassurance of her role, the support she is able to give and the support she can refer me to. Brilliant!"**

# How we spent our money...

**In 2023/24 we spent £1,329,154 on our work to make sure that people in Dorset with a mental health problem get support and respect.**

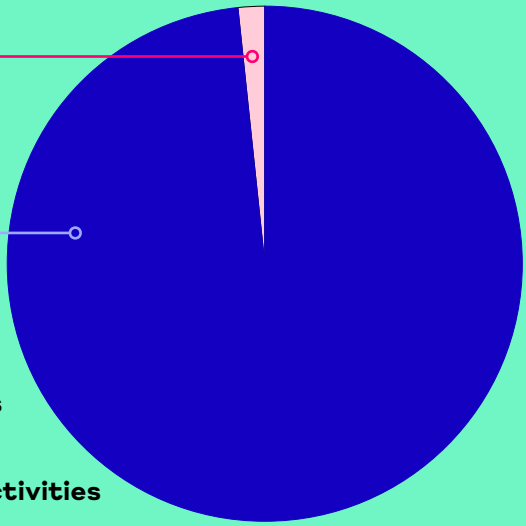
Of this, £1,309,002 was spent on charitable activities – that is, costs incurred by Dorset Mind in the delivery of activities and services for our beneficiaries.

The cost of raising funds, managing investments and costs incurred in trading activities was £20,152.

**The Trustees continue to closely scrutinize the charity's expenditure on a monthly basis, ensuring careful oversight and accountability.**

**£20,152** (1.5%)
**Raising Funds**

**£1,329,154** (98.5%)
**Charitable Activities**






**This means that for every pound donated to Dorset Mind, 85p goes directly towards supporting people with mental health problems.**

**This figure takes into account the cost of fundraising and all core wages.**

## Governance

**These measures ensure that our Board of Trustees are able to oversee our Strategy, that our Strategy is fit for purpose, that we have all the right policies, procedures, checks and balances to ensure we operate legally, safely and manage our risks and finances in the best way possible.**

## Risk

**Risk was managed by the Risk, Finance and Quality Sub-Committee. They met regularly to review the Risk Register and the Red Flag Risks. 2022/23 saw the charity consider the risks of Business Continuity in the aftermath of Covid, heading into the Cost of Living Crisis with consideration for finance, key staff roles, and ICT.**

**The charity's reserves were allocated according to the risk profile and amended following sub-committee meetings.**

## Reserves Policy

**The Board of Trustees examined the Charity's requirements for reserves in light of the main risks to the organisation. It established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the Charity should be equal to the amount required to address the red flags as determined by the Risk, Finance and Quality Sub-Committee - which was £268,000 at the year-end.**

**Unrestricted reserves are held for the following purposes:**

- **To maintain services through periods of reduced funding and cash flow;**
- **To develop new projects;**
- **To pay redundancy and recruitment costs; and**
- **To respond to adverse incidents.**

**At the year end the charity held total unrestricted reserves (excluding designated funds) of £105,303 (2022/23: £195,928 and 2021/22: £261,018) and restricted reserves of £50,238 (2022/23: £321,873 and 2021/22: £186,640).**

**The charity aims to build its unrestricted reserves back to this target after a tough financial year.**

# Central Operations

**Spring 2023 saw the arrival of our much-awaited Mind Quality Mark assessment (MQM). Every Local Mind that is part of the Mind Federation goes through the same quality assurance process in order to carry the Mind Quality Mark, shown below.**

We were measured against 116 indicators, covering areas such as Leadership and Governance, HR and Services and People. Mind assessors look at every aspect of the charity to see that we align with Mind standards.

We officially passed this assessment in October 2023 and were subsequently awarded as winners for how we developed our strategy at the 2023 Mind Excellence Awards. Mind recognised that we had a different approach – that involved everyone in the charity, from Trustees to volunteers, getting involved with reshaping our culture.

TMind said, "Tearing up the book of how something is traditionally done can transform the end product far beyond what may have been anticipated at the outset. The CEO is highly commended for having the courage and vision to challenge the status quo, and to take colleagues from all levels within the organisation on a different journey."

**Central Operations Statistics:**

**No. Fire Wardens:**
**6**

**No. of First Aiders:**
**8**

**Complaints received:**
**2**

**Health and Safety Incidents:**
**0**




**John Nevin with our Mind Execellence Award for Strategy**

Pictured here is John, our Group Facilitator and Mentoring Minds Coordinator, who collected the award on our behalf. John also coined the term 'HOPE' as an acronym for our values – Honest, Open, Passionate and Experience.

We continued to follow our 3-year strategy (2023-2025), evaluating current practices and policies and improving them. The strategy encouraged new ways of working to be introduced, especially within the People pillar.

This led to a collaborative working group designing a new Code of Conduct with staff, volunteer and trustee input. By December 2023 all employees had completed a Gallup Strengths assessment, allowing conversations to focus on a person's top strengths.

This complemented the implementation of our Annual Review process, encouraging discussions between staff and their manager to focus on strengths, charity values, goals and personal and professional development.

mind Quality Mark

# Thank Yous...



**We can't do what we do without the support of many special people – our incredible volunteers, businesses, charity partners, fundraisers, organisations and grant-making bodies.**

**Thank you for all you do. You help us change lives, and in some cases, save lives.**

**A massive 'thank you' to you all on behalf of our Trustees, CEO and Staff - and every adult and young person we support in their journey towards better mental health.**

**A special thank you to our funders for supporting us:**

Asda Foundation, Alice Ellen Cooper Dean, BBC Children in Need, BCP Community Hub, Biz Give New Energy, Bournemouth Rotary Club, Cash for Kids, East Dorset Local Alliance Group, Felicity Wilde Trust, GF Erye Charitable Trust, Incorporated Bournemouth Free Church Council, MJB Charitable Trust, National Lottery, Morrisons, National Mind, North Dorset Local Alliance Group, The Office of the Police and Crime Commissioner, Pavers Foundation, Purbeck Local Alliance Group, Scheier Foundation, Simon Digby Charitable Trust, Sovereign House, Stella Symons, West Dorset Local Alliance Group.

This year, we said a very fond goodbye to our Patron Angus Campbell, who also stepped down from his role as His Majesty's Lord-Lieutenant, and Ken Heap, our Chair of Trustees. Both have played an important part in Dorset Mind's evolution, and we'd like to thank them for their considerable contribution. Ken served our charity for nine years and, as Chair, steered it from operating as a small Bournemouth-centric charity to a truly Dorset-wide organisation.

# Our People

**Board of Trustees:**

Ken Heap, Chair (to 28th March 2024)

Laurence Mynors-Wallis, Co-Chair (from 28th March 2024)

Charles Alberts, Co-Chair (from 28th March 2024)

Karen Butcher (from 22nd May 2024)

Samual Crompton (from 22nd May 2024)

Maria Evans

Calvin Glen

Elaine Hurll (from 22nd May 2024)

Dr Ros Maycock (Safeguarding Lead)

Jonathan Wooten (from 22nd May 2024)

**CEO:** Linda O'Sullivan

**Treasurers:** Claire Wait (to 18 July 2023) Ben Lawes (from 26 July 2023)

**Patron:**

Dr Andrew Mayers – Principal Academic, Bournemouth University



**Ambassadors:**

Chandy Green

Chris Tshuma

Craig Eldridge

Lucy Lewis

Megan Whitehead

Natalie Merry

Toby Kenneally

Ty Temel

**Professional Advisors:**

Human Relations: Peninsula Business

Health and Safety: Sirius Business Services Ltd

B & G Fire Alarms

Management Accounts: Leigh Wiltshire, Ekeshire

IT Management: Comms UK Ltd

Insurers: Arthur J Gallagher Insurance

Independent Examiners: Edwards and Keeping Limited

Bankers: CAF Bank Ltd, 25 Kings Hill Avenue, West Malling ME19 4TA

# Mind Dorset

## We are Dorset Mind. We won't give up until everyone experiencing a mental health problem in Dorset gets support and respect.

**To donate to our work and help us support local people in Dorset, visit: https://dorsetmind.uk/donate**

**Dorset Mind Head Office (not open to the public):**

**8 Stratfield Saye,**
**20-22 Wellington Road**
**Bournemouth.**
**Dorset.**
**BH8 8JN.**

**Facebook:** @DorsetMindOfficial, @EcoinMindDorset

**Instagram:** @dorsetmind, @teamdorsetmind @ecoinmind_dorset,

**LinkedIn:** Dorset Mind

**Twitter:** @dorsetmind,

**YouTube:** @DorsetMind



**#getdorsettalking**

**dorsetmind.uk**

mind Quality Mark

FR REGULATOR

Dorset Mind is a registered charity No. 1108168 and is registered in England as a company limited by guarantee No. 5333018. **DM422**

Company registration number: 5333018
Charity registration number: 1108168

# Dorset Mind

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2024




SATURDAY

*ADIFTKEO*
A11 21/12/2024 #3
COMPANIES HOUSE

# Dorset Mind

## Contents


| | |
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# Dorset Mind

## Trustees Report

## Reference and Administrative Details

| | |
|---|---|
| **Registered Office** | 8 Stratfield Saye<br>20 - 22 Wellington Road<br>Bournemouth<br>BH8 8JN |
| **Company Registration Number** | 5333018 |
| **Charity Registration Number** | 1108168 |
| **Bankers** | CAF Bank<br>25 Kings Hill Avenue<br>West Malling<br>ME19 4TA |
| **Accountants** | Edwards and Keeping Limited<br>Unity Chambers<br>34 High East Street<br>Dorchester<br>Dorset<br>DT1 1HA |

**Trustees and officers**

The trustees and officers serving during the year and since the year end were as follows:

| | |
|---|---|
| Trustees: | Kenneth Heap (Chair) B.A., Adv Dip Crim., CGET, F.Syl (resigned 28 March 2024) |
| | Charles Alberts (Co-Chair) MSc, CMgr, MCMI, CertCII |
| | Dr Laurence Mynors-Wallis (Co-Chair) MA, DM, MRCP, FRCPsych |
| | Ben Lawes (Treasurer) (appointed 18 July 2023) |
| | Maria Evans |
| | Dr Rosalind Maycock BM |
| | Calvin Billingon-Glen |
| | Claire Wait (Treasurer) FCCA, DChA (resigned 18 July 2023) |
| | Catherine Deakin (resigned 17 October 2023) |
| | Robert Rutherford (resigned 8 November 2023) |
| | Anna Windett (resigned 31 December 2023) |
| | Ian Prankerd MAAT, MinstLM, FIAB (resigned 31 January 2024) |
| | Samuel Crompton (appointed 22 May 2024) |
| | Jonathan Wootten (appointed 22 May 2024) |
| | Elaine Hurll (appointed 22 May 2024) |
| | Karen Butcher (appointed 22 May 2024) |
| Chief Executive Officer: | Linda O'Sullivan |

# Dorset Mind

## Trustees Report

**Statement of trustees' responsibilities**

The trustees (who are also the directors of Dorset Mind for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees have produced a separate 2023/24 Annual Report for Dorset Mind which incorporates the necessary narrative information required by the Statement of Recommended Practice.

The annual report was approved by the trustees of the charity on 18 December 2024 and signed on its behalf by:

| | | |
|---|---|---|
| ..... | ..... | ..... |
| Charles Alberts (Co-Chair) MSc, CMgr, MCMI, CertCII Trustee | Dr Laurence (Co-Chair) MA, FRCPsych Trustee | Mynors-Wallis DM, MRCP, Ben Lawes (Treasurer) Trustee |

# Dorset Mind

## Independent Examiner's Report to the trustees of Dorset Mind ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

**Responsibilities and basis of report**

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

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

**Independent examiner's report**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants, which is one of the listed bodies.
I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:
(1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
(2) the accounts do not accord with those accounting records; or
(3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
(4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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

.....
Sarah Hough FCA

Edwards and Keeping Limited

Unity Chambers
34 High East Street
Dorchester
Dorset
DT1 1HA

20 December 2024

## Dorset Mind

# Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account)

| | Note | Unrestricted funds £ | Restricted funds £ | Total 2024 £ |
|---|---|---|---|---|
| **Income and Endowments from:** | | | | |
| Voluntary income | 2 | 374,284 | 126,984 | 501,268 |
| Charitable activities | 3 | 462,016 | - | 462,016 |
| Investment income | 4 | 3,610 | - | 3,610 |
| Total Income | | 839,910 | 126,984 | 966,894 |
| **Expenditure on:** | | | | |
| Raising funds | 5 | (20,152) | - | (20,152) |
| Charitable activities | 6 | (910,383) | (398,619) | (1,309,002) |
| Total Expenditure | | (930,535) | (398,619) | (1,329,154) |
| Net expenditure | | (90,625) | (271,635) | (362,260) |
| Net movement in funds | | (90,625) | (271,635) | (362,260) |
| **Reconciliation of funds** | | | | |
| Total funds brought forward | | 195,928 | 321,873 | 517,801 |
| Total funds carried forward | 16 | 105,303 | 50,238 | 155,541 |

The notes on pages 9 to 19 form an integral part of these financial statements.

# Dorset Mind

## Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account)

| | Note | Unrestricted funds £ | Restricted funds £ | Total 2023 £ |
|---|---|---|---|---|
| **Income and Endowments from:** | | | | |
| Voluntary income | 2 | 298,920 | 596,053 | 894,973 |
| Charitable activities | 3 | 469,107 | - | 469,107 |
| Investment income | 4 | 2,060 | - | 2,060 |
| Total income | | 770,087 | 596,053 | 1,366,140 |
| **Expenditure on:** | | | | |
| Raising funds | 5 | (15,992) | - | (15,992) |
| Charitable activities | 6 | (809,201) | (460,820) | (1,270,021) |
| Total expenditure | | (825,193) | (460,820) | (1,286,013) |
| Net (expenditure)/income | | (55,106) | 135,233 | 80,127 |
| Net movement in funds | | (55,106) | 135,233 | 80,127 |
| **Reconciliation of funds** | | | | |
| Total funds brought forward | | 251,034 | 186,640 | 437,674 |
| Total funds carried forward | 16 | 195,928 | 321,873 | 517,801 |

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2023 is shown in note 16.

# Dorset Mind

(Registration number: 5333018)
Balance Sheet as at 31 March 2024

| | Note | 2024 £ | 2023 £ |
|---|---|---|---|
| **Fixed assets** | | | |
| Tangible assets | 11 | 9,052 | 17,538 |
| Debtors | 12 | | |
| - due within one year | | 54,446 | 74,624 |
| Cash at bank and in hand | | 153,708 | 467,808 |
| | | 208,154 | 542,432 |
| **Creditors: Amounts falling due within one year** | 13 | (61,665) | (42,169) |
| **Net current assets** | | 146,489 | 500,263 |
| **Net assets** | | 155,541 | 517,801 |
| **Funds of the charity:** | | | |
| **Restricted income funds** | | | |
| Restricted funds | | 50,238 | 321,873 |
| **Unrestricted income funds** | | | |
| Unrestricted funds | | 105,303 | 195,928 |
| **Total funds** | 16 | 155,541 | 517,801 |

The notes on pages 9 to 19 form an integral part of these financial statements.

## Dorset Mind

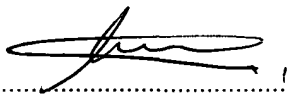
(Registration number: 5333018)
Balance Sheet as at 31 March 2024

For the financial year ending 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

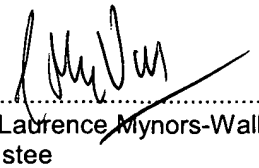
Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements on pages 4 to 19 were approved by the trustees, and authorised for issue on 18 December 2024 and signed on their behalf by:



.....
Charles Alberts (Co-Chair) MSc, CMgr, MCMI, CertCII
Trustee



.....
Dr Laurence Mynors-Wallis (Co-Chair) MA, DM, MRCP, FRCPsych
Trustee



.....
Ben Lawes (Treasurer)
Trustee

# Dorset Mind

## Statement of Cash Flows for the Year Ended 31 March 2024

| | Note | 2024 £ | 2023 £ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Net cash (expenditure)/income | | (362,260) | 80,127 |
| **Adjustments to cash flows from non-cash items** | | | |
| Depreciation | 5 | 8,486 | 7,786 |
| Investment income | 4 | (3,610) | (2,060) |
| | | (357,384) | 85,853 |
| **Working capital adjustments** | | | |
| Decrease in debtors | 12 | 20,178 | 240,970 |
| Increase in creditors | 13 | 17,311 | 7,572 |
| Increase/(decrease) in deferred income | | 2,185 | (272,442) |
| Net cash flows from operating activities | | (317,710) | 61,953 |
| **Cash flows from investing activities** | | | |
| Interest receivable and similar income | 4 | 3,610 | 2,060 |
| Purchase of tangible fixed assets | 11 | - | (13,668) |
| Net cash flows from investing activities | | 3,610 | (11,608) |
| Net (decrease)/increase in cash and cash equivalents | | (314,100) | 50,345 |
| Cash and cash equivalents at 1 April | | 467,808 | 417,463 |
| Cash and cash equivalents at 31 March | | 153,708 | 467,808 |

All of the cash flows are derived from continuing operations during the above two periods.

# Notes to the Financial Statements for the Year Ended 31 March 2024

## 1 Accounting policies

**Summary of significant accounting policies and key accounting estimates**
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

**Statement of compliance**
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)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

**Basis of preparation**
Dorset Mind 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 notes.

Dorset Mind is a registered charity, registration number 1108168, company number 5333018, registered in the United Kingdom. The address of the charity is given in the reference and administrative details on page 1 of these financial statements. The nature of the charity's operations and principal activities are described in the Trustees annual report.

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

**Going concern**
The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

**Income and endowments**
Voluntary income including donations, gifts and grants that provide core funding or are of a general nature is recognised when the Charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

***Grants receivable***

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

***Deferred income***

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

***Charitable activities***

Income from charitable activities includes income recognised as earned (as the related services are provided).

**Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

***Raising funds***

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

***Charitable activities***

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Governance costs**

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

**Irrecoverable VAT**

Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

**Taxation**

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**Tangible fixed assets**
Individual fixed assets are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

**Depreciation and amortisation**
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

| Asset class | Depreciation method and rate |
|---|---|
| Computer equipment | 3 years straight line basis |
| Office equipment and fixtures | 5 years straight line basis |

**Trade debtors**
Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

**Cash and cash equivalents**
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

**Trade creditors**
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

**Fund structure**
Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

**Pensions and other post retirement obligations**
The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

## 2 Income from donations

| | Unrestricted funds General £ | Restricted funds £ | Total 2024 £ | Total 2023 £ |
|---|---|---|---|---|
| Donations and legacies; | | | | |
| Appeals and donations | 323,930 | - | 323,930 | 292,395 |
| Grants, including capital grants; | | | | |
| Grants received | 50,354 | 126,984 | 177,338 | 602,578 |
| | 374,284 | 126,984 | 501,268 | 894,973 |

## 3 Income from charitable activities

| | Unrestricted funds General £ | Total 2024 £ | Total 2023 £ |
|---|---|---|---|
| Contract income | 433,855 | 433,855 | 414,547 |
| Provision of training | 18,796 | 18,796 | 45,084 |
| Provision of counselling | 8,940 | 8,940 | 9,301 |
| Trading income | 425 | 425 | 175 |
| | 462,016 | 462,016 | 469,107 |

## 4 Investment income

| | Unrestricted funds General £ | Total 2024 £ | Total 2023 £ |
|---|---|---|---|
| Interest receivable and similar income; | | | |
| Interest receivable on bank deposits | 3,610 | 3,610 | 2,060 |

## 5 Expenditure on raising funds

### a) Fundraising expenditure

| | Note | Unrestricted funds General £ | Total 2024 £ | Total 2023 £ |
|---|---|---|---|---|
| Other direct costs | | 20,152 | 20,152 | 15,992 |

## 6 Expenditure on charitable activities

| | Total 2024 £ | Total 2023 £ |
|---|---|---|
| Wages and salaries | 1,081,115 | 998,301 |
| Service delivery costs | 36,070 | 36,264 |
| Staff costs (HR Support, travel expenses, staff training etc.) | 29,880 | 25,713 |
| Office expenses | 35,120 | 51,927 |
| Premises costs | 54,371 | 56,315 |
| Sundry expenses including irrecoverable VAT | 11,738 | 17,536 |
| Subscriptions and affiliation fees | 1,678 | 1,918 |
| Advertising and promotion | 4,248 | 7,923 |
| Professional fees | 43,758 | 31,578 |
| Bank charges | 1,859 | 1,010 |
| Staff welfare | - | 30,000 |
| Depreciation | 8,486 | 7,786 |
| Governance costs (see note below) | 679 | 3,750 |
| | 1,309,002 | 1,270,021 |

### Governance costs

| | Unrestricted funds General £ | Total 2024 £ | Total 2023 £ |
|---|---|---|---|
| Audit fees | | | |
| Audit of the financial statements | - | - | 3,750 |
| Independent Examiner's remuneration | 650 | 650 | - |
| Trustees expenses | 29 | 29 | - |
| | 679 | 679 | 3,750 |

### 7 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year. One trustee received reimbursed expenses totalling £29 (2023: £Nil).

No trustees have received any other benefits from the charity during the year.

### 8 Staff costs

The aggregate payroll costs were as follows:

| | 2024<br>£ | 2023<br>£ |
|---|---|---|
| **Staff costs during the year were:** | | |
| Wages and salaries | 995,682 | 960,945 |
| Social security costs | 70,778 | 20,551 |
| Pension costs | 14,655 | 16,805 |
| | 1,081,115 | 998,301 |

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

| | 2024<br>No | 2023<br>No |
|---|---|---|
| | 53 | 56 |

The number of employees whose emoluments fell within the following bands was:

| | 2024<br>No | 2023<br>No |
|---|---|---|
| £60,001 - £70,000 | 1 | 1 |

The total employee benefits of the key management personnel of the charity were £191,133 (2023 - £185,965).

### 9 Net incoming/outgoing resources

Net (outgoing)/incoming resources for the year include:

| | 2024<br>£ | 2023<br>£ |
|---|---|---|
| Audit fees | - | 3,750 |
| Depreciation of fixed assets | 8,486 | 7,786 |
| Independent examiners fee | 650 | - |
| Operating leases - computer sofware | 5,508 | 4,870 |

### 10 Taxation

The company is a registered charity and it's activities are therefore exempt from taxation.

### 11 Tangible fixed assets

| | Office and computer equipment £ |
|---|---|
| **Cost** | |
| At 1 April 2023 | 50,169 |
| At 31 March 2024 | 50,169 |
| **Depreciation** | |
| At 1 April 2023 | 32,631 |
| Charge for the year | 8,486 |
| At 31 March 2024 | 41,117 |
| **Net book value** | |
| At 31 March 2024 | 9,052 |
| At 31 March 2023 | 17,538 |

### 12 Debtors

| | 2024 £ | 2023 £ |
|---|---|---|
| Trade debtors | 27,566 | 14,611 |
| Prepayments and accrued income | 26,467 | 58,889 |
| VAT recoverable | 413 | 1,124 |
| | 54,446 | 74,624 |

Debtors includes £Nil (2023: £600) receivable after more than one year.

### 13 Creditors: amounts falling due within one year

| | 2024 £ | 2023 £ |
|---|---|---|
| Trade creditors | 23,154 | 6,784 |
| Other taxation and social security | 17,677 | 17,630 |
| Pension scheme creditor | 3,633 | - |
| Accruals | 11,006 | 13,745 |
| Deferred income | 6,195 | 4,010 |
| | 61,665 | 42,169 |

### 14 Pension and other schemes

**Defined contribution pension scheme**

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £14,655 (2023 - £16,805).

Contributions totalling £3,633 (2023: £nil) were outstanding at the year end and are included in creditors.

### 15 Commitments

**Leasing commitments**

The charity has entered into operating leases for offices and equipment.
The total amount contracted for but not provided in the financial statements was £18,343 (2023 - £43,950).

**16 Funds**

| | As restated Balance at 1 April 2023 £ | Incoming resources £ | Resources expended £ | Balance at 31 March 2024 £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| ***General*** | | | | |
| Unrestricted fund | 195,928 | 839,910 | (930,535) | 105,303 |
| **Restricted funds** | | | | |
| Active monitoring | 31,500 | 14,000 | (45,500) | - |
| Adult 'The Gap' | 496 | - | (496) | - |
| The Dorset Community Mental Health Alliance | 63,630 | 28,000 | (91,630) | - |
| Training | 1,240 | - | (1,240) | - |
| Men in mind | 3,505 | - | (3,505) | - |
| Peer support | 9,386 | - | (9,386) | - |
| Winter resilience fund | 175,649 | - | (175,649) | - |
| Youth appeal | 13,586 | - | (13,586) | - |
| Ukraine support | 4,881 | - | (4,881) | - |
| Training, empowering minds | 18,000 | - | (18,000) | - |
| Waiting well | - | 70,000 | (31,962) | 38,038 |
| Mentoring and support | - | 14,984 | (2,784) | 12,200 |
| **Total restricted funds** | 321,873 | 126,984 | (398,619) | 50,238 |
| **Total funds** | 517,801 | 966,894 | (1,329,154) | 155,541 |

## Notes to the Financial Statements for the Year Ended 31 March 2024

| | Balance at 1 April 2022 £ | Incoming resources £ | Resources expended £ | Balance at 31 March 2023 £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| ***General*** | | | | |
| Unrestricted fund | 251,034 | 770,087 | (825,193) | 195,928 |
| **Restricted** | | | | |
| Active monitoring | - | 63,250 | (31,750) | 31,500 |
| Adult employment project | 2,802 | 3,314 | (6,116) | - |
| Adult 'The Gap' | - | 21,336 | (20,840) | 496 |
| Adult groups | 2,591 | - | (2,591) | - |
| Adult befriending | 4,084 | 3,000 | (7,084) | - |
| CRM Project | 7,390 | 9,002 | (16,392) | - |
| The Dorset Community Mental Health Alliance | 41,112 | 47,500 | (24,982) | 63,630 |
| Poole running group | 285 | - | (285) | - |
| Training | - | 3,600 | (2,360) | 1,240 |
| Men in mind | - | 4,534 | (1,029) | 3,505 |
| Peer support | - | 15,852 | (6,466) | 9,386 |
| Winter resilience fund | - | 275,000 | (99,351) | 175,649 |
| Youth appeal | 128,376 | 111,665 | (226,455) | 13,586 |
| Ukraine support | - | 5,000 | (119) | 4,881 |
| Training, empowering minds | - | 18,000 | - | 18,000 |
| Lloyds foundation | - | 15,000 | (15,000) | - |
| **Total restricted funds** | 186,640 | 596,053 | (460,820) | 321,873 |
| **Total funds** | 437,674 | 1,366,140 | (1,286,013) | 517,801 |

### 17 Analysis of net assets between funds

| | Unrestricted funds General £ | Restricted funds £ | Total funds at 31 March 2024 £ |
|---|---|---|---|
| Tangible fixed assets | 9,052 | - | 9,052 |
| Current assets | 157,916 | 50,238 | 208,154 |
| Current liabilities | (61,665) | - | (61,665) |
| Total net assets | 105,303 | 50,238 | 155,541 |

| | Unrestricted funds General £ | Restricted funds £ | Total funds at 31 March 2023 £ |
|---|---|---|---|
| Tangible fixed assets | 17,538 | - | 17,538 |
| Current assets | 220,559 | 321,873 | 542,432 |
| Current liabilities | (42,169) | - | (42,169) |
| Total net assets | 195,928 | 321,873 | 517,801 |

### 18 Related party transactions

There were no related party transactions in the year.

**DORSET MIND**

England & Wales - Charity number 1108168

# Accounts



mind Dorset

# Dorset Mind Impact Report

## 2022-2023

dorsetmind.uk • # getdorsettalking

# 1-2-1 & Group Support

# Information & Signposting

# Education

# Volunteering



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# An introduction from our CEO, Linda O'Sullivan

**Change is a constant, yet the one thing that has not changed since I joined the charity over 20 months ago, has been that the unwavering support of our supporters continues to inspire me, as even post covid and throughout the current cost of living crisis, our supporters keep giving to enable us to continue supporting people across Dorset.**

I have been inspired by the Dorset Mind Community from day one. You will never meet a more determined, dedicated, and creative group. That is true of everyone - from our staff to our supporters, Trustees, Ambassadors, and volunteers.

And it is especially true of all the people who have shared their experiences with us to help inspire other people to get the support they need – and deserve. Repeatedly as CEO, I've seen that when people share what they have been through, it gives others the confidence to speak up and open up. Over time, this will make mental health everybody's business and break down the stigma to help us to normalise the mental health conversation.




This past year the demand for mental health support was faced with another challenge that should not be underestimated - the impact that fuel poverty and the cost-of-living crisis has had on our communities. Combined, these two factors have had a major impact on local people's mental health, and we know that as an agenda, we must address these in partnership as we cannot do this alone.

This year, Dorset Mind developed a new strategy with a focus on partnership working and we are exciting at the developments ahead, although as we settle into a new way of working it is evident that the pandemic is still having a significant effect on people's mental health and there is still much to do.

Yet despite the tough conditions, we have been determined to continue to make a difference and have expanded our reach across the county by providing essential face-to-face services, online access to 1-2-1 support including Active Monitoring and Counselling. These were supported with the launch of our new simplified website which included a focus on accessibility – automation of application and contact forms, and the user/support journey.

Looking ahead, Dorset Mind will launch a transformational strategy for the next 3 years for adults and young people and will keep responding to the biggest threats to mental health. And I look forward to seeing the remarkable achievements that come next.

I would like to thank everyone I have had the privilege to work with over the past 20 months and I look forward to the next steps with our amazing charity that is Dorset Mind.

**Linda O'Sullivan, CEO, Dorset Mind.**



# Reflection from our Chair, Board of Trustees, Ken Heap

**Last year I wrote about the ravages of Covid that impacted people's physical and mental wellbeing and Dorset Mind's work to help individuals and communities navigate their way through by developing personal support, guidance and growing personal resilience.**

This year has witnessed additional difficult challenges due to the cost-of-living impact which affects us all, but especially the charity sector, as we continue to help people and communities across the county.

We are extremely grateful to continue to receive help and support from our friends and patrons which ensures our continued work within communities.

More than ever before, the charity sector is beginning to build upon solid foundations and work together in partnership, to deliver a much more joined up approach to support those in need.

As part of this formal approach to partnership working, we are delighted to be a working cog in the 'Integrated Care System' bringing together, in partnership, the voluntary/charity sector, the NHS, and our local and county councils.

This is in its early stages but the promise of major parties working together and not working in conflict is not only exciting but a utopian position to help deliver the best possible care across Dorset.

The Dorset Mind Board will as always continue to ensure that people and communities in need are our number one priority.

At the time of writing, this will be my last annual report as Chair of Dorset Mind, a position I have held for the past seven years.

The Board regularly and rightly ensure each member has a tenure of time in post thereby ensuring that new ideas, skills and energy refresh our thinking and ambitions.

I have been honoured to have served our charity for in total some nine years and have been part of its move from a small Bournemouth-centric charity to a truly Dorset-wide organisation which is now laying foundations to work across county boundaries in very rural communities to ensure that we can offer services to as many people as possible.

I would like to take this opportunity to say thank you to you all, whether as employees, past employees, supporters, ambassadors, volunteers and most importantly the individuals that work with us in this constant battle to attain the best physical and mental wellbeing possible.

**Ken Heap, Chair,**
**Board of Trustees, Dorset Mind**

# Comments from our Patrons...



**This has been another incredibly challenging year for many people. That's why I am encouraged that Dorset Mind, once again, has stepped up to meet those needs.**

I am delighted see services being developed and new ones introduced. I am especially excited to see the new group supporting men in partnership with AFC Bournemouth's Community Sports Trust. All too often men do not seek the help they need or have access to services when they do. The new Dorset Mind group helps address that.

It is also brilliant to see our Active Monitoring 1-2-1 service continuing to grow and provide support across Dorset for adults and young people through an increasing number of GP surgeries.

An important strength of Dorset Mind is being at the right conversations with the organisations involved in restructuring mental health services in Dorset, such as NHS Dorset and Dorset Healthcare, and the charity has continued to strengthen its contribution and build partnerships in order to do so.

Dorset Mind continues to support young people across the county with a range of 1-2-1 and group services - it will continue to be a key focus area for us moving forward. We have had particular success in our Eco in Mind ecotherapy support that works closely with schools to help students that are not attending school – these groups continue to support mental health using sustainable horticulture and creative projects.

I look forward to seeing how Dorset Mind will continue to be a major force in supporting mental health across Dorset next year.

**Dr Andy Mayers, Principal Academic at Bournemouth University**



**As I wrote last year, it is clear the cost-of-living crisis that followed on from the pandemic was the cause of additional serious mental health challenges. The enforced social isolation and stress caused by Covid itself has been built on by the financial challenges of many families.**

This was particularly so as far as it affected young people. I am so pleased that this has been recognised and is being continually tackled by Dorset Mind.

The mental health damage done, particularly to those in their formative years, can be very debilitating as far as an individual's future life chances are concerned and I am impressed to see Dorset Mind evolving and expanding their impact on those affected.

It is encouraging to see the increasingly imaginative work of Dorset Mind as it tackles the current issues and challenges for those in Dorset who are vulnerable at such a difficult time.

As we look forward to the next twelve months, I am confident that Dorset Mind will continue to evolve ways to spot further opportunities to recognise, help and support those in need of their excellent services

**Angus Campbell, His Majesty's Lord-Lieutenant**

# Our Vision, Purpose and Aim

## Our Vision:

**A community where living with and talking about Mental Health becomes acceptable for everyone.**

## Purpose:

**We connect minds: We bring people together to make change in their communities.**

**We change minds: We speak out and demand better from policymakers and the public.**

**We support minds: We deliver life-changing support.**

## Our Aim:

**We will connect minds by working in partnership and through communities.**

**We will continue to change minds across the county.**

**We will develop our offer to support minds in order to reduce the postcode inequality and inequity for access.**

# Our Impact

## Across Dorset, we reached

# 14,351 people

## with DIRECT support!

### Helping:

**3,339 Adults**
with 1-2-1 and group wellbeing support

**720 Adults**
with email signposting and information

**1,462 Children & Young People**
with 1-2-1 and group wellbeing support

**8 Parents**
With a wellbeing workshop

### Training:

**1,799 Delegates**
were educated by our Training Team

**89 People**
attended our first educational conference

### Speaking:

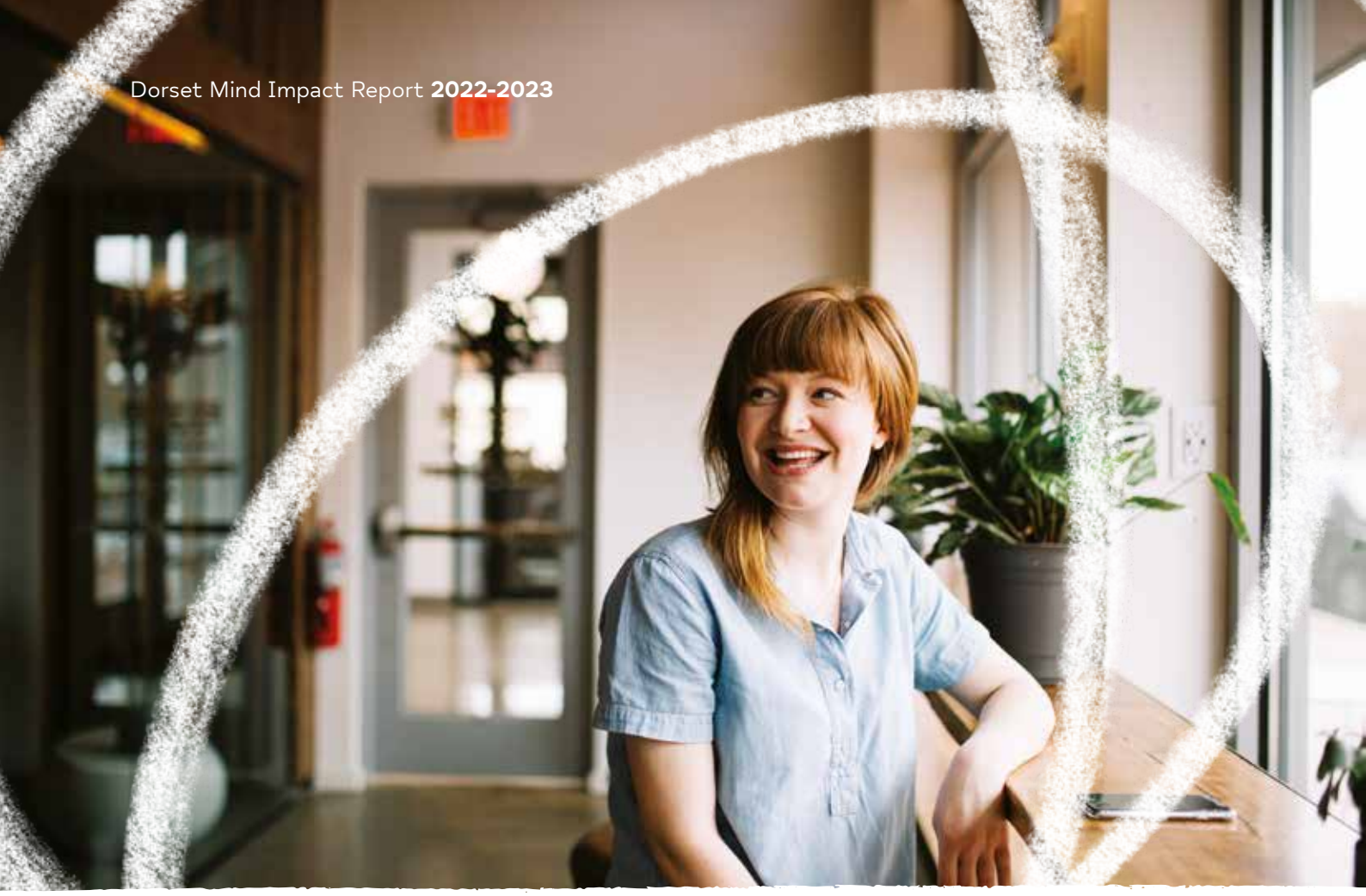
**6,809 People**
were helped at events by listening and providing information and/or signposting

### Volunteering:

**133 People**
generously gave their time to help us make a difference



# What we did



# Operations - Adult Services

## Active Monitoring

**Active Monitoring is Dorset Mind's flagship service, providing 1-2-1 support for adults and young people, accessed through GP Surgeries and in the community at The Lantern Trust, Weymouth.**

During this financial year, two additional Primary Care Networks (PCNs – groups of GP surgeries) were added to deliver Active Monitoring. Overall, the team worked across seven PCNs, namely South Coast Medical Group, Bournemouth Central, Poole Central, North Bournemouth, North Poole, Purbeck, and Weymouth & Portland.

We now have ten Active Monitoring Practitioners in the team working across thirty-five GP surgeries.

Due to finance commitments, Shore Medical PCN had to complete their contracts with Active Monitoring. However, we had some key achievements with them that positively impacted our future PCN collaborations:

* We started with a 3-month pilot and delivered Active Monitoring for over three years.
* Patients accessed early intervention with short waiting times, with an average wait of 7-10 working days.
* Our Adult Active Monitoring service facilitated the development of two other services within the PCNs across Dorset: Children and Young People (CYP) Active Monitoring, and the Triage Service, which employed over twenty staff and volunteers throughout its lifetime.
* The GP return rate for patients who received Active Monitoring support remained as low as 11%.

## The Lantern Trust Partnership:

- We partnered with The Lantern Trust in Weymouth, for a one-year pilot project to offer Active Monitoring sessions in a community setting for their participants and all Weymouth and Portland residents.
- We have engaged with 174 participants (since the project started in February 2023).
- This community-based project is unique in that it offers CYP and Adult Active Monitoring to any Weymouth or Portland resident via an online self-referral form.
- Our Practitioners delivered this service online and face-to-face.



**David Sutherland, Active Monitoring Team Leader at the Lantern Trust**

**1,329**
**adults and young people supported over 12 months**

**The service had**
**3,570**
**attendances in 12 months**

**80.1%**
**of participants had a reduction in depression symptoms (PHQ-9) (PHQ-9 scores showed a significant improvement, from 11 to 7).**



**77.1%**
**of participants had a reduction in anxiety symptoms (GAD-7 scores showed a significant improvement, from 10 to 7).**

**80.6%**
**of participants had a reduction in their wellbeing symptoms (WEMWBS scores showed a significant improvement, from 35 to 45).**

**98.6%**
**of participants surveyed recommended Dorset Mind's Active Monitoring Service (From 204 out of 207 responses).**

## Active Monitoring Feedback

**I was hesitant and even slightly skeptical to begin with. However, realising I could open up and speak honestly about my mental state and feelings, I should have done this much sooner.**

**I believe it is the best decision I've made in decades. I am more equipped now with the right tools.** Active Monitoring Client, December 2022

**For me, the whole experience of getting support with my mental health and well-being has been refreshing after a tough year of restrictions and lack of connection with other people. I was initially a bit unsure of what Active Monitoring would be like as appose to counselling and CBT that I've had in the past and benefited from. I was unsure due to the length of support I would receive each week as each call would only be 20 minutes long and I wasn't sure if that time would be long enough to get a lot out of it.**

**However, I was pleasantly surprised that I got a lot out of talking to another person and be able to offload my problems and just simply talk them through. And also to be able to have a fresh pair of ears and eyes to look at the situation from a clean perspective of not being involved or knowing people.**

Active Monitoring Client, May 2022

**I wanted to take the time and thank you for assigning me my Active Monitoring practitioner. I have looked forward to our calls every week. She not only displayed all the values of Dorset Mind but supported me to get the best out of the tools and exercises available.**

**The practitioner used her obvious life knowledge to support and guide me and just generally took an interest and gave me tips which would see me benefit in so many ways mentally and physically. Looking at myself from before we started to now is a massive difference and I credit my practitioner with supporting me to make the changes in need to.**

**My hat goes off to the practitioner who genuinely cared about me and my well-being.**

**Thank you to my practitioner and to you all at Dorset Mind.**

Active Monitoring Client, March 2023



**A special 'thank you' to our service delivery partners:**

**Bournemouth Central PCN, North Bournemouth PCN, North Poole PCN, Poole Central PCN, Purbeck PCN, Shore Medical PCN, South Coast Medical Group, and The Lantern Trust.**

## Triage

**The aim of Triage is to reduce the demand of GP appointments for mental health related issues. It helps provide earlier access for patients and improves the pathways to existing services by providing a safe and structured triage assessment, freeing up doctors and specialist workers to run the interventions.**

The Triage service was set up in January 2023 and intended to provide a direct, first contact service for patients experiencing mental health difficulties. The service was accessed through the patient's GP surgery.

Assessments were offered with a trained Dorset Mind Mental Health Practitioner via telephone.

A triage call is a 20 minute in–depth, fact finding assessment for people over 18 presenting with any non-clinical mental health difficulties such as stress, anxiety, depression, low mood, bereavement, and anger.

After the assessment, a patient would be signposted to the relevant service which might include Steps 2 Wellbeing, Help and Care, Dorset Mind services or services from other local organisations. They might also be referred to their doctor for additional support.

Just 36% of 1,092 patients seen needed a further appointment with their GP following their triage assessment. This might be for medication queries, fit notes, referrals to the Community Mental Health Teams or Physical Health concerns.

## Triage Feedback

**"Excellent Service. I was very emotional on the phone and the lady was so kind and supportive. She really made me feel at ease and gave me lots of information that I could access which she sent via text, which was helpful.**

**I felt so much better just for talking to her for 20 minutes and grateful that the GP receptionist thought to book me in, otherwise I would have had a 5 week wait for a GP appointment."**

Triage Client, March 2023

**"I was very nervous about having the assessment as it was new to me and I'm in a difficult place with my mental health at the moment.**

**I didn't know what to expect as I was just taking the plunge and reaching out, but I was very pleasantly surprised with how attentive and considerate the practitioner was. While the conversation couldn't simply solve my problems for me, she really listened to me and asked relevant questions, ending with giving me suggestions and contact details on who I could contact next and advice on what I could do to help get better.**

**I am very grateful for the help and advice and would recommend this service to anyone who is struggling with their mental health."**

Triage Client, February 2023




**Team Leader Maisie with CYP Practitioner Idil, shown here promoting our service at Weymouth Town Council's Health and Wellbeing event**

**Triage Stats**

**1,490**

**Adults were supported between January to end March 2023**

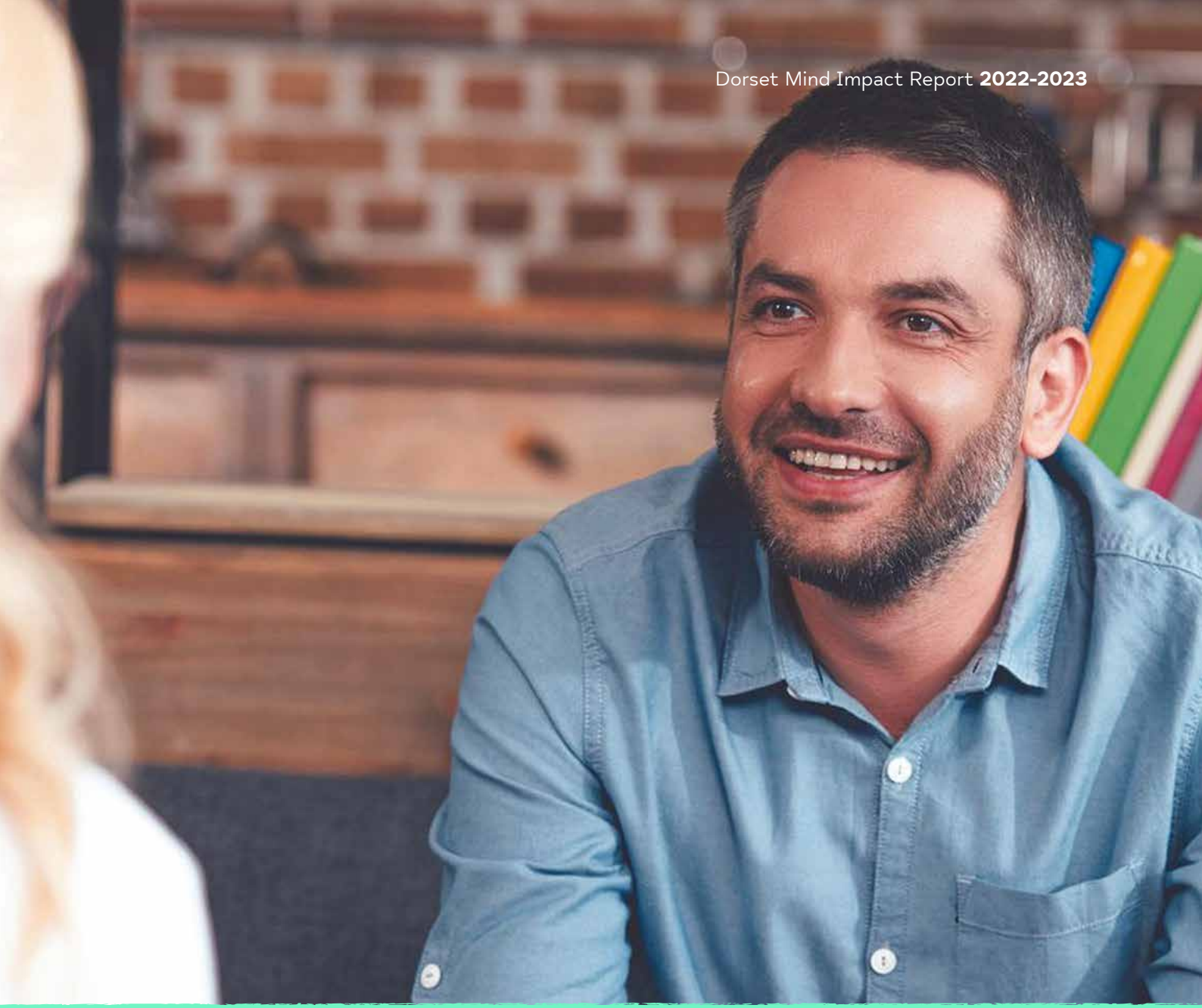
**130**

**DNAs (Did not attend appointments)**

## Adult Wellbeing Services Mailbox Signposting

### The Adult Services team received a total of 720 enquiries in twelve months.

Our knowledgeable team provide a vital information service by empathetically and efficiently signposting local people in Dorset to access the right support mental health support - whether it is within Dorset Mind or via external organisations and statutory services.



## Adult Counselling

**Counselling can help lead to positive change with increased self-confidence, self-esteem and the ability to face the future.**

Adult Counselling continued to see high demand for it's low cost service. Where demand outstripped capacity, we had to pause referrals to deal with the waiting list. We also provided a hardship fund if people needed support to pay for counselling.

## Adult Counselling Feedback

**"Although I still have issues to overcome and deal with, I am very grateful that I had the opportunity to have the support from Dorset Mind. Just being able to talk openly, without ever feeling judged was a huge help for me."**

Counselling Participant, April 2022



## Adult Counselling Feedback;

**"Dan was a gift - just what I needed to get me through a very tough six months. Good listening skills and knowledge. He was adaptable and able to keep me on track - a very challenging task! I would recommend his and your services"**

Counselling Participant, July 2022

**"On taking on the counselling I didn't know if I really needed it. But I was so wrong, Cathy was brilliant, and she got me to see me. It was an emotional roller coaster and with Cathy's support she helped me change my mindset. I put a lot of demons to rest and now feel I am in a position to move on, although was apprehensive when the 12 weeks came to an end. I am a lot stronger and in control. Dorset Mind is a lifeline and you have truly helped me put mine back on track. Thank you and especially to Cathy who is truly amazing, what she has helped me achieve is priceless. Thank you."**

Counselling Participant, November 2022.

**Counselling statistics:**

**105**
**Adults were supported between January to end March 2023**

**668**
**Attendances were recorded over 12 months**

**93.2%**
**of participants had an improvement in their level of wellbeing. (WEMWBS – average score increased from 33.6 to 45.1).**

**84.8%**
**of participants had a reduction in their depression symptoms. (PHQ-9 – average scores decreased from 13.8 to 8.61)**

**77.6%**
**of participants had a reduction in their anxiety symptoms (GAD-7 – average score decreased from 11.8 to 7.2)**

**A special 'thank you' to:**

**ALL our volunteers that make the delivery of this service possible. You're all heroes!**

## Mentoring Minds

**Mentoring Minds is a 1-2-1 service that pairs participants with trained volunteers who encourage them to set small, achievable wellbeing goals.**

This helps reduce isolation, build social skills and increase confidence while learning tools and skills over six months to help manage and maintain positive mental health and wellbeing.

In early 2023, our Befriending service underwent a review and became 'Mentoring Minds' to ensure the service was understood externally by stakeholders and importantly, users of the service. Internally it also became aligned with the CYP Wellbeing Check-in service.

We thoroughly reviewed the processes and structures of what we offered to ensure we were meeting the needs of the participants and to also ensure that the volunteers delivering the service had their expectations met.

Our 'new' Mentoring Minds support serves the Dorset community as a goal-lead service based around the Five Ways to Wellbeing. Connecting to others, improved mental wellbeing and confidence and the discovery of new interests and hobbies can be achieved by setting realistic goals together with our participants.

We were able to reintroduce face to face meetings which helps reduce isolation experienced by participants and builds the relationship and trust with their volunteer.

This is something the team at Dorset Mind were delighted to re-establish as this had to be paused through the lockdowns.



**A special 'thank you' to:**

**ALL our volunteers that make the delivery of this service possible. You're all heroes!**



**BCP Coordinator John with our Rural Coordinator Emma.**

**Mentoring Minds statistics:**

**88 individuals**
supported over 12 months.

**60.46%**
of participants had an improvement in their level of wellbeing
(SWEMWBS – average score increased from 17.51 to 18.58)

**75%**
of participants rated the support available at the service 'good' or 'very good.'
(out of 16 polled participants)



## Mentoring Minds Feedback:

### From our participants:

**“A valuable service ran by incredible people. It’s not the procedure that helped but the humanity of it.”**

Mentoring Mind Participant, October 2022

**“Having someone to talk to who is helpful & has experienced mental health problems has been really helpful & inspiring. Dan is a great bloke.”**

Mentoring Mind Participant, October 2022

**“It’s good to talk to someone who has experienced mental illness themselves and is very understanding.”**

Mentoring Minds Participant, September 2022

### From our volunteers:

**“My participant has thanked me for being a big part of her progress. It has been a great experience and to know I have helped one person is a massive achievement for me.”**

Mentoring Minds Volunteer, August 2022

**“I’m enjoying the Mentoring Minds role and I look forward to each week’s phone call with my participant. I’d like to think my participant benefits from the weekly sessions.”**

Mentoring Minds Volunteer, August 2022

**“I love my role as a Mentoring Minds Volunteer and find it incredibly rewarding.”**

Mentoring Minds Volunteer, September 2022

## Restored

**In August we took the decision to close our Eating Disorder Service that provided 1-2-1 Mentoring and group support online and at a Drop-In at Bournemouth University. Numbers were low – but did not reflect the vital support that clients received from our Lead Support Worker, Romy. We made sure that our clients were supported through this transition.**

## Restored Feedback:

**"Before starting my mentoring, I was so desperate to change my state of mind around my eating, but if I am honest, I wasn't expecting the changes that have occurred. For the first time in my life, I was totally honest about what I have been through and how that made me feel.**

**With great kindness, consideration and guidance, I now feel much better equipped to deal with my eating disorder. I am also finding the group sessions really helpful too. The strategies I have learned through both and am still learning, are changing my life for the better and I can't thank you, or recommend this service, enough"**

Restored Mentoring Client, May 2022

**"I received mentoring for an eating disorder for 8 weeks which has completely changed my life for the better, so thank you from the bottom of my heart. I very much feel that I am one of the lucky ones getting in contact when I did..."**

Restored Mentoring Client, August 2022

**Restored statistics:**

**88**
**individuals were supported over 5 months through Mentoring and a Recovery Support Group**

**224**
**attendances were recorded over 5 months**

**100%**
**of polled participants recommended the Recovery Group**

**83%**
**of Mentoring Clients had an improvement in their level of wellbeing. (WEMWBS – average score increased from 40.5 to 51.2)**

**67%**
**of Mentoring Clients showed a reduction in their anxiety symptoms. (GAD-7 – average score increased from 11.0 to 7.3).**



## Community Groups for adults and young people

**Dorset Mind's Community Services have made a significant impact by reaching 280 adults and young people over 12 months.**

**We achieved this by offering a diverse array of twelve support groups, programs, and workshops across Dorset. We provided essential wellbeing, psycho-educational, and social support for individuals facing common mental health challenges, hardships, or social isolation.**

In the 2022-2023 financial year, several standout projects exemplify Dorset Mind's dedication:

- The **'Mind Field Programme'** successfully improved the employability and wellbeing of adults through a 7-week initiative, combining employment skill workshops and mental health support. It positively impacted 50 individuals.
- The **'Ukraine Support Project'** responded to the needs of Ukrainian refugees and asylum seekers in Dorset. This 3-month endeavour included setting up support groups, attending local "carousel surgeries," and delivering essential training on refugee experiences and trauma awareness. It highlighted the need for housing and host support.
- The **'Connected Minds Programme'** provides early intervention for 10-13-year-olds with mild to moderate emotional issues and school-related challenges, supporting 25 young people in Dorchester and Weymouth.
- **'Men in Mind'** focuses on men's mental health, offering physical activity and wellbeing support in collaboration with AFC Bournemouth Community Sports Trust.
- **'MindOut Group'** creates a safe space for the LGBTQI+ community, promoting self-expression and mental resilience.

These projects underscore Dorset Mind's commitment to making a positive and tangible impact in the community, addressing a wide spectrum of mental health needs and promoting wellbeing among diverse groups.

**Community Group statistics:**

**280**
**adults and young people supported over 12 months**

**The service had**
**2,099**
**attendances in 12 months**

**99.9%**
**of polled participants recommended the group services (out of 2,099 attendances)**

**98.6%**
**of participants mood were improved or maintained over group sessions (out of 2,099 attendances)**

**72%**
**of participants had an improvement or maintained their level of wellbeing (average scores increased from 38 to 42 points)**

## Community Groups Feedback:

**"Getting together in person with other sufferers is very important to me as it makes me not feel alone & makes me feel like part of an army fighting back against this mental health foe..."**

Wellbeing in Mind Participant, March 2023

**"The Mind field course has been transformational. My self-awareness, confidence and self-esteem have all increased significantly. So much so that I have been offered 2 jobs, one that am now working in and enjoying so much. Following the mock interview with JP Morgan I have applied for a job with them. The practitioner is an amazing teacher and mentor..."**

Mind Field Programme Participant, July 2022

**"Over the weeks, X has started to become more confident and independent. Small steps, but big successes for him."**

Connected Minds Parent Feedback, December 2022

**"Since attending this group I now see a future. I feel I'm not a hopeless case. I have gained support and understanding of my feelings."**

Women in Mind Participant, January 2023

**"I was in a very bad way before attending the sessions and my mental health was at its lowest. The sessions have been really challenging in bringing all this out of me and as time has gone on I have found it less difficult to open up and share - and have felt things being lifted off me or stop from getting worse when I have been really down.**

**I honestly wouldn't want to imagine where I would of been without the help and support of the group and the group leader. I would recommend this group to anyone struggling with mental health and am so glad I was brave enough to give it a go... I am so grateful for the help and can testify how it stopped me getting so much worse and has helped me feel supported and cared for in my journey to get better."**

Wellbeing in Mind Participant, March 2023

**"The staff who were attending were lovely, non-judgmental and very welcoming. They completely assuaged my anxiety of turning up alone. By the end of the football, we were laughing and that was good. I feel like I've done a little CPD on my depression/ anxiety, which is always a good thing..."**

Kickstart Workshop with AFC Bournemouth Community Sports Trust, March 2023

**A special 'thank you' to our service delivery partners:**
**AFC Bournemouth Community Sports Trust, BCP Council, Dorchester Community Church, International Care Network, and Pavilion Dance South West.**

**And to our funders:**
**BCP Council, Dorset Community Fund, Mind, The Rank Foundation, Trinity Methodist Church.**

**And to our volunteers:**
**That make the delivery of this service possible. You're all heroes!**



## CASE STUDY - BOURNEMOUTH WELLBEING GROUP - MAY 2022.

**Valerie sent us this feedback by email:**

**Since initially speaking Charlotte and then joining her Wellbeing group, I've been able to calmly explain my long-term mental health difficulties at work and request a different approach (first time ever). Being comfortable in my skin at work feels great! I am able to work from home when I have group via Zoom and can also WFH if I'm stressed / struggling.**

Being part of the group, of particular value is being able to set aside time to work on improving my mental health with supportive and friendly people. Being around others who experience similar struggles is powerful, and hearing others speak of moving through difficulties is very heartening.

I have been able to go into a supermarket on my own for the first time in several years. Previously, attempts to enter or stay in this environment (even with a chaperone) have failed. I know it is early days, but this is a huge achievement for me.

Also, I travelled by bus and on foot (alone) to the Dorset Mind office and was able to attend group in person. Again, this took a lot out of me but it was very rewarding & another big shift in what I have been able to do in many years.

Having this safe, understanding & positive group in my life means I can work towards having a less restricted and difficult existence.

Thank you so much.

**Bournemouth Wellbeing Group Facilitator wrote,**

**Valerie joined our group only a couple of months ago. When I first talked to her, she had never joined a support group before. She never went out of the house unless it was going to work, she was frightened of her own shadow and even going out into her garden made her nervous.**

This lady is one of the quieter participants within our group but listens and takes on board all that's being said. Each week she gives us an update on how proactive she has been by making small steps forward.

Last week I had an email (see below) to say she would try and make our face to face session. This involved walking and catching a bus (a route she had never done before). She explained how her mind was a constant bully and tried to talk herself out of it many times. The worst case scenario would be collapsing along the way and then she would end up in hospital, but against all odds she challenged her mindset and made it safely.

Valerie is an inspiration to the group and sets a great example how you can overcome your fears. I have encouraged her to start making notes of these achievements - especially this one. The support of this group, along with sharing self-help tools has helped her to achieve so much. Also knowing that she's not on her own has been a massive comfort to her.

*Please note that our client's name has been changed to protect their identity.




## Eco in Mind Ecotherapy support

**Eco in Mind expanded into three new areas during this financial year, Ferndown, Shillingstone and Shaftesbury, all working in collaboration with external organisations. This brought the total number of sites to five. It enabled us to reach more people within the community and for them to learn more about the benefits of being in nature and outdoors.**

Both adults and local schools visited the allotments regularly to join sessions around sowing seeds, growing fresh produce and nature-based art - all are based around the “Five Ways to Wellbeing”.

At the Shilingstone site, we partnered with The Big Yellow Bus Garden Project to deliver sessions and at Ferndown, we partnered with Ferndown Dementia Friendly Town and Growing Compassionate Communities. In Shaftesbury, we worked with the Blackmore Vale Partnership to offer their patients sessions at Shaftesbury Medical Centre.

Having the opportunity to work alongside other organisations and charities ensures we can reach as many people as possible and helps to keep the allotments well-maintained and serves the surrounding community.

A Seed-2-Plate qualification in Level 1 in Horticulture, delivered by Dorset Community Action was offered to six participants. This was an accredited course and participants learned about seeds, potting plants, how to nurture flowers and tips on how to manage their wellbeing through nature.

We have seen the number of young participants increase over the last year and a steady number of adults regularly attended. One of our adult participants has also progressed into volunteering for Eco in Mind after attending the Dorchester sessions for six months and delights at sharing their experience with others.

**Eco in Mind Participant Feedback;**

### Schools:

**The students were absolutely buzzing when they got back to school; really enjoyed it and can't wait to come back! Neither can the staff....**

School Teacher, May 2022

**"It makes me happy and I'm having a great time"**

Eco in Mind Student, age 11, May 2022

**"The students all faced some personal challenges today, but all showed resilience and benefited from being outside with all the lovely different activities and support of the volunteers."**

School Teacher, May 2022

### Adult Feedback:

**"I was in tears before attending and left feeling happy. Talking to Sharon and focusing on nature based art helped lift my mood, thank you."**

Eco in Mind Participant, November 2022

**"(The) Dorchester Lions think Dorset Mind are doing a tremendous job supporting people in the Dorchester community through ecotherapy."**

Dorchester Lions Club, October 2022

**"I am really struggling to leave the house at the moment but when i get to sessions they really help, and I feel it is a safe place to come."**

Eco in Mind Participant, February 2023

**Eco in Mind statistics:**

**51**
adults and young people supported over 12 months

The service had
**547**
attendances in 12 months

**100%**
of polled participants recommended the Eco in Mind (out of 133 attendances)

**100%**
of participants mood improved during sessions (out of 133 attendances)



**A special 'thank you' to our service delivery partners:**

**Big Yellow Bus Garden Project, Blackmore Vale Partnerships, Dorchester Community Church, Ferndown Dementia Friendly Town, Growing Compassionate Communities and Shaftesbury Medical Centre.**




# Operations – Children and Young People Services

**Dorset Mind's Children and Young People Services (CYP) was delivered under the umbrella 'Dorset Mind Your Head,' or DMYH for short until December 2022, when generous funding from National Lottery came to a close.**

**Since then, our CYP services has relied on various means of grant and core funding.**



## Education in Mind

**During the three years, the project supported thousands of young people with mental health and wellbeing challenges in schools across Dorset and increased students', teachers' and parents' awareness of the amazing role Dorset Mind plays in psycho-education and promoting mental health and wellbeing in the county.**

Since then, our CYP services have relied on various means of grant and core funding.

**Statistics:**

**This financial year we reached a total of**

**1,019**

**young people in**

**20**

**schools across Dorset under the Dorset Mind Your Head Umbrella.**

## Here's what we did...

### Wellbeing Mentor programme:

A peer support programme for young people who were trained to help other young people within their School. The schools and colleges that took part were Gillingham, Bridport, Lyme Regis, Sherborne and Bournemouth & Poole College.

**Stats:**

**This year we reached**

**63**

**young people in 4 schools across Dorset.**

**98%**

**Rated programme good or very good**

**96%**

**would recommend the programme to a peer.**

### Assemblies and workshops:

These included Active Monitoring and Mental Health and Wellbeing assemblies and workshops.

**Stats:**

**This year we reached**

**800**

**Young people through assemblies and 148 Young people through workshops in 4 schools, and a youth club in Dorset.**

**74%**

**rated the assemblies & workshops good or very good.**

**90%**

**would recommend the assemblies & workshops to a peer.**

### Active Monitoring in Schools:

Formerly the Big Umbrella project, Active Monitoring in Schools continued the great work of providing 1-2-1 guided self-help service for young people aged 10-13 in a school environment.

**Stats:**

**This year we reached**

**98**

**young people in 8 primary schools across Bournemouth, Christchurch and Poole, and in Swanage.**

**74%**

**of participants improved or maintained their wellbeing (SWEMWBS)**

**Mood scores –**

**97%**

**of participants improved their mood during the session.**

**94%**

**rated the 1-2-1 sessions good or very good.**

**96%**

**would recommend the 1-2-1 sessions to a peer.**

### Active Monitoring in Schools Feedback:

**"I liked finding out information on unhelpful thinking. It's really good for worrying and teaches you lots about how to feel better."**
Student, April 2022

**"That I can talk about what is on my mind and not worry that I'll be judged and that it's a safe space."**
Student, July 2022

**A special 'thank you' to our generous funding partner:**
**The National Lottery.**

## Active Monitoring in Primary Care Networks (PCNS)

**This service began in September 2023 to complement the service we deliver for adults and accessed freely at GP surgeries. Four Primary Care networks (PCN's) Poole North, Poole Central, Central Bournemouth and Purbeck were contracted to support the 1-2-1 guided self-help service for young people aged 11-18.**

We actively started the service in November 2022 and by April 2023 we had reached 142 young people. They successfully completed the assessment and 5½ hour sessions of Active Monitoring.

Another 46 young people were signposted to other services more suited to their mental health concern.

**Active Monitoring in PCNs Statistics:**

**77%**
**of participants improved or maintained their wellbeing (SWEMWBS)**

**98%**
**of participants improved their mood during the session (Mood scores)**

**87%**
**rated the 1-2-1 sessions good or very good**

**95%**
**would recommend the 1-2-1 sessions to a peer**

## Active Monitoring in PCNs Feedback:

Participants/young people:

**"I liked that the session worked around me. I liked that I got to decide how it worked, being able to choose which booklets I wanted to look at and which activities I wanted to try."**
Young Participant, Jan 2023

**"Talking about the good things I can do when I'm angry and the unsafe ways of being angry."**
Young Participant, March 2023

## PCN's feedback:

**"We have worked with Dorset Mind for the past two years. We started with the adults Active Monitoring service and then expanded to the Children and Young People Active Monitoring Service.**

**Integration with our PCN has been seamless with the practitioners joining our established Self-Management Team. They work alongside our social prescribers, health coach and care coordinators to offer joined up holistic non-clinical care to our patients. They have access to SystmOne so our clinicians don't need to make external referrals and it streamlines the process for patients as well as keeping data secure."**
Service Manager, Central Bournemouth PCN, March 2023

**"From my perspective it is a very valuable service to have in-house. In the pandemic we had lockdowns where school age children's futures were uncertain, many were cut off from their friends, and their education was put on hold.**

**Investing in the health and wellbeing of young people is an investment that must be maintained and will pay dividends down the line. Very much appreciated."**
Doctor, June 2023

**"Thank you so much for all your help. The sessions have been an amazing help for our daughter, and I feel like we have our girl back for the first time in ages. Thank you."**

Parent of Young Participant, March 2023



**A special 'thank you' to our service delivery partners:**

**Bournemouth Central PCN, North Poole PCN, Poole Central PCN and Purbeck PCN.**

## CASE STUDY - MARCH 2023

### Active Monitoring in Schools

Our client was a 15-year-old female who had feelings of low mood for several months. Katie had talked to her mum about how low she was feeling, and her mum suggested going to see the GP.

Katie had recently split up with her girlfriend and was dropped by their mutual friends in the process, which she said contributed to her low mood. She shared that she loves to read and uses this as a bit of escapism to lift her mood and help with her anxiety. Katie is also a part of a netball team, which she also enjoys.

Our practitioner guided Katie by using various management techniques including breathing techniques, mood diary, positive self-talk, positive thoughts diary and challenging worries worksheets. Our client found working through the 5 Ways to Wellbeing exercise very positive at helping her to think of different types of activities she could get involved in to help improve her low mood.

Katie was able to put the 'Challenging my Worries' worksheet and positive self-talk to use during her mock exams. She decided to write down all the things that went well in each test and wrote down some of the things she had struggled with. Katie was able to reframe finding things difficult in her tests as an opportunity to ask her teachers for more help before the actual exams.

**Through the work with positive self-talk, Katie became aware that her self-talk was more negative than positive and that she was quite self-critical.**

**Through this awareness Katie was able to catch her negative self-talk and change it to a positive or use positive affirmations. She found using the positive thought diary helped her to look for the positives in herself each day.**

*Please note that our client's name has been changed to protect her identity.



## CYP Counselling

**Dorset Mind delivered a no-cost counselling service for 11 to 18-year olds. This short-term counselling focuses on finding solutions for a specific problem that the young person is struggling with at the time. Our counsellors help young people explore the issue they are experiencing and supports them in finding coping strategies.**

## Outcomes are monitored using YPCORE evaluations and client feedback:

**76% - showed increased wellbeing**

**4% - maintained their wellbeing**

**19% - decreased wellbeing**

**1% - not known**

Those with decreased well-being are signposted to other services, or their GP, or in some cases are waiting for CAMHS.

Due to several factors, including Covid-19 and the increased mental health issues with young people, we made the decision to pause new referrals in March 2022, to clear the existing waiting list and to review the service.

**Counselling statistics:**

**59**
**individuals accessed CYP counselling over 12 months. 259 attendances over 12 months.**

**81%**
**of participants had a reduction in psychological distress after receiving counselling. (Average YP-CORE scores decreased from 22 to 16, scores recorded from 32 participants).**

**100%**
**of polled participants recommended the Counselling Service. (out of 259 attendances).**

## CYP Counselling Feedback – following assessment and six sessions of counselling:

**"I can clearly see where I am at in year ten and I have begun to recognise what I can do in a positive way."**

CYP Counselling Participant, July 2022.

**"They have really helped me - as I have had someone to talk to about my emotions."**

CYP Counselling Participant, July 2022.

**"Mood score is 7 out of ten, in my final session, and before it was about a 5 out of ten."**

CYP Counselling Participant, July 2022.

**Rating**

★ ★ ★ ★

**Feeling before Counselling:**

**"Tense, a lot of anxiety and worries, confused about feelings."**

**Feelings after:**

**"Less tense, more relaxed, a bit more free to do things."**

CYP Counselling Participant, March 2023.

**A special 'thank you' to:**

**The Trustees of The Ferndown Centre and Somerford Arc for providing us counselling rooms.**

# Volunteering

**Volunteers remain at the heart of what we do and enable us to start new and continue our services - while promoting our work in the community, through events and fundraisers.**

The number of volunteers slightly decreased this financial year, largely due to people having less time to volunteer, people needing additional jobs and getting back into a routine after Covid. We are fortunate to have regular cycles of applicants giving their time to us, so the onboarding of volunteers remains constant.

A training programme was rolled out to new volunteers and the sessions delivered included Mental Health Awareness, Boundaries and Resilience and Understanding Suicide, this ensured our volunteers were equipped to undertake their roles to the best of their ability.

We were fortunate to have three placement students from Bournemouth University, who added value and much needed support to our Marketing and Adult Services teams. The opportunities we can offer to students are beneficial for both parties, it provides learning and development for the students and builds our growing working partnership with local educational providers.

Social events and team meetings throughout the year have ensured that volunteers are connecting and meeting each other while we can convey our thanks to them. This is something we want to continue and expand over the coming months.

Our Ambassadors continue to champion our work through their networks and contribute to key awareness days throughout the year. We have seen three new Ambassadors join our team and they come with lived experience and journeys of recovery.

Moving forward, the Ambassadors are going to have a key part within our new strategy to help progress the work Dorset Mind does within the community. They've completed a Strength Finders assessment earlier in the year that will ensure we are working with and using the Ambassadors to their full potential.




Volunteer Feedback:

**"My experience with Dorset Mind has been heart-warming. I feel grateful to be able to give something back to the community in such a meaningful way - Thank you"**

Volunteer Autumn Survey 2022

**Volunteering statistics:**

**Volunteers contributed over**

**5,356 hours!**

**That's a third more than last year!**

**Volunteers worked the equivalent of**

**£100,933**

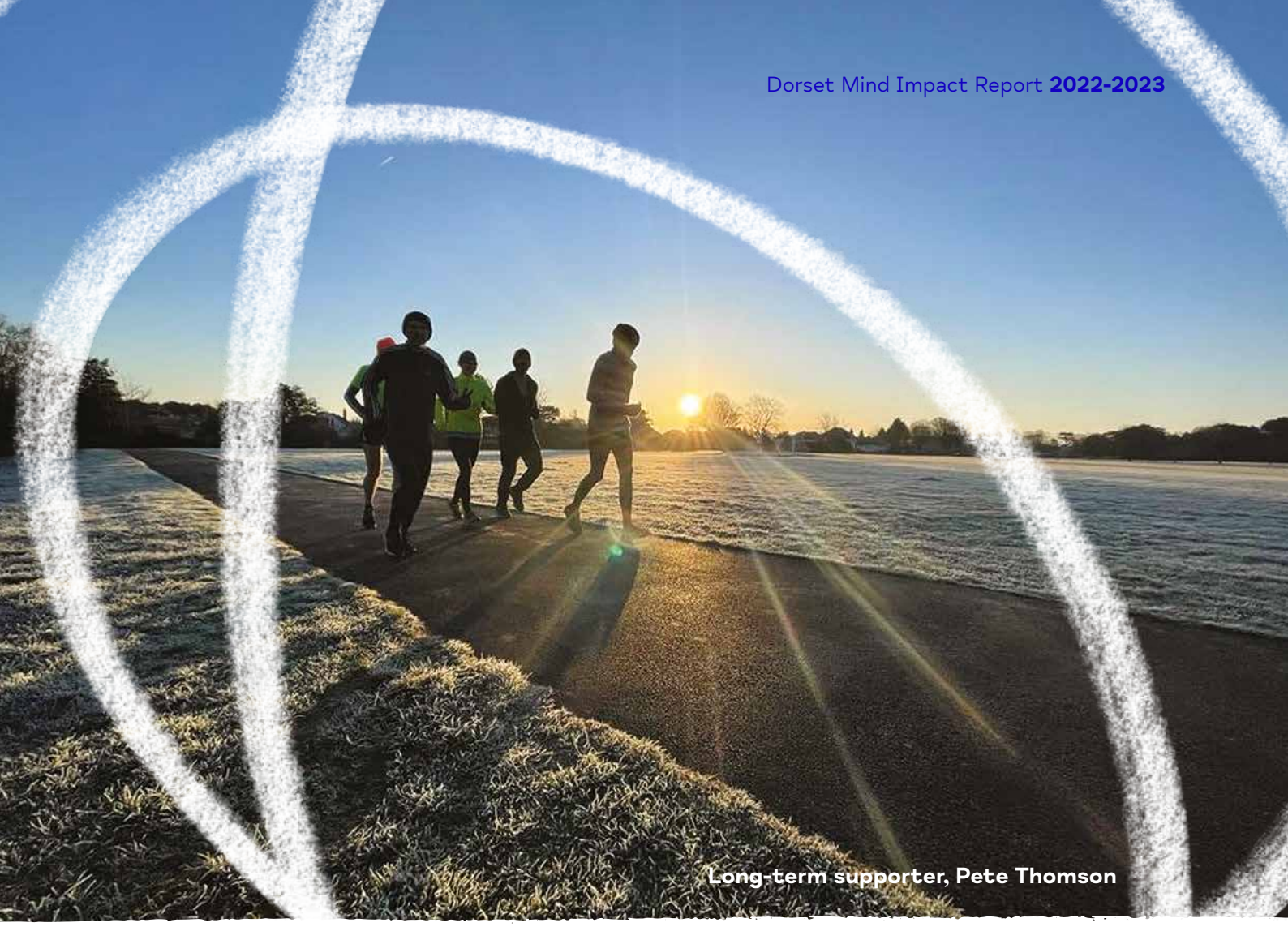
**(Based on an average staff wage at Dorset Mind)**

**4.6 out of 5**

**volunteers said they are proud to volunteer for Dorset Mind**

**"Being able to offer my time to help and support others has been rewarding for me personally. It's great to have a real purpose and to know that you are helping others"**

Volunteer Autumn Survey 2022



Long-term supporter, Pete Thomson

# Dorset Mind Ambassadors

**Our young people and adult ambassadors were merged this year as a way of integrating the team and encouraging inclusivity. We ensure that our team is supported in their role with regular meetings, check-ins and training.**

**In return, our ambassadors provide a direct link to their own networks, representing us online and in person attending events and taking part in fundraising activities.**

We encourage them to share their lived experience online across several channels – they've written blogs for our website and editorial for local magazines, created social posts and reels and have taken part in Instagram Lives to help connect and inspire people to live mentally. Importantly, they visibly lead by example if they experience a dip in their own wellbeing, documenting it to encourage people to reach out for support when needed.

Ambassador **Sarah** regularly contributed to our website blog and live content – writing about various topics she is passionate about - the link between physical and mental wellbeing, and posed a question asking 'Who cares for the carers?'

One of our most powerful and well-viewed reels to date was shot in black and white by our Ambassador **Kris** – he shared an important message for World Mental Health Day about never giving up.

**Toby** became a Mental Health and Wellbeing Champion at AECC University, where he was studying and Sarah began working for Community Action Network.



## Ty's Fundraising Challenges

Ambassador **Ty Temel** collaborated with our fundraising team to create a series of fundraisers designed to inspire local people to get active for their wellbeing. We created five events that appealed to people who enjoyed walking and running – including the Bournemouth Bay Run, Ultra Challenge and 3-Peaks Challenge.

Ty began promoting his five-event campaign series with the Bournemouth Bay Run and Ultra Challenge early in December to help mobilise the community to also raise donations in support for us at the same time!



## Calvin's fundraising

**Calvin** created a musical fundraiser at Christmas calling upon his musical friends for support at a venue in Bournemouth, putting on a live music extravaganza! He also became a Trustee for Dorset Mind – the youngest in the Mind Network.

## Chandy's 'Stand with Chand' campaign:

When Ambassador **Chandy** found himself at the centre of receiving discrimination, when teenagers openly mocked him and his physical disability in the street in June. This happened on more than one successive occasion and had an understandably detrimental impact on his mental health as he lives with anxiety and OCD.



**Staff members Tilini, Dee and Nicole supporting Chandy (third right)**

A TikTok video Chandy made about the incident went viral, achieving more than 26,000 views. Chandy shared how the incidents had affected him; "I'm at a point where even leaving the house has become a challenge. I just want people to understand that joking about disability is not OK. People who are disabled shouldn't have to change to fit into society."

Local Businessmen Gordon Fong of Kimcell and Markie Masters of We are the Media, were moved to organise a walk from Bournemouth Boscombe Piers, under the moniker 'Stand with Chand.' Dorset Mind staff were proud to support our Ambassador alongside a significant crowd of friends to make a protest against bullying and hate-crimes. The campaign made two articles in the Bournemouth Echo.

**A special 'thank you' to:**

**All our wonderful volunteers including ambassadors that carry out a wide range of duties to help us function as a charity – we can't do what we do without your dedicated support!.**

# Partnerships

**Our Partnerships continued to develop, with our team refining and defining our offer. Partnerships can be categorised as:**

* Financial – Providing generous lump sum donations or encouraging their staff and supporters to fundraise for us.
* Gifts in Kind – Supporting us with their services or meeting rooms.
* Service Delivery – Helping us deliver a service by offering space to do so, or staff and/or equipment to support or run sessions.
* Volunteering – Offering the time of their staff to help us - for mentoring/sharing skills or supporting campaigns or events.
* Awareness – supporting us online and sharing our messaging and cause.

**Partnership statistics:**

**Current Partnerships:**

**75**

**(A mixture of corporate, service, volunteer)**

**New Partnerships:**

**34**

**(A mixture of corporate, service, volunteer)**

**Extended:**

**17**

**(Corporate partnerships)**

## Corporate Partnerships:

**Seventeen corporate businesses renewed their 'Charity of the Year' partnership with us, having had a slow return from covid the previous year, and feeling they wanted to continue supporting us.**

## Feedback

### Harbour Hospital, March 2023:

Harbour Hospital, part of Circle Health Group, launched a fundraising campaign in support of Dorset Mind to mark the start of the hospital's 'give something back' initiative. The hospital is hoping to raise at least £2,000 by the end of the year by organising bake sales and quiz nights. All donations raised will be generously matched centrally by Circle Health Group.

Director:

**"We are delighted to have partnered with Dorset Mind. The charity is close to the hearts of many of the staff and Consultants at the Harbour. The charity makes an incredible difference to the mental health of children"**



## Spike Global, February 2023:

Spike Global were a new charity partner, having not partnered with a charity before – they got involved with several fundraising events including the Bournemouth Bay Run, supporting us online and working with our Eco in Mind ecotherapy team for a session in Ferndown, helping us dig our beds over and planting fruits and vegetables.

**"Mental health affects so many people from all walks of life; our friends, families, colleagues, and Neighbours. According to Mind, 1 in 4 people will experience a mental health problem of some kind each year in England. With 1 in 6 reporting experiencing a common mental health problem (such as anxiety and depression) in any given week."**




**Spike Global Team - MD Jeremy Health-Smith and Marketing Director Jonny Wootten on left-hand side.**



## Hoburne Park, February 2023:

**"Hoburne is passionate about supporting local charities. We have chosen to support Dorset Mind as we feel their work is important to the community. Mental health affects so many people, and with the current climate this is set to rise drastically. We are excited to raise awareness of this fantastic charities work and reduce the stigma attached to mental health issues in any way we can."**

## Parvalux, January 2023:

Parvalux has chosen to support Dorset Mind as a focus for its 2023 fundraising activities. The education and support that Dorset Mind undertakes has resonated strongly. Mental health challenges have impacted, either directly or indirectly, colleagues, friends and family which is why the charity was voted for by our employees.

**Liam Davis, Financial Controller says:**

**"We are proud to be supporting Dorset Mind and to play a part in improving mental health awareness and attitudes."**

**A special 'thank you' to:**

**All our wonderful charity partners whose unwavering support helps us make a significant difference in Dorset.**

## CASE STUDY:

**Trethowans 3-year partnership, began Spring 2022.**

- **Support from teams in their Poole and Bournemouth offices, who have created their own individual fundraising activities, such as bake sales, but also have supported team members with the bigger fundraising challenges such as the New Forest Marathon and 3 Peaks Challenge.**
- **Trethowans attended our Courageous Conversations conference in November; they also generously sponsored the event and Adam Scott (Partner & Head of Private Client Dorset) opened the conference with a moving speech.**
- **Trethowans give us opportunities to attend business networking events to create new connections across the county.**
- **Yasmin and Dee were invited as guests to the Trethowans Bournemouth Law Society dinner event in February 2023 at the Bournemouth Pavillion, which ensured we met even more members of their team.**
- **Our training team delivered the 'Courageous Conversations for People Managers' training course in January 2023 to their line managers.**

## Total fundraising for 2022-23:

# £8,389

**(not including individual fundraisers).**






**TRAINING STATS**

**Delegates:**
**1,799**

**Conference Delegates:**
**89**

**Individual Sessions:**
**119**

**Organisations:**
**49**

# Training

**During this financial year, our training team honed their offer and continued to build a stable of trusted freelance trainers to help us deliver in the community and to businesses.**

We continued to deliver the accredited Suicide First Aid course to compliment Mental Health First Aid (MHFA) – and our Understanding Suicide session (non-accredited).

The team also created bite-size lunchtime learning sessions for businesses that wanted to encourage learning within their teams and built training into our Corporate Fundraising offer.

In addition, the training team supported our own on boarding, delivering our Induction to Dorset Mind for staff and volunteers and Safeguarding Training as our Training Manager was also one of our Designated Safeguarding Leads.

## CASE STUDY - EMPOWERING MINDS PROJECT:

**Fighting Poverty became a priority for National Mind and they awarded us a 'Cost of Living' grant to support our 'Empowering Minds' project. It allowed us to support volunteers and staff working in front line in organizations that provide Cost of Living support services.**

**Delegates were from Citizens Advice, Age UK North, South and West Dorset, Prama, Faithworks, Citygate Church, Bournemouth Foodbank and Hope for Food. The aim was to equip them with knowledge and skills to better carry out their role and support people with mental health, whilst also keeping themselves safe and mentally healthy.**

**We provided their teams with a suite of five training sessions: Mental Health First Aid; Suicide First Aid; Boundaries and Resilience; Grief, Loss and Big Change; and Managing Stress, Anxiety and Burnout.**

**Delegates also had optional access to our 1-2-1 Counselling service, which was useful if anything difficult came up for them and they needed further support.**

**Delegates trained: 39**
**Delegates requesting counselling: 9**




### Empowering Minds Feedback:

**"Really interesting course. I found some really useful tips thank you."**
Delegate - Grief, Loss and Big Change.

**"A very well structured course which enabled me to share my experiences and develop my knowledge and confidence of Mental Health in a very supportive environment."**
Delegate – Mental Health First Aid (MHFA)

**"Kept good pace during the session. Was inclusive to ensure participants were heard. Sensitive approach to a difficult topic. Answered questions with helpful and honest responses."**
Delegate – Suicide First Aid

## CASE STUDY - THE COURAGEOUS CONVERSATION CONFERENCE

**National Mind awarded us a pot of money from the English Football League to help educate people in Dorset – alongside funding a Men's support group. It meant our Training Team was able to develop their first educational Conference in November 2022.**

Named 'Courageous Conversations,' the conference carried a strap-line 'Shining the spotlight on the difficulties of talking.' Our team wanted to take people on a journey that had the purpose of equipping people with the skills they needed to tackle challenging conversations.

It contained plenty of lived experience from speakers to illustrate how people live positively with mental health. It ended with a call to action for delegates: #OneSmallAction. That might be to know how to reach out for support and where they could find it, or the promise to commit to having an open and honest conversation with someone.

We reached out to our network to get involved. Our Patron Dr Andy Mayers hosted the event at The Lighthouse, Poole. Trethowans generously supported the event and their Partner Adam Scott opened the event speaking openly about his own experience of mental health. Morebus kindly offered free transport in the local vicinity to the conference.







**Key note speaker AFC Bournemouth Community Sports Trust's Steve Cuss with Ambassador Chandy.**

In our workshop room, we hosted AFC Bournemouth Community Trust's Head of Community, Steve Cuss, our headline speaker alongside our ambassador Chandy Green who spoke about living with OCD and anxiety.

In the cinema room, our Trainer Gerrard delivered a personal, humerous moving soliloquy – and he preceded Trainer Emma who spoke about her powerful experience of suicide. Two actors then role-played how to ask someone if they are having suicidal thoughts, and then what actions to take. It was hugely powerful.

Our Events team masterfully supported our Training Team and provided several Mental Health First Aiders on hand, which paid off as two people spoke to our team for advice and signposting.

**Hailed a success, 89 people attended – we can conclude that we did #GetDorsetTalking!**

# We asked delegates "What would your #OneSmallAction be to take away from today?"

**Here are some of our delegates' replies:**

**"Share my learnings with my friends, family and colleagues to ensure they can always speak up and be heard!"**

**"Ask someone if they are ok... And then ask them again!"**

**"Spend more time speaking to my children about mental health!"**

**"Open the conversation... Start the discussion!"**






**Linda O' Sulivan and AFC Bournemouth Community Sports Trust's Steve Cuss**

## Conference Feedback:

**"Inspiring and humbling hearing such inspiring stories. Heart warming being in a space with so many people who can literally save lives!"**

**"Having experienced suicide in our family arriving and seeing all the information touched a raw nerve. But that was why we were there to find out more of what we could do to prevent a further family disaster and we came away empowered to be bolder with our conversations with our son and not be afraid of the question."**

**"Extremely positive...great to meet some truly inspirational people in person...and insightful...listening to recovery journeys from those I admire and look to as role models."**

# Bids and Grants

**During this financial year, Dorset Mind was awarded grant funding from a wide range of funders to support services and operational charity activities.**

This includes grants for:

* One-to-one support services for young people
* Community based Active Monitoring
* Mentoring Minds 1-2-1 support from trained volunteers
* Eco in Mind ecotherapy support
* Activities to help support communities during the Cost-of-Living Crisis
* Funding for essential core costs

**Bids and grants statistics:**

**Grants Submitted:**
**194**

**Successful Grants:**
**29**

**Total Grant Income:**
**£414,547**

**Due to external factors such as the Cost-of-Living Crisis and the post pandemic impact, grant funding as an income stream has been challenging, both for Dorset Mind and the wider VCSE sector. Trusts and Foundations have seen a huge increase in the number of applications being received with some claiming they have had 400 applicants for five small grants.**

That said, grant funding remains a solid income stream for Dorset Mind and allows us to fund targeted projects and pilots across the county, enabling us to adapt to the ongoing mental health needs of Dorset's communities.

Additionally, Dorset Mind has begun to explore working in partnership with other third-sector organizations, to submit joint applications. This not only allows the VCSE sector to utilize and connect their strengths but also helps to provide a more integrated service provision.

## Feedback Quotes:

**"I would recommend this service as it will help you get back on track, I found it very helpful and meaningful by highlighting the issues and problems I was experiencing - and to have a more focused and positive attitude!"**

Active Monitoring Client, Lantern Trust Project – Feb 2023

**"Very useful course. Perfect team with perfect event fantastic information. Learning about Ukrainian culture and mental health. Thank you for the multi-agency presence to be able to field questions on a variety of topics."**

Ukraine Project Participant – November 2022

## CASE STUDY: NATIONAL MIND

**National Mind supported Dorset Mind with several pots of grant funding during this financial year.**

### Testing Active Monitoring:




The most significant funding was the Active Monitoring 2022/23 (English Test & Learn) Grant. This funding allowed us to pilot the concept of providing Active Monitoring in a community setting.

Dorset Mind had been conscious that by only providing Active Monitoring within PCN's and clinical settings to help vulnerable and marginalized people, it might limit providing mental health support for people experiencing a range of concerns including offending behavior, addiction, homelessness, and personal crisis.

The funding paid for two full-time Active Monitoring Practitioners to be based at The Lantern Trust premises, supporting people in Weymouth and Portland area for twelve months. Importantly it also helped develop a working partnership with the team at The Lantern Trust, who provide wrap-around support for local people.

### Cost of Living:

National Mind provided a £20k Cost of Living grant to support our 'Empowering Minds' project that allowed us to support volunteers and staff working front line in organizations providing cost of living support services.

Talking to organizations such as the Bournemouth Foodbank and the Citizens Advice Service, we realized that they were having conversations with clients daily who were experiencing mental health crisis. Our aim was to ensure that volunteers and staff were equipped to have these conversations and had support to process any vicarious trauma.

We provided their teams MHFA and Suicide First Aid training alongside access to our 1-2-1 counselling service.

### The Ukranian Refugee Crisis:

National Mind also awarded us £5k funding towards running a project to help Ukrainian Refugees who were placed in Dorset. The funding was used to engage with Ukrainian communities, to provide them with information about mental health services in the area, to ascertain their needs and to provide opportunities for social connection.



### Time to Talk Day:

Furthermore, the Time to Talk Day grant funded the opportunity for us to hold drop-in sessions at a variety of venues within the community, at locations such as The Dolphin Centre, National Mind Shops and Food banks.

These sessions were humbling and a reminder of the importance of giving people the space to talk and the value of listening.



**Fundraising and Event Stats:**

**Fundraising Events:**
**27**

**Awareness Events:**
**56**

**Engagement at events:**
**6,809**

# Community Fundraising and Events

**As the country adjusted to post-pandemic life, face-to-face events and community fundraising re-emerged with a new vigor. The Dorset Mind events team was excited to have the opportunity to re-engage out and about within our communities.**

We attended 83 events between 1st April 2022 and 31st March 2023.

This meant we were able to talk to 6,809 people across Dorset, helping those struggling with mental health illness with provision of mental health awareness, information, and directing them to support services.

It also gave us the chance to connect with our supporters and encourage people to raise funds for Dorset Mind.

During the last twelve months Dorset Mind focused on building an extensive portfolio of individual and team challenges with many supporters taking part in activities such as our Annual and individual skydives, Jurassic Coast walks, Wing Walking, Cycling and running challenges, Dragon Boat Racing and the Bournemouth Plane Pull.

For the first time, we partnered with Ultra Challenges to offer our supporters the chance to take part in any Ultra Challenge in England with an enticing discount to encourage them to fundraise for us.

We also introduced the concept of a multi-challenge, giving people the opportunity to sign up to five personal challenges including climbing the national Three Peaks.

## CASE STUDY - RUNNING 48 PARK RUNS IN 48 HOURS - PETE THOMPSON



**When: 1st to 3rd April 2022**

**Where: Kings Park**

**What: Extreme running challenge – 48 x 5km in 48 hours**

**Amount raised: £8,027.79**

**One of the most successful individual running challenges this year was completed by our long-term supporter, Pete Thomson.**

**Pete ran an epic 48 park runs in 48 hours - running 5km every hour. During this time, his limits were tested by extreme weather, sub-freezing temperatures, a lack of sleep and physical exhaustion...**

**But, nonetheless, he managed to finish the 48 Park Runs in King's Park, Bournemouth in just two days – driven solely by his determination to raise vital donations for Dorset Mind.**

**Pete is no stranger to unique endurance challenges - In 2017, he ran 44 marathons in 44 countries in 44 consecutive days; and in 2018 he ran the Tour de France in 68 days!**

**Pete has raised over £50,000 to date for mental health charities including Dorset Mind, Mind and Livability Holton Lee.**

**This time Pete wanted the funds to remain within Dorset to support local people.**

**To complete this amazing challenge was an unbelievable achievement but what made it even more special was the support from the community cheering Pete on. His family, friends and running mates ensured he was well supported – they'd set up a rest station in a van where Pete could snatch a bit of sleep each hour – and some friends even travelled down from Bristol to run with him through the night, which he admitted was the toughest challenge to his mental strength.**

**Dorset Mind staff, volunteers and Ambassadors also supported Pete as you can see throughout the challenge to keep his spirit up. It really felt like a community effort!**

**On completing the challenge Pete said:**

**"I can't quite describe how it feels to have finished this challenge! 150 miles run over 2 days with less than 15 minutes sleep and over £5,500 raised for Dorset Mind. The support has been incredible, and I genuinely could not have done this on my own.**

**I never had to run one parkrun on my own and that says a lot about my wonderful friends, family, and the running community."**

## CASE STUDY - RACE AGAINST CHAMPIONS - WILLIAM ST JAMES



**When: 31st March 2022**

**Where: South Coast Karting**

**What: Competitive Karting for corporate teams**

**Amount raised: £945.10**

**Will has been a long-term supporter and friend of Dorset Mind – he previously worked with us on an awareness campaign called #KeepBeingYou through his design studio just before he was nominated for a Young People's Impact Award.**

**Over Lockdown, Will evaluated his direction and decided to follow another passion – becoming a racing driver. He worked for 3 and a half years and launched St James Racing and his ambition to become a F1000 series driver with Tim Gray Motorsport. This was delivered alongside supporting other drivers with their media content and marketing.**

**As he gathered sponsorship for the racing season, Will wanted to help give back to local people, especially young people as he was fostered from an early age. He brought us and his former Foster Family's business, Foster Care Associates, on board and our logos were emblazoned on his racing car.**

**Will also developed an ambitious fundraising event for Dorset Mind, the 'Race Against Champions.'**

**Taking place at South Coast Karting Ltd., Chapelgate, Bournemouth, on 31st March, businesses were encouraged to enter a team to compete against each other for trophies and prizes. Will had secured some brilliant incentives for the 13 teams, including Tickets for the KwikFit British Touring Championship, F1000 Driver Guest Tickets with Hospitality for Silverstone and Weekend tickets also for Silverstone.**

**The day itself was brilliant – although a complete washout! The wind meant we couldn't put up our gazebo, but it wasn't essential as everyone was absorbed in the racing on the track. Competitor teams were partnered with a professional racer, so the teams were balanced – and the competition began...**

**Our events team was there to help encourage people to donate to Dorset Mind. It was relatively easy as the largely male competitors were extremely competitive!**

**And our partnership continues into 2023/24.**




Linda O'Sulivan, Calvin Glen, Nick Rowe, Jimmy and Nicole McCormack

## CASE STUDY - WALK FOR WELLBEING WITH DORSET MIND'S CEO LINDA O'SULLIVAN

**When: 2nd October 2022**

**Where: Rick Steins to Highcliffe Castle – and back!**

**What: The Virtual London Marathon - walking 26.2 miles to raise awareness and vital funds.**

**Amount raised: £1,100**

**On Sunday 2nd October, just before World Mental Health Day on 10th October each year, Dorset Mind's CEO, Linda O'Sullivan, took part in the virtual London Marathon.**

**The brief was to walk 26.2 miles, wherever you were to win your London Marathon medal. This alternative to the 'real' marathon was created during lockdown and continued onwards to include as many people as possible.**

**We had two other runners taking part in the original London Marathon - but our team started at Rick Stein, Sandbanks and walked along the golden sands of Bournemouth to Highcliffe Castle and back again!**

**Volunteers, ambassadors, charity partners and staff – who mostly walked smaller sections of the marathon - joined Linda. Special mention goes to Emma, our Mentoring Minds Coordinator, who walked all the way with Linda!**

**We experienced every kind of weather, the rain at the start of the day was not a great start, but thankfully sponsors Rick Stein had offered to host us and provide refreshments for everyone. Our Fundraising Team also secured hospitality from The Noisy Lobster to keep spirit and morale high at lunchtime.**

**Linda was buoyed by the support she received along the route from strangers and our team members – and eventually completed her marathon at 8pm.**

**Although created as an awareness event, this was the beginning of our Annual BIG Walk Fundraiser!**

# Marketing

**A key priority for the year was creating a new website to bring it in line with the new Mind branding. We wanted to ensure that accessibility, automation and the user journey was at the heart of everything. Working with our charity partners Crowd and also Dorset Tech, we consulted participants and people with lived experience to ensure the final design and layout was comprehensive and ready to launch in Mental Health Awareness Week 2023.**

At the same time, we began rolling-out a new CRM system (Customer Relationship Management), to ensure stewardship of all communications was streamlined and safely stored

**Campaigns: We delivered 59 campaigns during the year, here are our highlights:**




**World Mental Health Awareness Week – 9 to 15th May**

- Focusing on the theme of Loneliness, we teamed up with AFC Bournemouth Community Sports Trust to provide a wellbeing/fitness event for young people
- Provided 1-2-1 sessions with our Active Monitoring Practitioners at the Mental Health Hub in the Dolphin Centre, supported by an information stand attended by volunteers and staff
- Turned Weymouth Clock Tower blue for the week
- Our Training Manager, Marie-Claire spoke at the Light On Business Leaders Wellbeing Summit
- We also hosted a series of blogs to support lloneliness from varying perspectives, to push the stigma that loneliness is only a problem for older people.




**Pride – June & July**

- Changed our logos across all social channels to visibly feature the new inclusive flag.
- Promoted our MindOut Support Group heavily across social media, that supports the LGBTQIA+ community.
- We enforced Stonewall messaging to 'Take Pride', bringing this messaging into our own offices to support our own workforce and visitors.
- Cornerstone Academy created a film with their top tips on how to be an ally for young people within LGBTQIA+ communities; as well as how discrimination could have negative impacts on their mental health.
- Supported Bourne Free's Pride Parade in Bournemouth.




**Local Minds Week**
**1st - 5th August**

This was the first time the whole Mind network came together to emphasise the difference between Dorset Mind and Mind – and to celebrate the good work we do in Dorset. It was also an opportunity for us to thank our incredible fundraisers and volunteers.




**Time to Talk Day**
**– 2nd February**

On Time to Talk Day, we partnered with the two Mind Shops in Winton and Christchurch and The Lantern Trust in Weymouth.

We continued with our #GetDorsetTalking message for Time to Talk Day, reinforcing the importance of talking to prevent suicide and self-harm. Our campaign integrated with National Mind, Mind Retail, Fundraising & Events and our Active Monitoring services.




**Signposting images for World Suicide Prevention Day**
**10th September**

An important element we include in our social media is signposting to available local and national support. It's even more impactful when timed to coincide with awareness days.




**Supporting Volunteer Recruitment Cycles - quarterly during the year**

Using feedback from the volunteer survey, facts and figures of volunteer impact, videos of existing volunteers and our Team Leader Laura, we promoted and thanked the efforts of Volunteers.

Our Chair Ken also thanked our dedicated volunteer team and we coupled this bigger social media noise with a drive to push new volunteering roles available on the website.

**A big focus for this quarter was the cost-of-living crisis, reminding the people of Dorset to ensure they don't de-prioritise their mental health when things get inevitably tougher.**

**We used the hashtag #YourMentalHealthMatters**

We also provided a wealth of free and low-cost wellbeing tips to do across all abilities, areas of Dorset and linked to events and campaigns our partners and friends of Dorset Mind were doing in order to cross support them too.



Making the Hot & Happy Podcast at HOT Radio, Layne, Ahlem, Tara and Brandon

# BLOG:

## Food Poverty and Youth Mental Health

**By: Marie Glen, Legacy and Bids Officer at Dorset Mind who shares her experiences volunteering at a local food bank.**

For the last six months, I have volunteered at a local community fridge where I have seen an increasing number of families with children asking for support. It particularly struck me, while working a session on Christmas Eve how normalised this way of life had become for many families.

Between 1st April and 31st March 2022, the Trussell Trust's UK network distributed 2.1 million food parcels to people in crisis. An increase of 14% compared to the previous year. 832,000 of these went to children.

### Poverty and young people

As someone who works in mental health, I began to consider the impact this situation may be having on children's wellbeing.

**Buttle UK surveyed 1000+ child support workers:**

* 65% reported that poverty has a high negative impact on children's mental health.
* 60% reported that poverty has a high negative impact on children's self-esteem.

I spoke to a fourteen-year-old who comes weekly to the community fridge. She explained:

"My Mum fell on hard times about two years ago and we have been relying on the food bank ever since. At first, I was ashamed and found it difficult, children at school bullied me for being poor. I was also anxious about Mum. But now it is just normal, and I'm grateful for the help we receive."

I spoke to an adult who had previously experienced poverty as a child to gain an insight into the long-term effects:

"I remember feeling worried, I knew that something was wrong because my parents were stressed and arguing a lot. I wanted to help but didn't know how to. That feeling of helplessness never really leaves you."

We are facing a worrying escalation in children living in poverty and as a result they are struggling with mental health illness, which is affecting their education, social development, self-esteem, and ability to thrive and may well continue to affect them into adulthood.

It is vital we ensure connection with the young people of today and continue to model them good self-care and resilience so they can take this into the next generation.

## Social Media and Website:

### Dorset Mind (Adults):

- 71,356 unique visitors came to the Dorset Mind Website.
- The top webpages clicked were: the Home page (8,053 clicks), followed by Urgent Help (2,254 clicks), Work for us (1,529), Adult Counseling (815) and our general Help and Support page that details our support available (686).
- We achieved 1.5m unique impressions (data from July 1 2022) across our 9 social channels on Facebook, Instragram, LinkedIn and Twitter and engaged 223,129 times with followers.

### Dorset Mind Your Head (Children and Young People):

- 70,460 unique visitors viewed the Dorset Mind Your Head website.
- We reached 317,860 young people on our DMYH social platforms, and engaged 66,699 times with people through our social channels (Facebook, Instagram Twitter and TikTok).

## Blogs:

Our blog space is a way of telling real-life stories from within our communities. It helps people feel that they're not alone if they can relate to the lived experience of other people.

**We published 67 blogs this year on a variety of topics.** Our bloggers wrote about their lived experience of mental health conditions and factors such as: Loneliness, Stress, Bullying, Physical wellbeing, Disabilities, Grief and loss, Young people, Suicide Awareness, OCD, Fibromyalgia, Racialised communities, Ecotherapy, Fatherhood, LGBTQIA+, Anorexia and Eating Disorders, Aspergers, Neurodiversity and Bipolar Disorder.

## PR – Press Releases and Media:

- We issued 24 press releases and were mentioned in the press 102 times!
- We appeared on the radio 11 times, across 6 channels - BBC Radio Solent, Forrest FM, Greatest Hits, Hope FM, HOT Radio, Sky News - to raise awareness and to promote our services and events.
- Ambassador Calvin Glen appeared on Sky News TV in April, talking about World Autism Day.
- We appeared on HOT Radio and Bournemouth University's 'Hot and Happy' podcast, focusing on two episodes about 'Happiness' and 'Connection,' working alongside Layne and Ahlem from Bournemouth University, Practitioner Tara and DJ Brandon Block.




### Awards:

**The 2022 Poole Business Awards**
– Best Place to Work

**The 2023 Bournemouth Business Awards**
– Best Place to work and Joint Runner-Up Business of the Year

**The Volunteer Centre Awards 2022**
– Community Action Group of the Year



**A special mention to the wonderful organisations that generously allow us regular editorial space:**



**Courtenay and Laura Hitchcock of The Blackmore Vale Magazine, Dawn Exley of Dorset Spotlight, Janine, Ben and Louis Pulford of Dorset View, Glen Cheyne and Helen Brown of Sherborne Times.**

**Thank you to all our blog contributors, including Ambassador Lucy Lewis and Sarah Hopkins, for generously sharing their experience and knowledge.**

**Thank you also to the brilliant teams at Crowd and Dorset Tech for helping develop and build our new website.**

# BLOG: Affordable Self-Care

**By: Lucy Lewis, Dorset Mind Ambassador and Assistant Psychologist.**

Self-care is vital for physical and mental wellness. When people think of self-care, they often visualise stereotypical images of bubble baths, face packs, and relaxing chimes.

While for some people, this can be a relaxing and effective aspect of self-care, there is more to it than simply pampering oneself. Self-care is a broad term that encompasses any action that we take to look after our mental or physical health.

Self-care activities and habits are often disregarded, despite their importance and significant impact on wellbeing.

While self-care is unlikely to cure a severe mental illness by itself, engaging in self-care can help to reduce uncomfortable symptoms to make them more manageable, and also prevent mental health conditions occurring or worsening. It can also empower people to maintain their wellness when done regularly. Self-care activities don't need to be expensive – there are plenty you can do for free.

**Self-care activities might include personal care, enjoyable activities, relaxation, healthy routines, exercise, mindfulness, or anything else that benefits your health and wellbeing:**

**Relaxation:**

While this includes any activity you find relaxing (i.e. knitting, pampering, bird-watching, etc), relaxation also refers to techniques that can physically relax your body and reduce symptoms of stress and anxiety. These techniques work mostly by slowing your breathing, heart rate, racing thoughts, and by relaxing your muscles.

**Make time for you:**

Make time to schedule in enjoyable activities for yourself, as you would if you were looking after children. As we grow older and gain more responsibilities, fun can sometimes be completely forgotten! There are many free and affordable mood-boosters, but what will work for you depends on your interests and personalities.

**Look after your body:**

Mental and physical health are linked. If you eat well, move your body often, and sleep enough, you are likely to have better mental health than if you don't. Additionally, taking the time to look after our physical health and hygiene sends an implicit message to ourselves that we are worthy of care and being looked after. We would make the effort if we were looking after someone else – but often we do not do this for ourselves. For those who enjoy pampering, it can be beneficial to take the extra time for this to further emphasise that you deserve good care.

# Central Operations

**A big focus in 2022 for the charity was the creation of our new 3-year strategy. This involved a charity-wide approach with trustees, employees, volunteers and ambassadors being involved in the content and design of our new 2023-2025 Dorset Mind strategy. Working with external support provided through Lloyds Bank Foundation's 'Enhance' programme, a framework was put together which has been shared throughout the charity.**

The rise in cost of living has affected many people including our own people. In our employee and volunteer survey we encouraged feedback and ideas of what support we could offer to help with the cost-of-living crisis. A food sharing station was set up in the office, the office stayed open every day working day for any staff to access to help reduce their own energy bills as well as additional signposting to cost-of-living support.

The employee survey showed that 90% of our staff feel valued, supported and motivated to do their best at Dorset Mind and over 90% would recommend working for Dorset Mind to family and friends. This has increased since the last financial year and is something we are proud of at Dorset Mind.

From August 2022 our work towards our Mind Quality Mark (MQM) played a big role in the operations work of Dorset Mind. This process involves Dorset Mind being marked against 116 indicators covering all aspects of how we operate and the services we provide. It ensures we provide services in a safe and impactful way, always putting the participant at the heart of everything we do.

We carried out several months of focused work to ensure we could evidence all the great practice we put into place to make us who we are.

In February 2023 Mind personnel visited, allowing us to showcase our charity and practices to let National Mind know how we operate. It also gave the opportunity for direct feedback to be given, not just from employees but participants, volunteers and ambassadors.

**Central Operations Statistics:**

**No. Employees:**
**60 – 44.62 FTE**

**No. Fire Wardens:**
**5**

**No. of First Aiders:**
**11**

**No. Mental Health First Aiders:**
**14**

**Complaints received:**
**5**

**Health and Safety Incidents:**
**0**

**A special 'thank you' to:**

**Richard Bone for his support and guidance as part of the Lloyds Bank Foundation 'Enhance' Programme to create our 3-year strategy**

# How we raised our funds

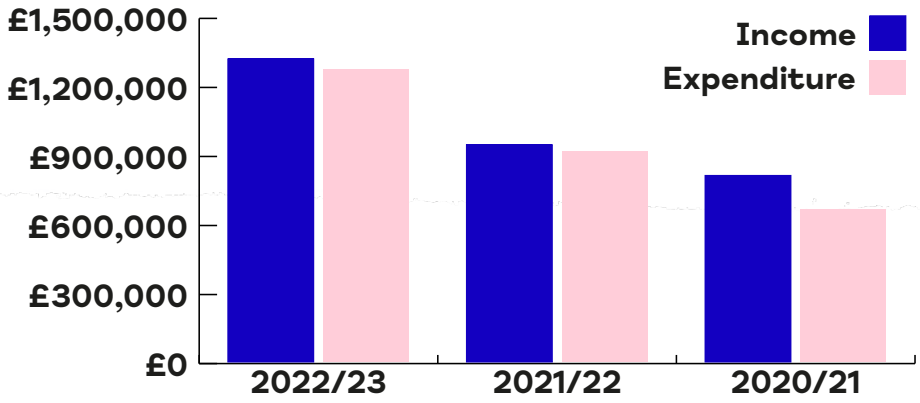
**Even in this challenging year, our incredible fundraisers and supporters have helped us raise an AMAZING £1,366,140 to help support local people's mental health across Dorset. Thank you all so much. Here's how we did it together...**



# Finance

**Trustees oversaw the charity's income and expenditure through its Risk, Finance and Quality Sub-Committee and received financial reports that reported monthly income and expenditure, cash flow forecast and financial risk profile.**

**The Trustees oversaw income through the Income Generation Strategy that set out challenging targets across 9 key income streams.**




**Income for 2022/23**
**£1,366,140**
2021/22: £944,253
2020/21: £810,815

**Expenditure for 2022/23**
**£1,286,013**
2021/22: £915,097
2020/21: £661,026

# You're all Superheroes...

Fundraisers like Liam, Robbie, Ollie and Sam who are Passionate about Men's Mental Health. They raised vital funds for Dorset Mind this year. They took part in a 'Mini Triathlon' – a 16.5km run and 84km cycle, facing extreme weather and punctures, which raised a generous...

**£982.50!**



Robbie said

**"Our spirits have awoken, and this won't be the last time we push ourselves individually or collectively!"**

In August, Hall & Woodhouse's Innovation Manager Jon Mead took on The Dorset Double Challenge in sweltering heat! The first part of his challenge was cycling to EVERY one of our charity partner's Dorset branches. Jon's route covered an impressive 354km with a 3,000m elevation!

His friends, family, and colleagues supported Jon – it really was a team effort. This included H&W Chairman Anthony Woodhouse, who cycled the final few stops with Jon in a full Badger costume! Jon raised an impressive...

**£1,007!**



Jon said,

**"I'm hugely proud of what myself and my fellow riders achieved on the day – but this was only made possible through the support and kindness of others."**

**We can't forget our hundreds of supporters that did their own thing - whether it was organising quizzes, delicious bake sales, charity football matches, hosting music gigs or finding other inventive ways to support us...**

**The impact of their fundraising can be summarised by this moving feedback we received from an adult Eco in Mind participant's parent in October 2022. He has OCD and struggles with the thought of germs but he did some sowing with Connie. "It was a big step for him today. I know it's given him a boost. He said he felt really anxious before he started, but it went away and he's really proud of himself. Small steps."**



# How we spent our money...

**In 2022/23 we spent £1,286,013 on our work to make sure that people in Dorset with a mental health problem get support and respect.**

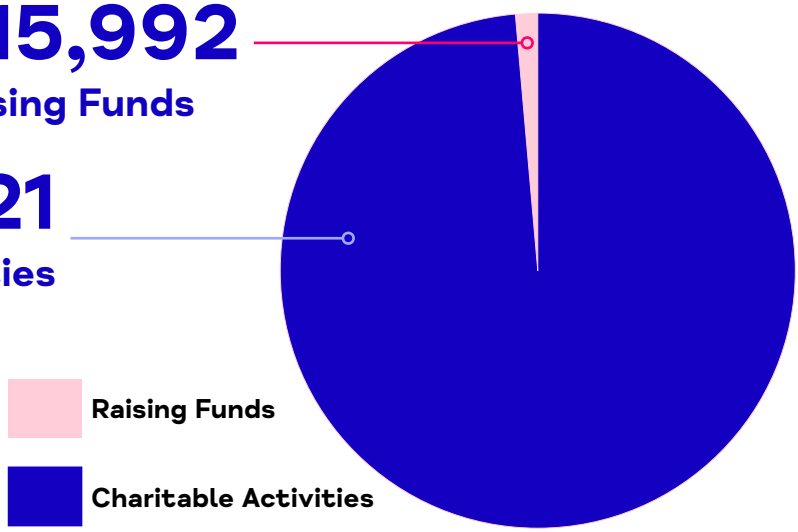
Of this, £1,270,021 was spent on charitable activities – that is, costs incurred by Dorset Mind in the delivery of activities and services for our beneficiaries.

The cost of raising funds, managing investments and costs incurred in trading activities was £15,992.

**Trustees continue to monitor the financial position of the charity.**

**£15,992**
**Raising Funds**

**£1,270,021**
**Charitable Activities**






**This means that for every pound donated to Dorset Mind, 78p goes directly towards supporting people with mental health problems.**

**This figure takes into account the cost of fundraising and all core wages.**

## Governance

**These measures ensure that our Board of Trustees are able to oversee our 5-Year Strategy, that our Strategy is fit for purpose, that we have all the right policies, procedures, checks and balances to ensure we operate legally, safely and manage our risks and finances in the best way possible.**

## Risk

**Risk was managed by the Risk, Finance and Quality Sub-Committee. They met regularly to review the Risk Register and the Red Flag Risks. 2022/23 saw the charity consider the risks of Business Continuity in the aftermath of the Ukraine War, heading into the Cost of Living Crisis with consideration for finance, key staff roles, and ICT.**

**The charity's reserves were allocated according to the risk profile and amended following sub-committee meetings.**

## Reserves Policy

**The Board of Trustees examined the Charity's requirements for reserves in light of the main risks to the organisation. It established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the Charity should be equal to the amount required to address the red flags as determined by the Risk, Finance and Quality Sub-Committee - which was £268,000 at the year-end.**

**Unrestricted reserves are held for the following purposes:**

- **To maintain services through periods of reduced funding and cash flow;**
- **To develop new projects;**
- **To pay redundancy and recruitment costs; and**
- **To respond to adverse incidents.**

**At the year end the charity held total unrestricted reserves (excluding designated funds) of £195,928 (2021/22: £261,018 and 2020/21: £235,443) and restricted reserves of £321,873 (2021/22: £186,640 and 2020/21: £183,059).**

# Thank Yous...



**We can't do what we do without the support of many special people – our incredible volunteers, businesses, charity partners, fundraisers, organisations and grant-making bodies.**

**Thank you for all you do. You help us change lives, and in some cases, save lives.**

**A massive 'thank you' to you all on behalf of our Trustees, CEO and Staff - and every adult and young person we support in their journey towards better mental health.**

**A special thank you to our funders:**

Ann Rylands Charitable Trust, Asda Foundation, BBC Children in Need, Bournemouth Rotary Club, Dorset Community Foundation, Dorset Health Trust, Edward Gostling Foundation, GVC Foundation, Lloyds Foundation, Mackintosh Foundation, Michael and Christine Bell of MJB Charitable Trust, National Lottery, National Mind, Neighbourly, Simon Digby Charitable Trust, Skipton Building Society, The Masonic Charitable Foundation, The Rank Foundation, Trinity Methodist Church, Valentines Trust, Waitrose, Warburtons.

# Our People

**Board of Trustees:**

Ken Heap, Chair (1)
Laurence Mynors-Wallis, Vice-Chair (2)
Claire Wait, Treasurer (1)
Anna Windett (1)
Calvin Glen (from 17th January 2023)
Catherine Deakin (from 15th November 2022)
Charles Alberts (2)
Dr Ros Maycock, Safeguarding Lead
Elizabeth Rowe (to July 2022)
Ian Prankerd
Maria Evans (from 17th May 2022)
Robert Rutherford (3)

**Key to memberships of subcommittees and working groups:**

**Risk, Finance and Quality (1)**
**People (2)**
**IT (3)**

**CEO:** Linda O'Sullivan **Treasurer:** Claire Wait (to 18 July 2023) Ben Lawes (from 26 July 2023)

**Patrons:**

Angus Campbell – His Majesty's Lord-Lieutenant of Dorset
Dr Andrew Mayers – Principal Academic, Bournemouth University

**Ambassadors:**

Andy Howe
Anna
Calvin Glen
Chandy Green
Chris Tsuma
Craig Eldridge
Craig Mathie
Ellie
Lauryn Ekins
Lucy Lewis
Maddie Crawford
Megan
Natalie Merry
Pete Thompson
Sarah Hopkins
Toby Kenneally
Ty Temel



**Professional Advisors:**

Human Relations: Peninsula Business
Health and Safety: Sirius Business Services Ltd
B & G Fire Alarms
Management Accounts: Leigh Wiltshire, Ekeshire
IT Management: Comms UK Ltd
Insurers: Arthur J Gallagher Insurance
Auditors: Edwards & Keeping
Bankers: CAF Bank Ltd, 25 Kings Hill Avenue, West Malling ME19 4TA

# mind Dorset

## We are Dorset Mind. We won't give up until everyone experiencing a mental health problem in Dorset gets support and respect.

**To donate to our work and help us support local people in Dorset, visit: https://dorsetmind.uk/donate**

**Dorset Mind Head Office (not open to the public):**

**8 Stratfield Saye,**
**20-22 Wellington Road**
**Bournemouth.**
**Dorset.**
**BH8 8JN.**

**Facebook:** @DorsetMindOfficial, @EcoinMindDorset

**Instagram:** @dorsetmind, @teamdorsetmind @ecoinmind_dorset,

**LinkedIn:** Dorset Mind

**Twitter:** @dorsetmind,

**YouTube:** @DorsetMind

## #getdorsettalking



mind Quality Mark

Registered with FR FUNDRAISING REGULATOR

Dorset Mind is a registered charity No. 1108168 and is registered in England as a company limited by guarantee No. 5333018. **DM385**

Company registration number: 5333018

Charity registration number: 1108168

# Dorset Mind

(A company limited by guarantee)

Annual Report and Audited Financial Statements

for the Year Ended 31 March 2023

# Dorset Mind

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# Dorset Mind

## Trustees Report

## Reference and Administrative Details

| | |
|---|---|
| **Registered Office** | 8 Stratfield Saye<br>20 - 22 Wellington Road<br>Bournemouth<br>BH8 8JN |
| **Company Registration Number** | 5333018 |
| **Charity Registration Number** | 1108168 |
| **Bankers** | CAF Bank<br>25 Kings Hill Avenue<br>West Malling<br>ME19 4TA |
| **Auditor** | Edwards and Keeping<br>Unity Chambers<br>34 High East Street<br>Dorchester<br>Dorset<br>DT1 1HA |

**Trustees and officers**

The trustees and officers serving during the year and since the year end were as follows:

| | |
|---|---|
| Trustees: | Kenneth Heap (Chair) B.A., Adv Dip Crim., CGET, F.Syl |
| | Charles Alberts MSc, CMgr, MCMI, CertCII |
| | Maria Evans (appointed 19 June 2022) |
| | Ben Lawes (Treasurer) (appointed 18 July 2023) |
| | Dr Rosalind Maycock BM |
| | Dr Laurence Mynors-Wallis MA, DM, MRCP, FRCPsych |
| | Ian Prankerd MAAT, MinstLM, FIAB |
| | Elizabeth Rowe (resigned 17 June 2022) |
| | Robert Rutherford |
| | Claire Wait (Treasurer) FCCA, DChA (resigned 31 March 2023) |
| | Anna Windett |
| Chief Executive Officer: | Linda O'Sullivan |

# Dorset Mind

## Trustees Report

**Statement of trustees' responsibilities**

The trustees (who are also the directors of Dorset Mind for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees have produced a separate 2022/23 Annual Report for Dorset Mind which incorporates the necessary narrative information required by the Statement of Recommended Practice.

The annual report was approved by the trustees of the charity on 13 December 2023 and signed on its behalf by:

| | |
|---|---|
| ..... | ..... |
| Kenneth Heap (Chair) B.A., Adv Dip Crim., CGET, F.Syl<br>Trustee | Ben Lawes (Treasurer)<br>Trustee |

**Disclosure of information to auditor**

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

# Dorset Mind

## Independent Auditors' Report to the Trustees of Dorset Mind

### Opinion

We have audited the financial statements of Dorset Mind ('the charitable company') for the year ended 31 March 2023 which comprise Statement of Financial Activities, Balance Sheet, Statement of Cash Flows 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 FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

• give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources 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 Charities Act 2011

### Basis for opinion

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

### Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustee's 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 charity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

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

### Other information

The other information comprises the information included in the annual report, including the trustees' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

## Independent Auditors' Report to the Trustees of Dorset Mind

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 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.

**Other Matters**

Dorset Mind was not subject to audit in the previous year, therefore the comparative figures have not been audited.

**Matters on which we are required to report by exception**

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

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

• adequate and proper 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.

**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 2, 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 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 company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

## Independent Auditors' Report to the Trustees of Dorset Mind

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:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

• the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities, and skills to identify or recognise non-compliance with applicable laws and regulations;

• we identified the laws and regulations applicable to the charity through discussions with trustees and other management, and from our knowledge and experience of the charity sector;

• we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including charity regulations and health and safety legislation;

• we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and

• identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

• making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected, and alleged fraud;

• considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations; and

To address the risk of fraud through management bias and override of controls, we:

• performed analytical procedures to identify any unusual or unexpected relationships;

• tested journal entries to identify unusual transactions;

• investigated the rationale behind significant or unusual transactions; and

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

## Independent Auditors' Report to the Trustees of Dorset Mind

• agreeing financial statement disclosures to underlying supporting documentation;

• reading the minutes of meetings of those charged with governance;

• enquiring of management as to actual and potential litigation and claims;

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities.

This description forms part of our auditor's report.

Edwards & Keeping is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Part 4 of the Charities (accounts and Reports) Regulations 2008. 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.

S J Hough FCA, Senior Statutory Auditor
Edwards & Keeping, Statutory Auditor
Unity Chambers
34 High East Street
Dorchester
Dorset
DT1 1HA

Date
20 December 2023

# Dorset Mind

## Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account)

| | Note | Unrestricted funds £ | Restricted funds £ | Total 2023 £ |
|---|---|---|---|---|
| **Income and Endowments from:** | | | | |
| Voluntary income | 2 | 298,920 | 596,053 | 894,973 |
| Charitable activities | 3 | 469,107 | - | 469,107 |
| Investment income | 4 | 2,060 | - | 2,060 |
| Total Income | | 770,087 | 596,053 | 1,366,140 |
| **Expenditure on:** | | | | |
| Raising funds | 5 | (15,992) | - | (15,992) |
| Charitable activities | 6 | (809,201) | (460,820) | (1,270,021) |
| Total Expenditure | | (825,193) | (460,820) | (1,286,013) |
| Net (expenditure)/income | | (55,106) | 135,233 | 80,127 |
| Net movement in funds | | (55,106) | 135,233 | 80,127 |
| **Reconciliation of funds** | | | | |
| Total funds brought forward | | 251,034 | 186,640 | 437,674 |
| Total funds carried forward | 16 | 195,928 | 321,873 | 517,801 |

# Dorset Mind

## Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account)

| | Note | Unrestricted funds £ | Restricted funds £ | Total 2022 £ (As restated) |
|---|---|---|---|---|
| **Income and Endowments from:** | | | | |
| Voluntary income | 2 | 385,806 | 338,298 | 724,104 |
| Charitable activities | 3 | 213,629 | - | 213,629 |
| Investment income | 4 | 36 | - | 36 |
| Total income | | 599,471 | 338,298 | 937,769 |
| **Expenditure on:** | | | | |
| Raising funds | 5 | (15,405) | - | (15,405) |
| Charitable activities | 6 | (583,565) | (319,627) | (903,192) |
| Total expenditure | | (598,970) | (319,627) | (918,597) |
| Net income | | 501 | 18,671 | 19,172 |
| Transfers between funds | | 15,090 | (15,090) | - |
| Net movement in funds | | 15,591 | 3,581 | 19,172 |
| **Reconciliation of funds** | | | | |
| Total funds brought forward | | 235,443 | 183,059 | 418,502 |
| Total funds carried forward | 16 | 251,034 | 186,640 | 437,674 |

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2022 is shown in note 16.

# Dorset Mind

(Registration number: 5333018)
Balance Sheet as at 31 March 2023

| | Note | 2023 £ | 2022 £ (As restated) |
|---|---|---|---|
| **Fixed assets** | | | |
| Tangible assets | 11 | 17,538 | 11,656 |
| Debtors | 12 | | |
| - due within one year | | 74,624 | 315,594 |
| Cash at bank and in hand | | 467,808 | 417,463 |
| | | 542,432 | 733,057 |
| **Creditors: Amounts falling due within one year** | 13 | (42,169) | (307,039) |
| **Net current assets** | | 500,263 | 426,018 |
| **Net assets** | | 517,801 | 437,674 |
| **Funds of the charity:** | | | |
| **Restricted income funds** | | | |
| Restricted funds | | 321,873 | 186,640 |
| **Unrestricted income funds** | | | |
| Unrestricted funds | | 195,928 | 251,034 |
| **Total funds** | 16 | 517,801 | 437,674 |

For the financial year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements on pages 7 to 21 were approved by the trustees, and authorised for issue on 13 December 2023 and signed on their behalf by:

.....
Kenneth Heap (Chair) B.A., Adv Dip Crim., CGET, F.Syl
Trustee

.....
Ben Lawes (Treasurer)
Trustee

# Dorset Mind

## Statement of Cash Flows for the Year Ended 31 March 2023

| | Note | 2023 £ | 2022 £ (As restated) |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Net cash income | | 80,127 | 19,172 |
| **Adjustments to cash flows from non-cash items** | | | |
| Depreciation | 5 | 7,786 | 9,856 |
| Investment income | 4 | (2,060) | (36) |
| | | 85,853 | 28,992 |
| **Working capital adjustments** | | | |
| Decrease/(increase) in debtors | 12 | 240,970 | (266,640) |
| Increase in creditors | 13 | 7,572 | 19,262 |
| (Decrease)/increase in deferred income | | (272,442) | 270,829 |
| Net cash flows from operating activities | | 61,953 | 52,443 |
| **Cash flows from investing activities** | | | |
| Interest receivable and similar income | 4 | 2,060 | 36 |
| Purchase of tangible fixed assets | 11 | (13,668) | (5,215) |
| Net cash flows from investing activities | | (11,608) | (5,179) |
| Net increase in cash and cash equivalents | | 50,345 | 47,264 |
| Cash and cash equivalents at 1 April | | 417,463 | 370,199 |
| Cash and cash equivalents at 31 March | | 467,808 | 417,463 |

All of the cash flows are derived from continuing operations during the above two periods.

## 1 Accounting policies

**Summary of significant accounting policies and key accounting estimates**
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

**Statement of compliance**
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)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

**Basis of preparation**
Dorset Mind 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 notes.

Dorset Mind is a registered charity, registration number 1108168, company number 5333018, registered in the United Kingdom. The address of the charity is given in the reference and administrative details on page 1 of these financial statements. The nature of the charity's operations and principal activities are described in the Trustees annual report.

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

**Going concern**
The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

**Income and endowments**
Voluntary income including donations, gifts and grants that provide core funding or are of a general nature is recognised when the Charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

***Grants receivable***

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Government grants receivable as compensation for expenses already incurred will be recognised in the income and expenditure in the same period in which the related expenditure is incurred.

***Deferred income***

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

***Charitable activities***

Income from charitable activities includes income recognised as earned (as the related services are provided).

**Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

***Raising funds***

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

***Charitable activities***

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Governance costs**

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

**Irrecoverable VAT**

Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

**Taxation**

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**Tangible fixed assets**
Individual fixed assets are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

**Depreciation and amortisation**
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

| Asset class | Depreciation method and rate |
|---|---|
| Computer equipment | 3 years straight line basis |
| Office equipment and fixtures | 5 years straight line basis |

**Trade debtors**
Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

**Cash and cash equivalents**
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

**Trade creditors**
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

**Fund structure**
Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

**Pensions and other post retirement obligations**
The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

## 2 Income from donations

| | Unrestricted funds General £ | Restricted funds £ | Total 2023 £ | Total 2022 £ (As restated) |
|---|---|---|---|---|
| Donations and legacies; | | | | |
| Appeals and donations | 277,395 | 15,000 | 292,395 | 303,085 |
| Grants, including capital grants; | | | | |
| Grants received | 21,525 | 581,053 | 602,578 | 421,019 |
| | 298,920 | 596,053 | 894,973 | 724,104 |

## 3 Income from charitable activities

| | Unrestricted funds General £ | Total 2023 £ | Total 2022 £ |
|---|---|---|---|
| Contract income | 414,547 | 414,547 | 161,047 |
| Provision of training | 45,084 | 45,084 | 38,458 |
| Provision of counselling | 9,301 | 9,301 | 10,599 |
| Trading income | 175 | 175 | 3,525 |
| | 469,107 | 469,107 | 213,629 |

## 4 Investment income

| | Unrestricted funds General £ | Total 2023 £ | Total 2022 £ |
|---|---|---|---|
| Interest receivable and similar income; | | | |
| Interest receivable on bank deposits | 2,060 | 2,060 | 36 |

## 5 Expenditure on raising funds

### a) Fundraising expenditure

| | Note | Unrestricted funds General £ | Total 2023 £ | Total 2022 £ |
|---|---|---|---|---|
| Other direct costs | | 15,992 | 15,992 | 15,405 |

## 6 Expenditure on charitable activities

| | Total 2023 £ | As restated Total 2022 £ |
|---|---|---|
| Wages and salaries | 998,301 | 685,691 |
| Service delivery costs | 36,264 | 40,798 |
| Staff costs (HR Support, travel expenses, staff training etc.) | 25,713 | 29,273 |
| Office expenses | 51,927 | 41,933 |
| Premises costs | 56,315 | 54,816 |
| Sundry expenses including irrecoverable VAT | 17,536 | 17,486 |
| Subscriptions and affiliation fees | 1,918 | 288 |
| Advertising and promotion | 7,923 | 12,647 |
| Professional fees | 31,578 | 8,976 |
| Bank charges | 1,010 | 828 |
| Staff welfare | 30,000 | - |
| Depreciation | 7,786 | 9,856 |
| Governance costs (see note below) | 3,750 | 600 |
| | 1,270,021 | 903,192 |

### Governance costs

| | Unrestricted funds General £ | Total 2023 £ | Total 2022 £ |
|---|---|---|---|
| Audit fees | | | |
| Audit of the financial statements | 3,750 | 3,750 | - |
| Independent Examiner’s remuneration | - | - | 600 |
| | 3,750 | 3,750 | 600 |

### 7 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

### 8 Staff costs

The aggregate payroll costs were as follows:

| | 2023<br>£ | 2022<br>£ (As restated) |
|---|---|---|
| **Staff costs during the year were:** | | |
| Wages and salaries | 960,945 | 638,526 |
| Social security costs | 20,551 | 38,002 |
| Pension costs | 16,805 | 9,163 |
| | 998,301 | 685,691 |

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

| | 2023<br>No | 2022<br>No |
|---|---|---|
| | 56 | 53 |

The number of employees whose emoluments fell within the following bands was:

| | 2023<br>No | 2022<br>No |
|---|---|---|
| £60,001 - £70,000 | 1 | 1 |

The total employee benefits of the key management personnel of the charity were £185,965 (2022 - £146,843).

### 9 Net incoming/outgoing resources

Net incoming resources for the year include:

| | 2023<br>£ | 2022<br>£ |
|---|---|---|
| Operating leases - plant and machinery | 4,870 | 5,230 |
| Audit fees | 3,750 | - |
| Depreciation of fixed assets | 7,786 | 9,856 |
| Independent examiners fee | - | 600 |

### 10 Taxation

The company is a registered charity and it's activities are therefore exempt from taxation.

### 11 Tangible fixed assets

| | Office and computer equipment £ |
|---|---|
| **Cost** | |
| At 1 April 2022 | 36,501 |
| Additions | 13,668 |
| At 31 March 2023 | 50,169 |
| **Depreciation** | |
| At 1 April 2022 | 24,845 |
| Charge for the year | 7,786 |
| At 31 March 2023 | 32,631 |
| **Net book value** | |
| At 31 March 2023 | 17,538 |
| At 31 March 2022 | 11,656 |

### 12 Debtors

| | 2023 £ | 2022 £ (As restated) |
|---|---|---|
| Trade debtors | 14,611 | 286,471 |
| Prepayments and accrued income | 58,889 | 28,346 |
| VAT recoverable | 1,124 | 777 |
| | 74,624 | 315,594 |

Debtors includes £600 (2022: £Nil) receivable after more than one year.

### 13 Creditors: amounts falling due within one year

| | 2023 £ | 2022 £ (As restated) |
|---|---|---|
| Trade creditors | 6,784 | 11,689 |
| Other taxation and social security | 17,630 | 13,910 |
| Accruals | 13,745 | 4,988 |
| Deferred income | 4,010 | 276,452 |
| | 42,169 | 307,039 |

### 14 Pension and other schemes

**Defined contribution pension scheme**

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £16,805 (2022 - £9,163).

Contributions totalling £nil (2022: £nil) were outstanding at the year end and are included in creditors.

### 15 Commitments

**Leasing commitments**

The charity has entered into operating leases for offices and equipment.
The total amount contracted for but not provided in the financial statements was £43,950 (2022 - £68,786).

**16 Funds**

| | As restated Balance at 1 April 2022 £ | Incoming resources £ | Resources expended £ | Balance at 31 March 2023 £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| ***General*** | | | | |
| Unrestricted fund | 251,034 | 770,087 | (825,193) | 195,928 |
| **Restricted funds** | | | | |
| Active monitoring | - | 63,250 | (31,750) | 31,500 |
| Adult employment project | 2,802 | 3,314 | (6,116) | - |
| Adult 'The Gap' | - | 21,336 | (20,840) | 496 |
| Adult groups | 2,591 | - | (2,591) | - |
| Adult befriending | 4,084 | 3,000 | (7,084) | - |
| CRM Project | 7,390 | 9,002 | (16,392) | - |
| The Dorset Community Mental Health Alliance | 41,112 | 47,500 | (24,982) | 63,630 |
| Poole running group | 285 | - | (285) | - |
| Training | - | 3,600 | (2,360) | 1,240 |
| Youth appeal | 128,376 | 111,665 | (226,455) | 13,586 |
| Men in mind | - | 4,534 | (1,029) | 3,505 |
| Peer support | - | 15,852 | (6,466) | 9,386 |
| Winter resilience fund | - | 275,000 | (99,351) | 175,649 |
| Ukraine support | - | 5,000 | (119) | 4,881 |
| Training, empowering minds | - | 18,000 | - | 18,000 |
| Lloyds foundation | - | 15,000 | (15,000) | - |
| **Total restricted funds** | 186,640 | 596,053 | (460,820) | 321,873 |
| **Total funds** | 437,674 | 1,366,140 | (1,286,013) | 517,801 |

# Dorset Mind

## Notes to the Financial Statements for the Year Ended 31 March 2023

| | Balance at 1 April 2021 £ | Incoming resources £ | Resources expended £ | Transfers £ | Balance at 31 March 2022 £ (As restated) |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| ***General*** | | | | | |
| Unrestricted fund | 235,443 | 599,471 | (598,970) | 15,090 | 251,034 |
| **Restricted** | | | | | |
| Active monitoring | - | 3,750 | (3,750) | - | - |
| Adult counselling | - | 6,142 | (6,142) | - | - |
| Adult employment project | - | 7,634 | (4,832) | - | 2,802 |
| Adult 'The Gap' | - | 13,608 | (13,608) | - | - |
| Adult groups | 9,898 | 11,570 | (18,877) | - | 2,591 |
| Adult befriending | 11,058 | 29,133 | (36,107) | - | 4,084 |
| Adult services - OPCC Police bid | 3,171 | - | - | (3,171) | - |
| CRM Project | - | 13,503 | (6,113) | - | 7,390 |
| Light on project | 5,412 | - | - | (5,412) | - |
| The Dorset Community Mental Health Alliance | 16,776 | 47,500 | (23,164) | - | 41,112 |
| Poole running group | - | 1,250 | (965) | - | 285 |
| Training | - | 2,030 | (2,030) | - | - |
| Mind Out | 5,114 | - | - | (5,114) | - |
| Women in Mind | 1,393 | - | - | (1,393) | - |
| Youth appeal | 130,237 | 202,178 | (204,039) | - | 128,376 |
| **Total restricted funds** | 183,059 | 338,298 | (319,627) | (15,090) | 186,640 |
| **Total funds** | 418,502 | 937,769 | (918,597) | - | 437,674 |

### 17 Analysis of net assets between funds

| | Unrestricted funds General £ | Restricted funds £ | Total funds at 31 March 2023 £ |
|---|---|---|---|
| Tangible fixed assets | 17,538 | - | 17,538 |
| Current assets | 220,559 | 321,873 | 542,432 |
| Current liabilities | (42,169) | - | (42,169) |
| Total net assets | 195,928 | 321,873 | 517,801 |

| | Unrestricted funds General £ | Restricted funds £ | Total funds at 31 March 2022 £ |
|---|---|---|---|
| Tangible fixed assets | 11,656 | - | 11,656 |
| Current assets | 546,417 | 186,640 | 733,057 |
| Current liabilities | (307,039) | - | (307,039) |
| Total net assets | 251,034 | 186,640 | 437,674 |

### 18 Related party transactions

There were no related party transactions in the year.

### 19 Prior year adjustment

During 2022/23 a prior year adjustment was made to correct £6,484 overstated gift aid income and to recognise £3,500 holiday pay liability.

The effect of this is outlined below.

a) Changes in accounting policies

There were no consequential changes in accounting policies resulting from the adjustment.

b) Reconciliation of total charity funds

No adjustments were required to previously reported total charity funds at the start of the comparative period, previously reported funds of at the end of the comparative period have been reduced by £9.984 from £447,658 to £437,674.

c) Reconciliation of comparative period income and expenditure

Previously reported income and expenditure in the comparative period has reduced by £9,984, the reported surplus has reduced from £29,156 to £19,172.

**DORSET MIND**

England & Wales - Charity number 1108168

# Accounts



mind Dorset

# Dorset Mind Annual Report 2021-2022

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# 1-2-1 & Group Support

# Information & Signposting

# Education

# Volunteering

# Training







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# An introduction from our new CEO, Linda O'Sullivan

**My first year as CEO with Dorset Mind has been extraordinary in every sense of the word...**

At the start of my role, the charity was in an uncertain position following the pandemic. Lockdown had a major impact on how we raised funds as many of the major fundraising streams we usually rely on to fund our work were greatly affected – or at worse, stopped without warning - or indeed any indication of when or how they would recover.

Yet the resilience and the commitment of our staff and the unwavering support of our supporters enabled us to continue supporting people across Dorset.

Covid left deep scars on the mental health of many people living in Dorset, and I believe we're yet to see the full impact of this.

But whilst we attempt to respond to the increase in demand for mental health support from this crisis, we now face an additional challenge that should not be underestimated - the impact that fuel poverty and the cost-of-living crisis will have on mental health.

This is an agenda that we must address in partnership. We cannot do this alone.

It is a testament to every person connected to Dorset Mind that I have been able to smoothly pick up the baton and ensure we contribute to the blueprint for Dorset's mental health along with our peers in the third sector and statutory health organisations.

The magnificent work of the preceding years has given us a solid foundation to build upon, and we are now refining our own offer of 1-2-1 and group support services and training, to ensure we respond effectively across the county in a timely manner.

This is the time for Dorset Mind to be bolder than ever, as we fight to ensure more people get the support and respect they deserve.

So, the priority development areas that will drive our future work in 2023/24 will demand a focus on sustainability and working in partnership to enhance our reach and move towards working and living in a county where mental health becomes everyone's business.

**Linda O'Sullivan, CEO, Dorset Mind.**







**I want to thank all of our staff, volunteers, friends and partners for everything you have achieved on our behalf over the last few years.**

# Reflection from our Chair, Board of Trustees, Ken Heap

**This year Dorset Mind has emerged through the challenges posed by Covid in 2021, and as we settle into a new way of working it is evident that the pandemic is still having a significant effect on people's mental health.**

It is essential that we continue supporting those in our communities who experienced loss, bereavement, anxiety and worry as a result of the pandemic. Yet despite the tough conditions, we have been determined to continue to make a difference, not only by providing essential services but also launching innovative new ones, such as our virtual online support.

On reflection, it is clear that we were able to continue as a trusted charity as a result of the wonderful support we continued to receive across the county in terms of fundraising and volunteering. Our workforce and volunteers have been remarkable, adapting what we do to ensure we could provide support to the people who needed it most, in innovative ways. I have been so proud of how the whole organization has rallied, reimagining our services and never losing sight of what is important, creating a positive impact on the lives of those affected by mental health problems.

We still have much to do and I fear the impact of the pandemic on many young people's mental health, and on many of our communities across Dorset, is far from over. But the Board has great confidence in our team made up of our staff, supporters, campaigners and ambassadors which together has delivered magnificently in the most challenging of times.

At the beginning of 2022, we appointed a new Chief Executive Officer, Linda O'Sullivan, to lead the charity into the next chapter of making a difference in the County. We are committed to working together in partnership with other stakeholders who aim to make a difference for mental health by listening, learning and using experience and evidence to deliver effective person-centred provision to all those who need us.

I look forward with the Board to the next chapter in Dorset Mind's journey and commitment to Informing and supporting individuals and influencing communities about mental health and wellbeing in order to make a difference.

**Ken Heap, Chair, Board of Trustees, Dorset Mind**

# Comments from our Patrons...



Never before have we needed mental health support services like we do now. The world is a more challenging place, but Dorset Mind has been there to support the people of Dorset through these troubled times.

In this last year, I have been proud to see the range of services developed and extended right across the county, for young people and adults. When NHS services have most challenged, it is refreshing to know that Dorset Mind has continued to provide mental health support within our community.

Inspired services such as active monitoring help people develop toolkits to engage in a more productive life. Counselling services are now available to adults and young people. I am especially excited to see the emergence of the eco-in-mind service – sustainably using nature to promote wellbeing.

I am looking forward to another year seeing Dorset Mind maintain their status of being the mental health champions of Dorset.

**Dr Andy Mayers, Principal Academic at Bournemouth University**



The past financial year has been one of great change, coming out of lockdown into the 'cost of living' financial crisis.

Long periods of isolation and the lack of social interaction affected everyone, but none more so than young people. Families across Dorset are struggling to make ends meet and young people will suffer as a direct consequence.

Now, more than ever, that it's imperative that young people's mental health and wellbeing is supported from an early age, which is usually when mental health problems can be first spotted and/or diagnosed.

I'm delighted to see that Dorset Mind have made huge inroads in supporting adults and young people across Dorset, and I look forward to watching the charity expand their impact further even more in the coming year.

**Angus Campbell, His Majesty's Lord-Lieutenant**







# Our Mission

**Dorset Mind will raise awareness within general and specific communities about mental ill health. That's to say we will educate people about symptoms – what they are, what to expect and how to spot them. We will educate people about what they can do when they experience symptoms either themselves or someone they know.**

**The charity will always challenge the stigma and inequality of mental ill health so that neither stigma nor inequality prevent people receiving the information and support they need.**

**Dorset Mind will promote the ethos of recovery of mental ill health by educating people about recovery and by directly providing support services to specific communities to assist them in their own recovery.**

**Across Dorset, we reached**

# 12,947 people

**with DIRECT support!**

**Helping:**

**1,506 Adults**
**with 1-2-1 and group support**

**983 Adults**
**by email**

**2,407 Children & Young People**
**with 1-2-1 and group support**

**Training:**

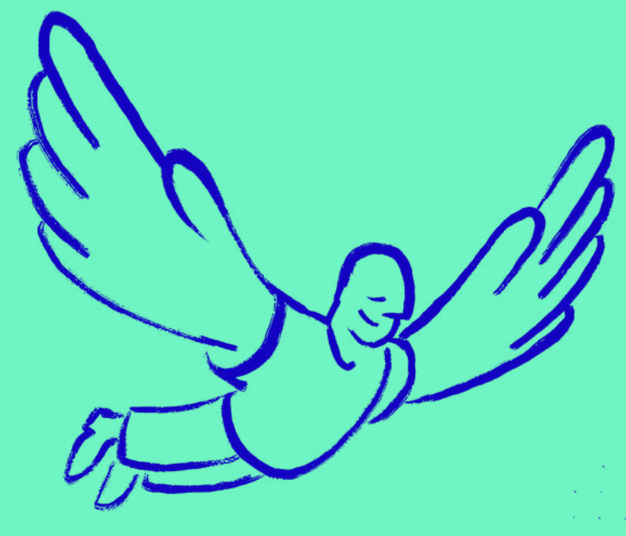
**1,125 Delegates**
**were educated by our Training Team (including MHFA and Keyworkers)**

**Speaking:**

**6,926 People**
**were helped at events by listening and carefully signposting**



Dorset Mind Annual Report **2021-2022**



# What we did

# Operations - Adult Services

## Active Monitoring

### Active Monitoring is one of the most rapidly growing services at Dorset Mind.

During the past year (1st April 2021 to 31st March 2022) four additional Primary Care Networks (PCNs) were added to deliver Active Monitoring to. Overall, the team now works across 6 PCNs, namely Shore Medical, South Coast Medical Group, Bournemouth Central, Poole Central, North Bournemouth, and North Poole. We now have 9 Active Monitoring Practitioners in the team working across 29 GP surgeries.

**965**
**individuals supported over 12 months**

**The service had**
**1,645**
**attendances in 12 months**

**77%**
**of participants had a reduction in depression symptoms (PHQ-9)**

**74%**
**of participants had a reduction in anxiety symptoms (GAD-7)**








**Active Monitoring Feedback**

**"When I was referred for this service, I was at a point where I felt I had failed in all aspects of my life which I deemed most important. There was no optimism. I chose self-confidence as my route with Dorset Mind and was contacted within a short time. By the second week of Active Monitoring, I had not only performed a 180 degree turn in my own view of myself and my own self-validation, but I was feeling an irrepressible burst of creativity, enthusiasm and relief. I had lost the dark cloud, and although I had little stumbles, I knew how to get back up again.**

**My practitioner has given me so much to be positive about and the tools to deal with all aspects of my life, but most of all, she has give me the courage and self-belief to take back control of my life. I have choices; I have time to choose how I react; I can say 'No' and I can be clear on what I feel is best for me. I can accept what I can't change, but now I can change what I can no longer accept.**

**I was very emotional discussing how far I had come, but that is because I am unspeakably grateful for the support and advice she gave me which I will take with me for the rest of my life. I am also indebted to my GP surgery for having this service in their practice and offering me the opportunity to receive support that I never would have believed could change me so profoundly for the better."**



Active Monitoring client, March 2022

**"Active Monitoring is the best thing that happened in my life regarding my well-being. I did not realise how much I struggled and how easy it is to work out all my problems with the assistance from a professional who calls me every week and helps to understand how to help myself."**

Active Monitoring client, March 2022.





## Befriending

**Befriending has remained consistant for the past year and continues to help many participants achieve their goals.**

As a direct result of the Pandemic there has been a waiting list to access the service since the start of lockdown. However a process was implemented to help participants on the waiting list to wait well with regular updates, signposting and check-ins.

**Befriending statistics – 1st April 2021 to 31st March 2022**

**132**
individuals supported over 12 months.

**94%**
of participants rated the support available at the service 'good' or 'very good' (out of 17 polled participants)

**49%**
of participants had an improvement in their level of wellbeing (average scores remained at 19 over time)

**Befriending Participant Feedback:**

**"I am very grateful for the help I received from Dorset Mind and feel they have saved my life for me. I am now on my road to recovery, Well done Dorset Mind."**

Befriending participant, January 2022.

**"Befriending has helped me a lot this year. It has been good to speak to someone who understands and is supportive, that I can speak with about things that I'm struggling with."**

Befriending participant, January 2022.

**"It's good to talk to someone who has experienced mental illness themselves & is very understanding."**

Befriending participant, January 2022.





## Community Groups

**Groups and Programmes reached 242 individuals over 12 months. Thirteen different groups and programmes have taken place across Dorset offering wellbeing and psycho-education support and activities for individuals experiencing common mental health problems and social isolation.**

Specific communities supported include women-only, Carers, LBGTQI+ people and individuals not in paid work. We also offered Eating Disorder Mentoring and Group Support. Groups have supported people access activities such as yoga, arts, walking, running, table tennis, board games and ecotherapy.

Since July 2021, the majority of services returned to face-to-face delivery in the community - and this led to an improvement in accessibility and attendances. Some online services remained to allow individuals across the county to access services and continue our digital offer of support.

**Community Groups Feedback:**

**"It's been an amazing help on my journey to recovery after burnout and a breakdown. I've been encouraged to - amongst other things - break down my thought patterns, let out and process emotions, receive encouragement and support from others... Charlotte has been fantastic!"**

Wellbeing in Mind Bournemouth participant, March 2022

**"The MindOut group goes from strength to strength. Through the creative activities I have been able to explore many of my mental health issues. It is a safe LGBTQ space and I would highly recommend this service."**

MindOut Bournemouth participant, August 2021.

**"I would recommend this to anyone that wants to...learn new skills or improve on their knowledge of well-being and getting ready to go back to work... This has been a safe place to grow personally without judgment... (Mind Field) helped me look at options and my transferable skills even though I'm disabled, I can still look at the strengths as a person...Vicky's caring supportive approach along with her guidance was outstanding. The materials where clear and easy to understand."**

Mind Field Employability & Wellbeing Programme participant, March 2022.

**Community Group statistics:**

**242**
individuals supported over 12 months

The service had
**2,127**
attendances in 12 months

**100%**
of polled participants recommended the group services (out of 2,127 attendances)

**98%**
of participants mood were improved or maintained over group sessions (out of 2,127 attendances)

**55%**
of participants had an improvement in their level of wellbeing (average scores increased from 38 to 41 points)

## Adult Counselling

**The Adult Counselling service grew rapidly. There was a steady flow of enquiries which led to a long waiting list by the end of March 2022 (30+ clients waiting to be allocated).**

Internal factors contributing to the length of the waiting list were the capacity of the service as it built and contracual commitments to support other projects within the organisation that had to be fulfilled (such as the Keyworker Project and Mind Field).

**Counselling Client Feedback;**

**"Honestly the best thing I could have done. I've tried other services before but none really felt like being helped. My counsellor was fantastic and he is certainly good at what he does. I recommend your services to everyone who I feel needs it. Thank you in helping me on my journey."**

Counselling Client, June 2021.

**"I felt really at ease with my counsellor and she was able to put things in a way that was helpful to me to help me make my own conclusions and decisions. A very calm, caring and understanding lady."**

Counselling Client, August 2021.

**"Thank you for the help. Thanks to my counsellor who was very easy to work with, and thanks for the speed at which (Dorset) Mind responded to my cry for help!"**

Counselling Client, November 2021.

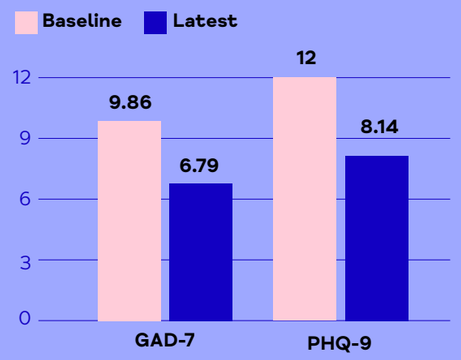
**Counselling statistics:**

**64**
**individuals supported over 12 months**

**The service had**
**379**
**attendances in 12 months**

**79%**
**of participants had a reduction in depression symptoms (PHQ-9). See score changes in the chart below.**

**79%**
**of participants had a reduction in anxiety symptoms (GAD-7). See score changes in the chart below.**








## Eco in Mind Ecotherapy

**There have been significant developments in our service this year. The main change was that we parted ways from Meyers Estate Agency who initially set up The GAP Project in partnership with us. We renamed and re-branded our service 'Eco in Mind,' and continued to deliver this service in Dorchester with our staff and volunteers.**

The original site in Dorchester is thriving - and we were delighted to secure an additional site at Tumbledown Farm in Weymouth. Clearing and setting up the new plot has been the main priority this year at the new site, but it is ready to welcome participants.

The service has been able to grow its offering (pun intended!) and offers a range of ecotherapy activities, including nature-based art, windchime and positive pebble making, mindfulness activities and growing fresh fruit and vegetables which are donated to local community food banks.

**Eco in Mind statistics:**

**9**
**adult individuals supported over 12 months**

**The service had**
**133**
**attendances in 12 months**

**100%**
**of polled participants recommended the Eco in Mind (out of 133 attendances)**

**100%**
**of participants mood improved during sessions (out of 133 attendances)**

**Eco in Mind Participant Feedback;**

**"Since attending sessions, I feel a greater sense of being able to cope with my week. After the session I feel uplifted, grounded, that I'm learning, and it is really helping me each week"**

Eco in Mind (The GAP Project) participant, June 2021.

**"I love volunteering at Eco in Mind. I'm meeting new people, enjoying my time out in the fresh air and learning a lot about how to grow plants."**

Eco in Mind (The GAP Project) Volunteer, August 2021.

**"The students get a lot from attending the project, being out in the community, working as part of a team, with hands on learning. Sessions are relaxed and enjoyable and a breath of fresh air from the classroom environment."**

Westfield College, March 2022.

**"It's good fun being outside and planting vegetables, knowing other people in the community will also benefit from eating them."**

Eco in Mind participant, March 2022.



## Restored Eating Disorder Mentoring and Group Support

**Restored was initially a small, local independent charity but came under the Dorset Mind umbrella in 2018, bringing with it a pot of funding. Once this funding ran out, it became funded through our core funding and as such, we had to review it.**

In September 2021 we put a Quality Improvement plan into place to explore whether there were viable ways to improve the impact and reach of the service and obtain potential funding streams. Within the action plan, we also looked at including various actions to improve participation. We also launched a monthly drop-in for students at Bournemouth University which produced 3 new participants to the service.

Despite Restored getting regular enquiries for Mentoring and regular attendees at the support group, it was not in high numbers and didn't bring any revenue into the charity.

But the impact of the service on our participants was clear to see as you can see from the wellbeing statistics and the charts opposite. This is further evidenced by the feedback below:

**"Romy has been so helpful during the 8 weeks. She is always so kind and understanding and puts me at ease. I have found it so easy talking to her and she never makes me feel judged. Romy has helped me to understand my thinking and feelings behind my behaviours and how to tackle them in the future. I'm so grateful to her and the restored service!"**

Restored Mentoring Participant, August 2021

**"Thank you so much. This service has changed my life. I was sceptical at the beginning but it's amazing what 8 sessions can do! Thank you."**

Restored Mentoring Participant, November 2021

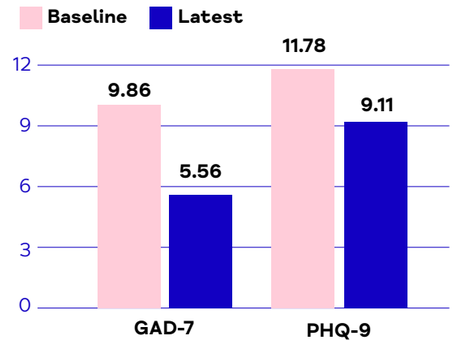
**Restored statistics:**

**94**
**individuals accessed the service over 12 months**

**The service had**
**696**
**attendances in 12 months**

**67%**
**of participants had a reduction in depression symptoms (PHQ-9). See score changes in the chart below.**

**100%**
**of participants had a reduction in anxiety symptoms (GAD-7). See score changes in the chart below.**









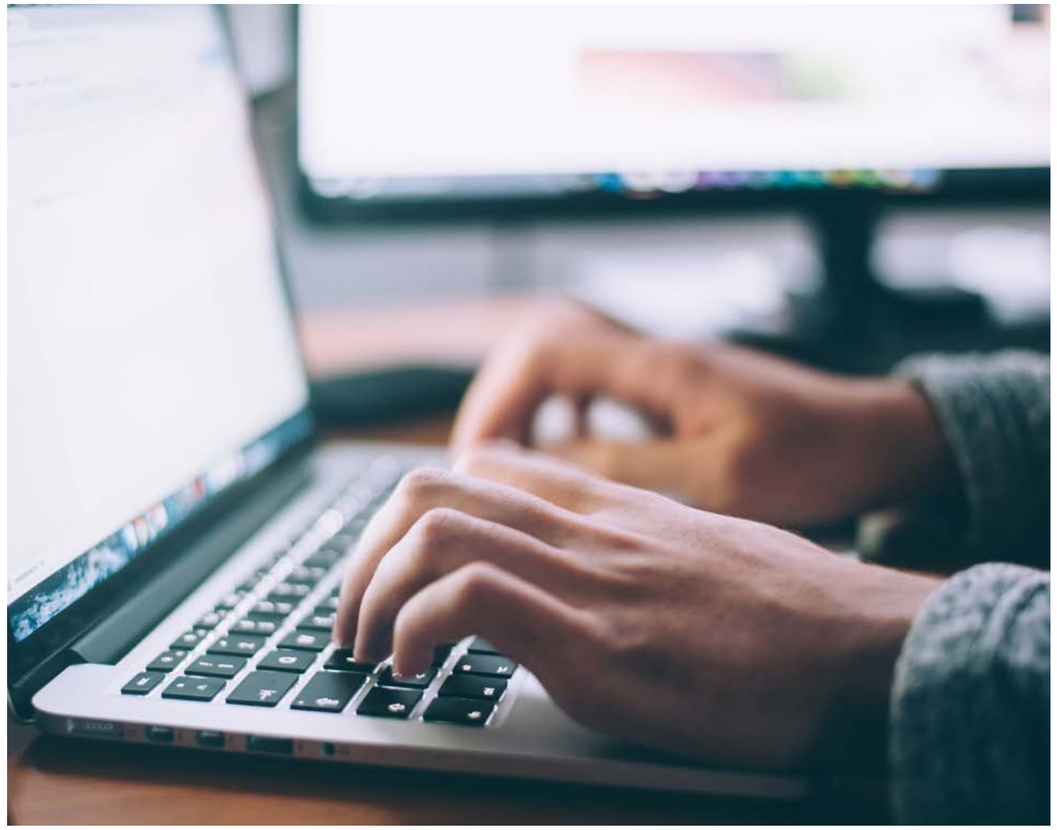


## Adult Wellbeing Services Mailbox Signposting

**The Adult Services team received a total of 983 enquiries in twelve months (see total number of enquiries per quarter below).**

Our knowledgeable team provide a vital information service by empathetically and efficiently signposting local people in Dorset to access the right support mental health support - whether it is within Dorset Mind or via external organisations and statutory services.

| Quarters 2021 - 2022 | Total number of inquiries |
|---|---|
| Q1 – Apr - June | 229 |
| Q2 – July - Sept | 237 |
| Q3 – Oct - Dec | 276 |
| Q4 – Jan - Mar | 241 |
| **Total** | **983** |



# Operations – Children and Young People Services (DMYH)

**Dorset Mind's Children and Young People Services is delivered under the umbrella 'Dorset Mind Your Head,' or DMYH for short.**



Dorset Mind Annual Report **2021-2022**

## Counselling

**DMYH delivers a free counselling service for 11 to 18-yearolds. This short-term counselling focuses on finding solutions for a specific problem that the young person is struggling with at the time. Our counsellors help young people explore the issue they are experiencing and supports them in finding coping strategies.**

Outcomes are monitored using YPCORE evaluations and client feedback.

Due to a number of factors, including Covid-19 and the increased mental health issues with young people, we made the decision to pause new referrals in March 2022, to clear the existing waiting list and to review the service.

**Counselling statistics:**

**97**
**individuals accessed the service over 12 months**

**80%**
**of participants had maintained or had an increase in their wellbeing (YPCORE)**

**100%**
**of participants had maintained or had an increase in their mood (mood scores)**

## Community Groups

**Group services have reached 31 children and young people across Dorchester, Poole and Wimborne. Support was provided through specialist programmes for 9 to 12 year-olds who are experiencing emotional problems and low attendance at school, and through activity groups for Primary and Middle school students. After lockdown, there was a push to bring groups back face-to-face in the community and build stronger relationships with schools across Dorset.**

The model of short-term specialist community group support for children and young people has been very effective and will be replicated in future years.



**Community Groups Feedback**

**"Please pass on our thanks, from what I heard from last week's sessions it was amazing we are so grateful X can access these sessions."**

Connected Mind Dorchester parent, November 2021

**"Very supportive, allowed X to talk which she finds difficult. Parents were listened to all the way and staff were very approachable. The referral process was easy, communication was very good, the content covered in the sessions was useful and the group met my expectations."**

Connected Mind Dorchester parent, February 2022.

**When asked to reply to 'What If by week 8 I can be a better version of myself?'**

**"I had no clue what might happen in the future, but I feel a lot better. I think it made me a better person. When I am older, I can chat more to people, older, younger, my age. There can be so much more to what I do when I am older thanks to Dance n Chat."**

Dance n' Chat participant, March 2022

**Community group statistics:**

**31**
**individuals supported over 12 months**

**The service had**
**127**
**attendances in 12 months**

**71%**
**of participants had maintained or had an increase in their wellbeing (SWEMWBS)**

**88%**
**of participants had maintained or had an increase in their mood (Mood scores)**





## Eco in Mind - Young People

**In 2021, Eco in Mind worked with two local schools to support students with their mental wellbeing. Not only did the students help sow seeds and plant vegetables, they also took part in creative-based sessions that included painting positive pebble, arts and crafts and making bee and insect houses (examples in photos).**

Our Project Coordinator developed a learning 'passport' to use with students, which has been well received. The content is based around the Five Ways to Wellbeing and stickers are earned through learning and taking part in activities. This is shown visually in the passport as the stickers are blossoms on a tree and can be collected and stuck on to demonstrate progress.






**Eco in Mind – Young People Statistics:**

**15**
**young people supported over 12 months**

**The service had**
**81**
**attendances in 12 months**

**100%**
**of polled participants recommended the Eco in Mind (out of 81 attendances)**

**100%**
**of participants mood were improved or maintained over sessions (out of 81 attendances)**





## Education in Mind

### Active Monitoring

**Active Monitoring in Schools reached and supported 2,264 children and young people in five Middle and Primary schools across Dorset this year.**

Our team of practitioners and volunteers delivered assemblies, workshops and 1-2-1 sessions. The overwhelming feedback is that the students gained valuable knowledge about how to look after themselves and others and the importance of talking to others, such as a trusted adult.

**"It was very rewarding to see the participant smiling and laughing during session 5 and talking about what they would like to do in the future."**

Practitioner Feedback, January 2022

**"It's been fun. It's helped with my confidence."**

Participant Feedback, 2022

**"I could talk about anything that happened or if something is going to happen like a fall out with someone."**

Participant Feedback, February 2022

**Education in Mind statistics:**

**2,960**
**individuals accessed the service over 12 months - including parents and staff**

**91%**
**of participants had maintained or had an increase in their wellbeing (SWEMWBS).**

**95%**
**of participants had maintained or had an increase in their mood (mood scores).**








### Assemblies and Workshops

We worked with 9 secondary schools to promote mental health, wellbeing and resilience through our assemblies, workshops and wellbeing programmes. Sessions reached 696 young people over the past year across Dorset. Covid restriction did hamper our ability to work with larger groups during the first part of the year.



**We asked: What did you find most helpful?**

**"The relatability, someone young talking about their experience makes it reassuring that you can get through it."**

Student, November 2021

**"How I am not the only one who has these feelings, that I am not alone."**

Student, November 2021

**"It would be good to continue to receive Active Monitoring as it made such a positive impact on our children. I like the way our children were signposted to other services once their 5-week programme came to an end."**

School Feedback, January 2022



## Wellbeing Check-In

**Dorset Mind offers a Wellbeing Check-In service (WBCI) for young people aged 11–18. This service was created in direct response to Covid-19, and the rising need to reach out to young people in their homes. WBCI offers neutral and confidential support for mild to moderate mental health needs. The format of the service is weekly or fortnightly online or phone call 'check-ins', with a trained volunteer, for up to 12 weeks.**

The aim of our trained volunteers delivering the WBCI service, is to offer an impartial listening-ear and gentle guidance to support the young person in recognising their own strengths, build resilience and confidence, improve self-esteem and to introduce skills and tools they can use after their sessions have ended.

The volunteers regularly review with the young person what they have gained from their sessions and what their goals are moving forward. Underpinning the sessions is "The Five Ways to Wellbeing" model.

**Wellbeing Check-In statistics:**

**24**
**individuals accessed the service over 12 months.**

**75%**
**of participants had maintained or had an increase in their wellbeing (SWEMWBS).**

**99%**
**of participants had maintained or had an increase in their mood (mood scores).**







**"I've really enjoyed working with the participants in a positive supportive environment. It's been very rewarding to see some of the positive effects my work and the teams has had on individuals that we work with and I'm looking forward to doing more of this in the future"**

# Volunteering

**The number of regular volunteers has increased from 136 in April 2021 to 162 in March 2022. The number of hours volunteered also increased, which can be attributed to placement students we had with us - five in total.**

This year saw our need to create more varied volunteering roles within the charity. Amongst these were: Research Administrator, Befriending Coordinator and Active Monitoring Practitioners.

Recruitment cycles for volunteers started in January 2022 and took place four times this year. These were created to streamline our onboarding process and volunteer inductions. The cycles have proven to be a success and we intend to continue this quarterly process.

We also re-introduced onboarding training for volunteers delivered by our own training team - Dorset Mind Works (more about that later). We believe that our volunteers deserve as much investment as our staff, and this has received excellent feedback from our volunteers.

Volunteer surveys have been sent out twice a year alongside staff surveys. This has resulted in new learning and changes implemented where needed, directly from this feedback - which all helps improve our volunteer experience.

**Volunteering statistics:**

**Based on an average staff wage at the charity, Dorset Mind volunteers worked the equivalent of**
**£131,868.50**

**100%**
**of volunteers said their contribution is meaningful and rewarding - (Volunteer survey 2021)**

**Through 2021, Volunteers contributed over**
**4,000 hours**

Volunteer Feedback:

**"The best thing about volunteering at Dorset Mind is seeing your work come to life and making a real difference to people's lives"**

**"It is incredibly rewarding, as supporting mental health and wellbeing is a cause very close to my heart. Also, as a Dorset resident, it feels as though I am able to give back to my local community."**

## Dorset Mind Ambassadors

**Our ambassadors continue to be a valuable asset to us. They represent us directly to our communities and also via their own networks, including social media. Through sharing their lived experiences online and interacting on social media, writing blogs or attending events, they connect with and inspire others to live well with mental health, good or bad.**

See below, Chandy and Toby delivered a talk at AFC Bournemouth about the impact of Physical Activity on Mental Health, which was well received and gained wonderful feedback.

Ambassadors also fundraise for us, which not only raises vital funds, but raises mental health awareness too.




Chandy said:

**“It was a privilege to talk at AFC Bournemouth and highlight the benefits that physical activity can have on our mental wellbeing to members of the community. Many people came to talk to us afterwards – they said they were going to ensure physical activity will be part of their daily routine moving forward, which was amazing to hear as it showed sharing our own experiences of this can affect others in making positive changes.**

**Within our role as Ambassadors, we get the opportunity to showcase this when working alongside other charities and organisations, which is one of the best things about being involved with Dorset Mind.”**





# Training – ‘Dorset Mind Works’

**Dorset Mind Works underwent a significant transformation during the pandemic and this year saw significant challenges as businesses and people recovered from the impact and returned to operating. But it was a slow return.**

This meant changes again for our training team, mainly in its team structure and how courses were delivered (the ‘new’ hybrid approach).

A new Training Manager, Marie-Clare Gale, came on board in August 2021 and plans were made to continue to re-build our training offer and to develop our education programme around Mental Health.

Our approach was to build the team from less than 1 FTE to almost 2 FTE and to recruit more experienced freelance trainers for delivery.

Work continues to increase the reach of the training we offer alongside work to understand what gaps there are in training provision in the county, course development - and the re-brand project which was charity wide.

Internally National Mind announced a re-brand and the Training Team focused on re-branding all training materials as an ongoing project during this year.

The Training Team also developed their motto – they ‘promise to continue spreading awareness and helping to educate individuals, to create a mentally healthy Dorset.’



## Mental Health First Aid (MHFA):

We trained 67 delegates in Mental Health First Aid (MHFA) and they all qualified. This intense 2-Day course is increasingly popular and demonstrates the want and need for businesses to have qualified and trained Mental Health First Aiders.




**MHFA Feedback:**

**"The most important lesson I learned was the importance of active listening. I am trying to put this into action, but it's a work in progress."**

MHFA Delegate, October 2021

**"I've been in a position within the New Year, where I have been meeting new and existing clients and they have opened up about their own mental health struggles or others."**

MHFA Delegate, Jan 2022

**"I felt much more confident to actively listen (even when I wasn't sure this topic was going to come up) and how to signpost them to the correct support services available."**

MHFA Delegate, March 2022

## Keyworker Project:

As part of this project the team delivered 12 funded training sessions to 79 Keyworkers across education, retail and the care sector, including the NHS. Mental health awareness training was delivered alongside optional counselling sessions.

## In-house Training:

Dorset Mind Works team developed in-house training for Dorset Mind Staff and Volunteers and updated core mandatory training such as Safeguarding, making it not only relevant to the charity and our own processes but also with a focus on Safeguarding in Dorset.

**"It was a great learning experience for me to know more about Dorset Mind and how it supports mental health. I am really excited to be a part of the charity with great vision."**

Dorset Mind Staff Induction, February 2022

**"I found this introductory session to be highly informative and engaging, as well as a productive use of my time. What stood out most was the comprehensive level and nature of personal support that is on offer to both staff and volunteers. Dorset Mind clearly believes in a 'One Team Approach'."**

Dorset Mind Staff Induction, February 2022





## Impact:

**Who we reached:**

| | Delegates | Sessions | Orgs |
|---|---|---|---|
| Q1 | 222 | 52 | 22 |
| Q2 | 135 | 11 | 6 |
| Q3 | 418 | 23 | 17 |
| Q4 | 350 | 37 | 16 |
| **Total** | **1,125*** | **123** | **61** |

***Please note this figure includes 67 MHFA Delegates and 79 Keyworkers.**

When delegates were asked 'How likely would you recommend training?' our average score was 9 out of 10.

When delegates were asked 'was the training engaging?' 85 agreed, 284 strongly agreed, and 0 disagreed.

Work is being carried out further develop understanding of our impact longer term but it's too early to know the results of this yet.

**Training Feedback:**

**"Marie-Clare was lovely! She has a fantastic knowledge of the subject, as did the guest counsellor. I felt my input was appreciated by the group and I was made to feel included in all aspects of the meeting, at times I found things emotional but I was encouraged to pause and take my time and continue when ready. I thoroughly enjoyed the session. Many thanks."**

Managing Stress, Anxiety and Burnout Delegate, January 2022

**"I must say that the 2 sessions I attended this week were probably the best training sessions I have ever attended."**

Managing Stress, Anxiety and Burnout Delegate, January 2022

**"The training was well paced and created a decent amount of discussion which led to supported self-reflection. The trainer was both knowledgeable and supportive and created a very safe space for all attendees to share information."**

Grief, Loss and Big Change Delegate, March 2022

# Partnerships

**Our Charity Partners are organisations or individuals that help us deliver our mission. There are several types of 'charity partner,' not solely providing financial support - although many companies enjoy fundraising for us. Businesses can provide gifts in kind (which might include services or skills) and employees can volunteer for us. We also partner with reputable companies and people to help deliver services; they might deliver sessions or provide spaces in which we can hold groups or training.**

This financial year has been challenging for every organisation, including Dorset Mind. Businesses that survived lockdown moved tentatively towards re-opening – or continued to work albeit in a new way. Hybrid working became normal, but the lack of contact in isolation affected everyone.

This impacted our partners hugely, and this was also felt by the effect it had on corporate fundraising, which was slow to recover.  New partnerships were not confirmed until much later on.

**Quotes from new corporate partners:**

Clair Walker, Assistant Marketing Manager at Go South Coast said:

**"The decision to make Dorset Mind our corporate charity was made by colleagues. We ask everyone to nominate a charity and then take a vote on who they would like to support as our Charity of the Year - and Dorset Mind came out on top! Mental health can affect people from all walks of life, at any time, and the team here at Morebus understands just how important it is to have support in place for anyone who needs it."**

Aaron Keith, Managing Director of Sentinel Fire & Security Solutions told us why they chose us:

**"We recognise that mental health is of the utmost importance to everyone's wellbeing, especially in these most challenging and difficult times; right now, awareness and support couldn't be more of a necessity. It is with that in mind that we are proud to be committing our fundraising abilities to raising as much awareness and crucial funding as we possibly can, as a team, to help further the incredible work of the Dorset Mind team."**

**Partnership Details:**

**Current partnerships:**
**68**

**New partnerships:**
**29**

**Extended partnerships:**
**4**

Melissa Boyle, b4b's Marketing Manager, led their Charity of the Year initiative. She said:

**"Mental health is such an important issue, especially during these uncertain and difficult times. I am thrilled that we are supporting a charity that does such worthwhile work tackling the stigma surrounding mental illness, while providing valuable education and support to those who are struggling."**

Waterside Holiday Group said:

**"When we asked our team what charity they wanted to partner with this year, Dorset Mind was at the top of the list. We recognise the incredible work they do and hold this charity very close to our hearts."**





# Case Study:

## Relationship Building – Hall & Woodhouse (H&W)

Hall & Woodhouse agreed to extend their tenure as Corporate Partners, having been our charity partner for October 2020 to March 2021, which was hugely impacted by the pandemic. In addition, H&W added another site to the ones supporting us, taking the total to 7 pubs focusing their fundraising efforts for Dorset Mind.

Our Team Coordinator worked hard to build strong relationships with one of the Directors and the PA to the Hall & Woodhouse Board. She developed regular 3-month meetings to monitor the combined fundraising efforts, all communications with us, and has worked with her contacts to develop events and awareness/training opportunities specifically for their organisation and their customers.

A concerted effort to contact each venue has resulted in excellent communication. Some branches contact us directly and made focused efforts to generate funds for us.

The Innovation Manager at H&W, Jon Mead, was inspired to cycle to 50 Dorset Hall & Woodhouse Pubs in August 2021. Jon cycled a grueling 350km plus in one day, raising a colossal £1,867!

Jon continues to fundraise for us – with his Dorset Double Challenge in 2022 that involves cycling and running. Importantly, Jon also helps awareness with his fundraising. He's a keen advocate for the impact of physical activity on mental health and wrote a blog for us. He says of activity that it's not just a health issue, "It brings people together to enjoy shared activities and contributes to building strong communities whilst supporting the economy to grow."



**Dorset Mind would like to thank all our charity partners for their support.**

# Bids and Grants

**Emerging from lockdown, our success rate of winning bids dropped slightly to just over 1 in 5. Despite this, Bids and Grants was still our primary source of income - which was quite incredible considering the landscape had changed. Competition for grants became tougher as a greater number of charities applied for support from grant-making bodies. And some of these organisations stopped granting funds.**

In addition, money became scarce as living costs began to rise – and then Russia invaded Ukraine in February. Winning bids faced additional challenges as fundraising efforts became focused quite rightly on helping the many displaced Ukrainians.

**Bids and Grants Details:**

**Grants Submitted:**
**222**

**Successful Grants:**
**49**

**Reports submitted to funders:**
**46**

## Case Study 1:

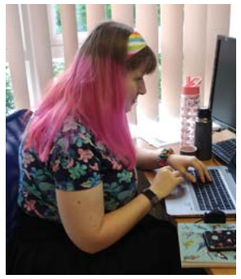
### The Rank Foundation 'Time to Shine' Award




We won this grant in November 2021, with the brief to research and implement a CRM for Dorset Mind. We were invited to apply for this project by our contact at another grant-making organisation.

The criteria for the Time to Shine Grant was to apply for funding to recruit a member of staff to complete a project in twelve months but had a condition that the member of staff had to be unemployed and not in education.

Dorset Mind successfully applied for funding to provide our Income Generation and Training Teams with a CRM solution. We recruited one of our incredible volunteers for this paid position.



The project work comprised many elements, including research into different CRM Platforms, engaging with tech solution companies; researching and speaking with other Local Minds about the pros and cons of their CRM platforms; and working closely with the Income Generation and Training Teams to ascertain their needs.

Our new staff member also had a schedule of support and workshops with the Rank Foundation throughout the 12-month project.

New Staff Member, Hazel said:

**"The Time to Shine Grant from the Rank Foundation has given me the opportunity to re-enter employment after a long break and allowed me to develop my skills and learning within the charity sector."**





## Case Study 2:

### The Masonic Foundation Grant



This grant was awarded in July 2021 for Children and Young People's 1-2-1 Support. It's purpose was to specifically support the mental health of vulnerable young people who have been negatively impacted by the pandemic. It was given to help prevent the development of worsening or long-term mental health illness from causing further disruption to the young people's education and their lives.

The grant has provided funding towards our DMYH Children and Young Person Counselling Service and our Wellbeing Check-in Service, for twelve months.

This funding has helped us to provide one-to-one mental health support for 97 participants through our counselling service and 24 participants through our wellbeing check-in service, delivering a total of 524 sessions.

These services have had a positive impact on children and young people throughout Dorset as can be seen from the following outcomes and feedback:

**What our young participants have said about the services we provided:**

**"I feel like I am a lot less overwhelmed and can move forward and care for my family whilst also looking after myself, which was a big issue before the counselling, but I hadn't recognised it."**

Counselling Client, March 2022

**"I am a lot happier for sure. I can understand how to manage my anger and adapt to the situation now. It has been really helpful."**

Counselling Client, June 2021



**Outcomes:**

**Counselling (YPCore)**
**71%**
**score improvement**

**WBCI (SWEMWBS)**
**77%**
**score improvement**

**Feedback Outcomes:**

**Counselling feedback improvement**
**86%**
**score improvement**

**WBCI feedback improvement**
**100%**
**score improvement**

# Case Study 3:

## ESFA Community Training Grant



The Education and Skills Funding Agency provide funding to support people back into work.

It is widely known that the relationship between mental health and unemployment is bi-directional. Good mental health is a key influence on employability, finding a job and remaining in that job. Unemployment causes stress, which ultimately has long-term physiological health effects and can have negative consequences for people's mental health, including depression, anxiety and lower self-esteem.

In January 2021, www.health.org.com released a report that showed that 43% of people unemployed have a mental health condition.

Dorset Mind applied to the fund to run a programme of courses to help people who are unemployed to improve their mental health, and to learn coping skills and to build confidence to help them back into work or education. JP Morgan assisted us with the project, staging mock interviews for all our participants, and gave them positive feedback, along with suggestions on how their interview technique can be improved.

The programme consists of five workshops:

**Week 1:** Introducing Goal Setting, Maslow, Decisional Balance Sheet and Introduction to CV writing

**Week 2:** Introducing Anxiety and coping strategies

**Week 3:** Interview Skills and preparation

**Week 4:** Self-Esteem, Values and Beliefs

**Week 5:** Emotions, Boundaries, Assertiveness and Imposter Syndrome

We have supported approximately 16 people so far. Some of whom have already progressed into employment, training or volunteering.

**What participants have said about the programme:**

**"I have been able to redo my CV and make me feel more job ready after a successful practice interview with JP Morgan. I would recommend this course to others to build confidence, self-esteem and feel more job ready."**

Mind Field Participant, November 2021

**"When I first joined, I was really nervous and I didn't want to talk, just listen because I felt uncomfortable. Over time I managed to talk a tiny bit and developed confidence to speak up. I felt supported in the group which helped me."**

Mind Field Participant, October 2021





# Legacy Giving

**In this financial year, Dorset Mind took its first steps towards establishing a Legacy Giving programme, developing a medium to long-term strategy.**

We delivered two 'Free Will' Campaigns, allowing supporters to pledge us a gift in their will through access to will writing services at no cost to them.

The first campaign took place between November 2021 and January 2022. We partnered with Dorset Coast Wills who donated us three wills per month over a three-month period.

Testimony from a client who used this service:

**"Myself and my husband have taken advantage of Dorset Mind's free will scheme. Claire was absolutely lovely; she talked us through step by step and was happy to answer our questions. She was completely understanding of all our wishes and gave us advice which was very helpful."**

Legacy client, December 2021

The second campaign was organised in partnership with National Mind and local Dorset solicitors throughout Free Wills Month in March 2022, achieving 145 enquiries.












# Fundraising and Events

**Lockdown also changed the landscape of fundraising. It opened possibilities of virtual events and fundraising, which have continued. We've had to ensure we stand out whilst emphasizing we support local people as the competition has become extremely fierce from both local and national charities appealing to donors' interests.**

**Fundraising and Event Details:**

**Fundraising Events:**
**18**

**Awareness Events:**
**22**

**Engagement at events:**
**6,926**

At events we noticed a change in how people made donations. Physical currency was not encouraged during lockdown, paying online or via card was preferred. As a result, people rarely carry money. So again, we've had to adapt, encouraging online methods and text donate as options - using QR codes to navigate directly to the JustGiving platform or our website.

Events picked up during the second quarter of the financial year and we saw a considerable rise in the community requesting our presence at their awareness events. Post Covid, there has been a noticeable increase in the public's need for mental health support. People presented with complex needs, calling for us to be extra vigilant with training and support for our frontline staff and events volunteers.

We recognise how incredibly dedicated our fundraisers are - and the vital part they play in raising unrestricted donations that enable us to deliver support for local people. To recognise this, we branded them 'Fundraising Superheroes' with a newly branded t-shirt design and supported their fundraising with well-equipped stewardship emails and effective personal contact. Our fundraisers couldn't make us prouder!





# Top 3 Events:

## 1 75 For Skydive

**Number of fundraisers: 32**

Our fundraising and events team created our 75th Anniversary celebration in November for fundraisers and incentivised it with a lower fundraising target to encourage sign-ups to skydive.




We signed up 32 people for our first annual skydiving event. But it wasn't without challenges from the elements, as we had to re-schedule twice due to low cloud and bad weather!

Skydiver Mark said:

**"Bloomin' scary... but would definitely recommend!"**

Skydiver Andy said:

**"The exit from the plane and free fall for a whole 60 seconds is an experience that is beyond words. The Parachute was deployed and the rush had settled – now was the opportunity to take in the amazing views while coming to terms that I've just jumped from a perfectly good aircraft. With my feet on solid ground, I take in what I've just achieved and more importantly, why I've done this – for mental health. Thank you so much Dorset Mind for making this possible and to GoSkydive for providing an unforgettable experience."**

## 2 Edens Landscapes cycling and running challenges

**Number of fundraisers: 11, plus support from colleagues**




These autumnal challenges were organised by Edens Landscapes to raise awareness of mental health and to inspire people to talk more and reach out for help if the needed it.

In September, their team of employees and friends cycled 140 miles from Bournemouth to Big Ben in London, in memory of two of their colleagues.

In October, Edens' Deputy Maintenance Manager, Dan Irish ran the Bournemouth Half Marathon on Sunday October 10th, which coincided with World Mental Health Day.

## 3 Christmas Tree Collection

**Number of trees collected: over 500!**




Our fundraising team worked with charity partners to collect Christmas trees from households in Dorset for a donation. This was the charity's first time working on a project of this kind with the support of our brilliant charity partners Maidmans Removals and Storage, and Stewarts Garden Centre - it was a roaring success.

The trees were shredded and prepared to be recycled at our ecotherapy allotment in Dorchester.

Feedback received from a satisfied customer:

**"Brilliant idea and service, and a positive way to donate to charity – win/win all round for everyone!"**

# Marketing

## Campaigns:

**We delivered 39 online Campaigns during the year – including:**

**#StressAwarenessMonth**

**#LightOnMH**

**#MHAW2021 (MentalHealthAwarenessWeek)**

**#TheJune500**

**#VolunteersWeek**

**#PrideMonth**

**#GriefAwarenessDay**

**#WSPD2021 (World Suicide Prevention Day)**

**#WMHD2021 (World Mental Health Day)**

**#BHM2021 (Black History Month)**

**#WorldMenopauseDay**

**#InternationalMensDay**

**#StressAwarenessDay**

**#TransAwarenessMonth**

**#AntiBullyingWeek**

**#NationalOddSocksDay**

**#InternationalSurvivorsofSuicideDay**

**#BlackFriday**

**#GivingTuesday**

**#MoveYourMind2022**

**#75forSkydive**

**#GriefAwarenessWeek**

**#ChristmasJumperDay**

**#DorsetMindatChristmas**

**#WasteFreeChristmas**

**#EDAW2022 (Eating Disorder Awareness Week)**

**#LGBTHistoryMonth**

**#TTTD21 (Time to Talk Day)**

**#CMHAW2022**

**#BreakTheBias**

**#FreeWillsMonth**

**#SelfInjuryAwarenessDay**

**#IWD2022 (International Women's Day)**

**#UniMHDay**

**#BeInspired**

**#WorldBipolarDay**

**#WorldSleepDay**

**#DorsetMindRecommends**

**#DorsetMindTalks**

**Our major campaigns were: Time to Talk Day, LGBT History Month, Mental Health Awareness Week, The June 500, Volunteer Week, Suicide Prevention Day, World Mental Health Day, Black History Month, Stress Awareness Month.**





## Website and Social Media:

### Dorset Mind (Adults)

We made **2,679,942 impressions** across our 9 social platforms; and received **86,076 unique visitors** to our Dorset Mind Website. We **engaged 108,838 times** with people through our social channels.

### Dorset Mind Your Head (Children and Young People)

We **reached 301,091 people** on our DMYH social platforms, and **15,565 unique visitors** viewed the Dorset Mind Your Head website. We **engaged 7,227 times** with people through our social channels.

## PR - Press Releases and Radio:

We issued **24 press** releases and were mentioned in the press **94 times!**

We appeared on the radio **20 times** to raise awareness and to promote our services and events.

In February, we also began re-branding in line with National Mind's direction, this project will continue into the next financial year

## Blogs:

**Our blog space is a way of telling real-life stories from within our communities.**

We published **52 blogs** this year on a variety of topics. Our bloggers wrote about their lived experience of mental health conditions and factors such as:

Anger, **Bipolar Disorder** Bullying, **Eating Disorders**, Menopause, **Schizophrenia**, Self-Injury and Stress.




how-walking-nature-changed-life

Other major topics were Nature - the theme for May's **Mental Health Awareness Week 2021** where our bloggers wrote about the impact of nature on wellbeing; and **World Suicide Prevention Day** in September 2021 – when bloggers wrote about how to start talking about mental health, the ripple effect of suicide and how strategy can help create hope. **(click to view)** →

nature-environment-helped-wellbeing

creating-hope-through-strategy

how-to-start-talking-about-mental-health

the-ripple-effect-of-suicide

**“When someone asks us how we are, it is a natural habit for m… reply on autopilot, with a cheery, “I’m ok, you?” As this is our de… it is important to ask again, so the person being asked knows you… know how they are doing, and you’re not enquiring out of polite i…**

From ‘How to start talking about mental health’ by Nick Rowe (4th October, 20…




We also featured blogs about the following **(click to view)**:

- **LGBT History Month**
- **Black History Month**
- **Carers**
- **Returning to Work**

**“I remember lying awake at night thinking “I want to be a girl”. At the time I didn’t know how to process this, and I thought I was just confused. I had dreams where years passed between seeing friends, and I showed up as a girl. I didn’t realize it at the time, deep down – I wanted those dreams to be real.”**

From ‘The Transition: Becoming Charlotte’ by Charlotte (24th February, 2022)

We collaborated with View HR (who wrote about various aspects of workplace mental health including menopause and workplace stress) and Ruby McMahon (The Gym Diaries) to create regular series – and we also regularly published content from our Ambassadors and Staff. **(click to view)**

- **managing menopause in the workplace**
- **workplace stress**
- **the gym diaries**

**“…exercise in the middle of the day can help to boost productivity, positivity, and memory, according to an article by the University of Birmingham. Employers can play a role in encouraging employees to take time for this purpose by taking care to avoid scheduling lunchtime meetings.”**

From ‘Your wellbeing working from home’ by View HR (2nd July, 2021).

**Special thanks to ALL our bloggers including our incredible staff and Ambassadors Craig Eldridge, Chris Tsuma, Lucy Lewis and Romy Simpkins for their features.**





# Central Operations

**During 2021 we were still supporting our staff through the covid pandemic and coping with lockdowns. We had restrictions in place about using the office and we initially delivered most of our services online.**

Our whole team worked together extremely well, and as restrictions eased, we were able to start opening the office to small numbers of people initially. This increased as the rules allowed, to a point in early 2022 when the office was able to be opened fully. However, many of the team continued to work in a hybrid fashion of some days in the office, some days at home and others in the community. This worked well and allows efficient use of the space we have.

Recruitment of staff was done using online/ remote interviewing and resulted in several key members of staff being recruited from outside Dorset. Throughout this we were able to demonstrate that we recruit and support staff and volunteers fairly, legally and effectively.

We recruited 28 new staff during 2021-22 and said goodbye to 29 staff, including our Chief Executive Officer, Marianne Storey. Following an extensive recruitment drive, we welcomed a new CEO, Linda O’Sullivan, who joined the charity at the start of 2022.

A Staff and Volunteer survey demonstrated that 80% of volunteers and 87% of our workforce feel valued, 82.8% feel positive about Dorset Mind’s culture and 91% of staff and 85% of volunteers felt supported in their role at the charity.

As at the end of March, we had 52 number of staff on the payroll. The payroll function moved in-house during the year, allowing greater control over the process and enabling the HR function to work more efficiently.

Following a significant body of work by a focus group comprising staff, trustees and volunteers, we were able to publish our Equality Policy, setting standards for creating a fair and equitable workplace environment for staff and volunteers. This covers the statutory “protected characteristics” but also much more, taking into consideration many more factors to ensure Dorset Mind is welcoming to all.

The staff handbook was extensively updated during 2021 and is now an essential document for all staff, containing all pertinent policies that any staff member may need. This is updated on a regular basis, as the charity continues to evolve. A volunteer version is still in development. All policies are reviewed and updated to a specific schedule, to ensure they continue to serve the needs of the charity.

This year Dorset Mind delivered on its ICT and Digital Strategy which included continuing work on data security, updating our websites and investing in new ways of working in response to the lockdown. This means our teams are now more efficient, staff have the equipment they need, and our data is more secure than ever. This included going out to tender and securing an external supplier for IT Support with a team of professional support engineers and consultants able to offer advice and support for future roadmaps for Infrastructure and Security. As part of moving to this support all Dorset Mind devices are now monitored via their systems.

During the year we kept our risk assessments up-to-date and adhered to all government guidance re COVID-19. We continued to follow our environmental policy where possible, but some of our normal recommendations (e.g. car-sharing) were not possible during this time period.

**Central Operations Statistics:**

**No of Fire Marshals:**
**14**

**No of First Aiders:**
**16**

**No of Mental Health First Aiders:**
**17**

**No of Menopause Champions:**
**17**

**Complaints received:**
**6**

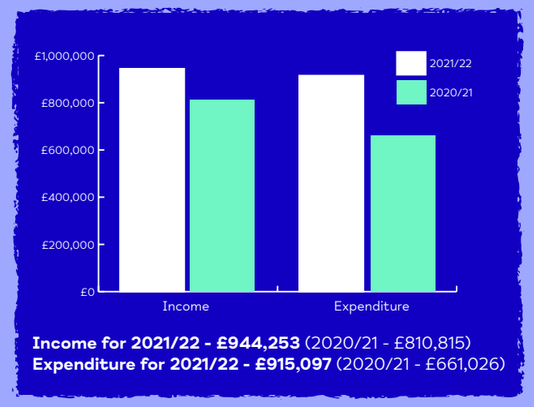
**Health and Safety Incidents:**
**0**

# How we raised our funds

**Even in this challenging year, our incredible fundraisers and supporters have helped us raise an AMAZING £944,253 to help support local people's mental health across Dorset. Thank you all so much. Here's how we did it together:**

## Finance

**Trustees oversaw the charity's income and expenditure through its Risk, Finance and Quality Sub-Committee and received financial reports monthly that described monthly income and expenditure, cash flow forecast and financial risk profile. The Trustees oversaw income through the Income Generation Strategy that set out challenging targets across 9 key income streams.**




**Income for 2021/22 - £944,253** (2020/21 - £810,815)
**Expenditure for 2021/22 - £915,097** (2020/21 - £661,026)

## You're all Superheroes...




**People like our volunteer Mark, who faced his fears in March 2022 by skydiving 10,000ft which raised a generous £558.75!**



**And our Training Manager, Marie-Clare, who after completing our January 'Move Your Mind' Challenge decided to train for the Vitality 10k in May 2021.**



She said of her training:

**"I feel it in every step I run, what a great motivator!"**

An added benefit of getting active, was that Marie-Clare also found she was:

**"sleeping better, eating healthier, moving much, much more and was able to be more focused in everything she was doing."**

We can't forget the hundreds of supporters that did their own thing, whether it was organising bake sales, charity football matches, host music gigs or find other ways to support us.

The impact of their fundraising can be summarised by this powerful quote we received from a Befriending Client in November 2021:

**"I'm still alive because of my Dorset Mind Befriender's support."**





# How we spent our money

**In 2021/22 we spent £915,097 on our work to make sure that people in Dorset with a mental health problem get support and respect**

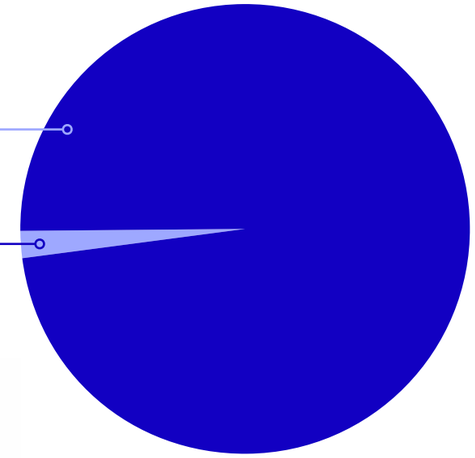
Of this, £899,692 was spent on charitable activities – that is, costs incurred by Dorset Mind in the delivery of activities and services for our beneficiaries.

The cost of raising funds, managing investments and costs incurred in trading activities was £15,405.

**Trustees have continued to monitor the financial position of the charity in the light of the pandemic and have taken steps to minimise the impact where appropriate.**

**£899,692**
**Charitable Activities**

**£15,405**
**Raising funds**





**This means that for every pound donated to Dorset Mind, 83p goes directly towards supporting people with mental health problems.**

## Governance

**These measures ensure that our Board of Trustees are able to oversee our 5 Year Strategy, that our Strategy is fit for purpose, that we have all the right policies, procedures, checks and balances to ensure we operate legally, safely and manage our risks and finances in the best way possible.**

## Risk

**Risk was managed by the Risk, Finance and Quality Sub-Committee, who met monthly to review the Risk Register and Red Flag Risks. 2021/22 saw the charity consider the risks of Business Continuity in the light of the Pandemic, finance, key staff roles, and ICT.**

**The charity's reserves were allocated according to the risk profile and amended following every sub-committee meeting.**

## Reserves Policy

**The Board of Trustees examined the Charity's requirements for reserves in light of the main risks to the organisation. It established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the Charity should be equal to the amount required to address the red flags as determined by the Risk, Finance and Quality Sub-Committee - which was £268,000 at the year-end.**

**Unrestricted reserves are held for the following purposes:**

- **To maintain services through periods of reduced funding and cash flow;**
- **To develop new projects;**
- **To pay redundancy and recruitment costs; and**
- **To respond to adverse incidents.**

**At the year end the charity held total unrestricted reserves (excluding designated funds) of £261,018 (2021: £235,443) and restricted reserves of £186,640 (2021: £183,059).**





# Thank Yous...



**We can't do what we do without the support of many special people, volunteers, businesses, charity partners, fundraisers, organisations and grant-making bodies.**

**Thank you for all you do. You help us change lives, and in some cases save lives.**

**A massive 'thank you' to you all on behalf of our Staff, CEO and Trustees - and every participant we support in their journey towards better mental health.**

**A special thank you to our funders:**

Abri Community Fund, Alpkit Grant, Ardwick Charitable Trust, Arnold Clark Community Fund, ASDA Foundation, Asics Active Grant Fund, Assura Community Fund, Barclays Foundation, BBC Children in Need, BCP Living Legacy Fund, Bournemouth Rotary, CAF Bank Patient Recovery Fund, CLA Charitable Trust, Co-Op Community Fund, Christchurch Charitable Trust, Dorchester Lions Club, Ecclesiastical Movement for Good Large Awards, Edgare Lawley Foundation, ESFA Community Training Grant Foundation, Free Masons Foundation, Food for Life Get Togethers Plant and Share, Gardening for the Disabled Grant, Leeds Building Society Foundation, Leggett Charitable Trust, Leonard Laity Stoate Charitable Trust, Little Lives UK, Lloyds Foundation, Lyme Regis Rotary, National Mind, Pat Newman Memorial Trust, Pixel Fund, Poole Lions Club, Screwfix Foundation, Tescos Community Foundation, The Finnis Scott Foundation, The Incorporated Bournemouth Free Church Council, The National Lottery Community Fund, TK MAXX and Home Sense Foundation, The Rank Foundation 'Time to Shine', Wessex Water, Valentines Trust, Virgin Media O2, Vodafone Connected Community Award, Wimborne Lions Club.

# Our People

**Board of Trustees:**

Ken Heap, Chair (1)
Laurence Mynors-Wallis, Vice-Chair (2)
Claire Wait, Treasurer (1)
Anna Windett (1, 5)
Robert Rutherford (3)
Ian Prankerd
Elizabeth Rowe, CYP Safeguarding Lead (6)
Dr Ros Maycock, Adult Services Safeguarding Lead (4)
Charles Alberts (from 20th April 2021)

**Key to memberships of subcommittees and working groups:**

**Risk, Finance and Quality (1)**
**People (2)**
**IT (3)**
**Adult Services (4)**
**Income Generation (5)**
**CYP Services (6)**

**CEOs:**

Marianne Storey (to 31st December 2021)
Linda O'Sullivan (from 4th Jan 2022)
Company Secretary – Claire Wait

**Patrons:**

Angus Campbell – Her Majesty's Lord-Lieutenant of Dorset
Dr Andrew Mayers – Principal Academic, Bournemouth University

**Ambassadors:**

Andy Howe
Calvin Glen
Chandy Green
Chris Tsuma
Craig Eldridge
Craig Mathie
Lucy Lewis
Maddie Crawford
Olivia
Romy Simpkins
Sarah Hopkins
Toby Kenneally
Ty Temel

**Professional Advisors:**

Human Relations: Peninsula Business
Health and Safety: Sirius Business Services Ltd
B & G Fire Alarms
Management Accounts: Leigh Wiltshire, Ekeshire
IT Management: Comms UK Ltd

Insurers: Arthur J Gallagher Insurance

Independent Examiner: Sue Wintle FMAAT
Oak Accounting, 27 Bascott Road,
Bournemouth BH11 8RJ

Bankers: CAF Bank Ltd, 25 Kings Hill Avenue,
West Malling ME19 4TA





mind Dorset

## We are Dorset Mind. We won't give up until everyone experiencing a mental health problem in Dorset gets support and respect.

**To donate to our work and help us support local people in Dorset, visit: https://bit.ly/DonatetoDM**

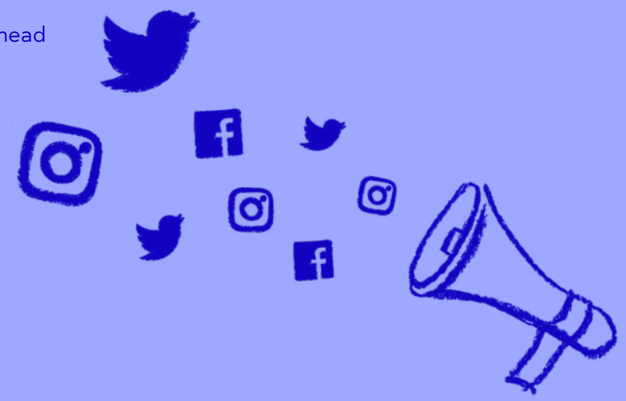
**Dorset Mind Head Office (not open to the public):**

**8 Stratfield Saye,**
**20-22 Wellington Road**
**Bournemouth.**
**Dorset.**
**BH8 8JN.**

**Facebook:** @DorsetMindOfficial, @DorsetMindYourHead, @EcoinMindDorset
**Instagram:** @dorsetmind, @teamdorsetmind @ecoinmind_dorset, @dorsetmindyourhead
**LinkedIn:** Dorset Mind
**Twitter:** @dorsetmind, @dmindyourhead
**YouTube:** @DorsetMind

**#JoinOurMovement**

**dorsetmind.uk**



Dorset Mind is a registered charity No. 1108168 and is registered in England as a company limited by guarantee No. 5333018. **DM365**

Company registration number: 5333018

Charity registration number: 1108168

# Dorset Mind

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2022

# Dorset Mind

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# Dorset Mind

## Trustees Report

## Reference and Administrative Details

| | |
|---|---|
| **Chief Executive Officer** | Linda O'Sullivan |
| **Trustees** | Kenneth Heap (Chair) B.A., Adv Dip Crim., CGET, F.Syl<br>Charles Alberts MSc, CMgr, MCMI, CertCII<br>Maria Evans<br>Dr Rosalind Maycock BM<br>Dr Laurence Mynors-Wallis MA, DM, MRCP, FRCPsych<br>Ian Prankerd MAAT, MinstLM, FIAB<br>Robert Rutherford<br>Claire Wait (Treasurer) FCCA, DChA<br>Anna Windett |
| **Principal Office** | 8 Stratfield Saye<br>20 - 22 Wellington Road<br>Bournemouth<br>BH8 8JN |
| **Company Registration Number** | 5333018 |
| **Charity Registration Number** | 1108168 |
| **Bankers** | CAF Bank<br>25 Kings Hill Avenue<br>West Malling<br>ME19 4TA |
| **Independent Examiner** | Sue Wintle FMAAT<br>Accountant<br>Oak Accounting<br>27 Bascott Road<br>Bournemouth<br>Dorset<br>BH11 8RJ |

# Dorset Mind

## Trustees Report

The Trustees have produced a separate 2021/22 Annual Report for Dorset Mind which incorporates the necessary narrative information required by the Statement of Recommended Practice.

The annual report was approved by the trustees of the charity on 13 December 2022 and signed on its behalf by:

.....
Kenneth Heap (Chair) B.A., Adv Dip Crim., CGET, F.Syl
Trustee

# Dorset Mind

## Statement of Trustees' Responsibilities

The trustees (who are also the directors of Dorset Mind for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

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

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Approved by the trustees of the charity on 13 December 2022 and signed on its behalf by:

.....
Kenneth Heap (Chair) B.A., Adv Dip Crim., CGET, F.Syl
Trustee

# Dorset Mind

## Independent Examiner's Report to the trustees of Dorset Mind

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2022 which are set out on pages 5 to 21.

**Respective responsibilities of trustees and examiner**

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

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

**Independent examiner's statement**

Since Dorset Mind's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Accounting Technicians, which is one of the listed bodies.

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

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

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

.....
Sue Wintle FMAAT
Accountant

Oak Accounting
27 Bascott Road
Bournemouth
Dorset
BH11 8RJ

19 December 2022

# Dorset Mind

## Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account)

| | Note | Unrestricted funds £ | Restricted funds £ | Total 2022 £ |
|---|---|---|---|---|
| **Income and Endowments from:** | | | | |
| Voluntary income | 2 | 392,290 | 338,298 | 730,588 |
| Charitable activities | 3 | 213,629 | - | 213,629 |
| Investment income | 4 | 36 | - | 36 |
| Total Income | | 605,955 | 338,298 | 944,253 |
| **Expenditure on:** | | | | |
| Raising funds | | (15,405) | - | (15,405) |
| Charitable activities | 5 | (580,065) | (319,627) | (899,692) |
| Total Expenditure | | (595,470) | (319,627) | (915,097) |
| Net income | | 10,485 | 18,671 | 29,156 |
| Transfers between funds | | 15,090 | (15,090) | - |
| Net movement in funds | | 25,575 | 3,581 | 29,156 |
| **Reconciliation of funds** | | | | |
| Total funds brought forward | | 235,443 | 183,059 | 418,502 |
| Total funds carried forward | 14 | 261,018 | 186,640 | 447,658 |

The notes on pages 10 to 21 form an integral part of these financial statements.

# Dorset Mind

## Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account)

| | Note | Unrestricted funds £ | Restricted funds £ | Total 2021 £ |
|---|---|---|---|---|
| **Income and Endowments from:** | | | | |
| Voluntary income | 2 | 456,093 | 305,236 | 761,329 |
| Charitable activities | 3 | 30,061 | 19,338 | 49,399 |
| Investment income | 4 | 87 | - | 87 |
| Total income | | 486,241 | 324,574 | 810,815 |
| **Expenditure on:** | | | | |
| Raising funds | | (4,722) | - | (4,722) |
| Charitable activities | 5 | (344,960) | (311,344) | (656,304) |
| Total expenditure | | (349,682) | (311,344) | (661,026) |
| Net income | | 136,559 | 13,230 | 149,789 |
| Transfers between funds | | (47,340) | 47,340 | - |
| Net movement in funds | | 89,219 | 60,570 | 149,789 |
| **Reconciliation of funds** | | | | |
| Total funds brought forward | | 146,224 | 122,489 | 268,713 |
| Total funds carried forward | 14 | 235,443 | 183,059 | 418,502 |

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2021 is shown in note 14.

# Dorset Mind

(Registration number: 5333018)
Balance Sheet as at 31 March 2022

| | Note | 2022 £ | 2021 £ |
|---|---|---|---|
| **Fixed assets** | | | |
| Tangible assets | 9 | 11,656 | 16,297 |
| Debtors | 10 | | |
| - due within one year | | 322,078 | 48,954 |
| Cash at bank and in hand | | 417,463 | 370,199 |
| | | 739,541 | 419,153 |
| **Creditors: Amounts falling due within one year** | 11 | (303,539) | (16,948) |
| **Net current assets** | | 436,002 | 402,205 |
| **Net assets** | | 447,658 | 418,502 |
| **Funds of the charity:** | | | |
| **Restricted income funds** | | | |
| Restricted funds | | 186,640 | 183,059 |
| **Unrestricted income funds** | | | |
| Unrestricted funds | | 261,018 | 235,443 |
| **Total funds** | 14 | 447,658 | 418,502 |

The notes on pages 10 to 21 form an integral part of these financial statements.

# Dorset Mind

## (Registration number: 5333018)
## Balance Sheet as at 31 March 2022

For the financial year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements on pages 5 to 21 were approved by the trustees, and authorised for issue on 13 December 2022 and signed on their behalf by:

.....
Kenneth Heap (Chair) B.A., Adv Dip Crim., CGET, F.Syl
Trustee

.....
Claire Wait (Treasurer) FCCA, DChA
Trustee

# Dorset Mind

## Statement of Cash Flows for the Year Ended 31 March 2022

| | Note | 2022 £ | 2021 £ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Net cash income | | 29,156 | 149,789 |
| **Adjustments to cash flows from non-cash items** | | | |
| Depreciation | | 9,856 | 8,281 |
| Investment income | 4 | (36) | (87) |
| | | 38,976 | 157,983 |
| **Working capital adjustments** | | | |
| Increase in debtors | 10 | (273,124) | (17,075) |
| Increase/(decrease) in creditors | 11 | 15,762 | (5,428) |
| Increase in deferred income | | 270,829 | 5,623 |
| Net cash flows from operating activities | | 52,443 | 141,103 |
| **Cash flows from investing activities** | | | |
| Interest receivable and similar income | 4 | 36 | 87 |
| Purchase of tangible fixed assets | 9 | (5,215) | (8,552) |
| Net cash flows from investing activities | | (5,179) | (8,465) |
| Net increase in cash and cash equivalents | | 47,264 | 132,638 |
| Cash and cash equivalents at 1 April | | 370,199 | 237,561 |
| Cash and cash equivalents at 31 March | | 417,463 | 370,199 |

All of the cash flows are derived from continuing operations during the above two periods.

## 1 Accounting policies

**Summary of significant accounting policies and key accounting estimates**
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

**Statement of compliance**
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

**Basis of preparation**
Dorset Mind 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 notes.

Dorset Mind is a registered charity, registration number 1108168, company number 5333018, registered in the United Kingdom. The address of the charity is given in the reference and administrative details on page 1 of these financial statements. The nature of the charity's operations and principal activities are described in the Trustees annual report.

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

**Going concern**
The financial statements have been prepared on a going concern basis. As explained in the trustee report the board have considered the uncertainty relating to the coronavirus pandemic and the impact on the charity's operations and finances in the short to medium term. In the opinion of the board, the charity has sufficient working capital to continue to meet its financial obligations and pay its liabilities as they fall due for the foreseeable future and therefore the financial statements have been prepared on a going concern basis. The board have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient for the charity to be able to continue as a going concern.

**Income and endowments**
Voluntary income including donations, gifts and grants that provide core funding or are of a general nature is recognised when the Charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

***Grants receivable***

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Government grants receivable as compensation for expenses already incurred will be recognised in the income and expenditure in the same period in which the related expenditure is incurred.

***Deferred income***

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

***Charitable activities***

Income from charitable activities includes income recognised as earned (as the related services are provided).

**Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

***Raising funds***

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

***Charitable activities***

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Governance costs**

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

**Taxation**
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**Tangible fixed assets**
Individual fixed assets are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

**Depreciation and amortisation**
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

| Asset class | Depreciation method and rate |
|---|---|
| Computer equipment | 3 years straight line basis |
| Office equipment and fixtures | 5 years straight line basis |

**Trade debtors**
Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

**Cash and cash equivalents**
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

**Trade creditors**
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

**Fund structure**
Unrestricted income funds are general funds that are available for use at the trustees's discretion in furtherance of the objectives of the charity.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

**Pensions and other post retirement obligations**
The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

### 2 Income from donations

| | Unrestricted funds General £ | Restricted funds £ | Total 2022 £ | Total 2021 £ |
|---|---|---|---|---|
| Donations and legacies; | | | | |
| Appeals and donations | 309,569 | - | 309,569 | 300,681 |
| Grants, including capital grants; | | | | |
| Grants received | 82,721 | 338,298 | 421,019 | 460,648 |
| | 392,290 | 338,298 | 730,588 | 761,329 |

### 3 Income from charitable activities

| | Unrestricted funds General £ | Total 2022 £ | Total 2021 £ |
|---|---|---|---|
| Contract income | 161,047 | 161,047 | 19,338 |
| Provision of training | 38,458 | 38,458 | 27,205 |
| Provision of counselling | 10,599 | 10,599 | - |
| Trading income | 3,525 | 3,525 | 2,856 |
| | 213,629 | 213,629 | 49,399 |

### 4 Investment income

| | Unrestricted funds General £ | Total 2022 £ | Total 2021 £ |
|---|---|---|---|
| Interest receivable and similar income; | | | |
| Interest receivable on bank deposits | 36 | 36 | 87 |

## 5 Expenditure on charitable activities

| | Total 2022 £ | Total 2021 £ |
|---|---|---|
| Wages and salaries | 682,191 | 503,252 |
| Service delivery costs | 40,798 | 37,343 |
| Staff costs (HR Support, travel expenses, staff training etc.) | 29,273 | 10,265 |
| Office expenses | 41,933 | 19,853 |
| Premises costs | 54,816 | 49,670 |
| Sundry expenses including irrecoverable VAT | 17,486 | 6,694 |
| Subscriptions and affiliation fees | 288 | 924 |
| Advertising and promotion | 12,647 | 13,123 |
| Professional fees | 8,976 | 5,817 |
| Bank charges | 828 | 557 |
| Depreciation | 9,856 | 8,281 |
| Governance costs (see note below) | 600 | 525 |
| | 899,692 | 656,304 |

### Governance costs

| | Unrestricted funds | | |
|---|---|---|---|
| | General £ | Total 2022 £ | Total 2021 £ |
| Independent Examiner's remuneration | 600 | 600 | 500 |
| Other governance costs | - | - | 25 |
| | 600 | 600 | 525 |

## 6 Net incoming/outgoing resources

Net incoming resources for the year include:

| | 2022 £ | 2021 £ |
|---|---|---|
| Operating leases - plant and machinery | 5,230 | 3,626 |
| Depreciation of fixed assets | 9,856 | 8,281 |
| Independent examiners fee | 600 | 500 |

### 7 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

### 8 Staff costs

The aggregate payroll costs were as follows:

| | 2022<br>£ | 2021<br>£ |
|---|---|---|
| **Staff costs during the year were:** | | |
| Wages and salaries | 635,026 | 469,267 |
| Social security costs | 38,002 | 27,115 |
| Pension costs | 9,163 | 6,870 |
| | 682,191 | 503,252 |

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

| | 2022<br>No | 2021<br>No |
|---|---|---|
| | 53 | 45 |

No employee received emoluments of more than £60,000 during the prior year.

The number of employees whose emoluments fell within the following bands was:

| | 2022<br>No |
|---|---|
| £60,001 - £70,000 | 1 |

The total employee benefits of the key management personnel of the charity were £146,843 (2021 - £127,346).

## 9 Tangible fixed assets

| | Office and computer equipment £ |
|---|---|
| **Cost** | |
| At 1 April 2021 | 31,286 |
| Additions | 5,215 |
| At 31 March 2022 | 36,501 |
| **Depreciation** | |
| At 1 April 2021 | 14,989 |
| Charge for the year | 9,856 |
| At 31 March 2022 | 24,845 |
| **Net book value** | |
| At 31 March 2022 | 11,656 |
| At 31 March 2021 | 16,297 |

## 10 Debtors

| | 2022 £ | 2021 £ |
|---|---|---|
| Trade debtors | 286,471 | 22,585 |
| Prepayments and accrued income | 34,830 | 26,369 |
| VAT recoverable | 777 | - |
| | 322,078 | 48,954 |

## 11 Creditors: amounts falling due within one year

| | 2022 £ | 2021 £ |
|---|---|---|
| Trade creditors | 11,689 | 7,452 |
| Other taxation and social security | 13,910 | - |
| VAT | - | 265 |
| Pension scheme creditor | - | 1,693 |
| Accruals | 1,488 | 1,915 |
| Deferred income | 276,452 | 5,623 |
| | 303,539 | 16,948 |

### 12 Pension and other schemes

**Defined contribution pension scheme**

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £9,163 (2021 - £6,870).

Contributions totalling £nil (2021: £1,693) were outstanding at the year end and are included in creditors.

### 13 Commitments

**Capital commitments**

The charity has entered into operating leases for offices and equipment.
The total amount contracted for but not provided in the financial statements was £68,786 (2021 - £81,322).

# Dorset Mind

## Notes to the Financial Statements for the Year Ended 31 March 2022

### 14 Funds

| | Balance at 1 April 2021 £ | Incoming resources £ | Resources expended £ | Transfers £ | Balance at 31 March 2022 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| ***General*** | | | | | |
| Unrestricted fund | 235,443 | 605,955 | (595,470) | 15,090 | 261,018 |
| **Restricted funds** | | | | | |
| Active monitoring | - | 3,750 | (3,750) | - | - |
| Adult befriending | 11,058 | 29,133 | (36,107) | - | 4,084 |
| Adult counselling | - | 6,142 | (6,142) | - | - |
| Adult employment project | - | 7,634 | (4,832) | - | 2,802 |
| Adult groups | 9,898 | 11,570 | (18,877) | - | 2,591 |
| Adult services - OPCC Police bid | 3,171 | - | - | (3,171) | - |
| Adult 'The Gap' | - | 13,608 | (13,608) | - | - |
| CRM Project | - | 13,503 | (6,113) | - | 7,390 |
| Light on project | 5,412 | - | - | (5,412) | - |
| Mind Out | 5,114 | - | - | (5,114) | - |
| Poole running group | - | 1,250 | (965) | - | 285 |
| The Dorset Community Mental Health Alliance | 16,776 | 47,500 | (23,164) | - | 41,112 |
| Training | - | 2,030 | (2,030) | - | - |
| Women in Mind | 1,393 | - | - | (1,393) | - |
| Youth appeal | 130,237 | 202,178 | (204,039) | - | 128,376 |
| **Total restricted funds** | 183,059 | 338,298 | (319,627) | (15,090) | 186,640 |
| **Total funds** | 418,502 | 944,253 | (915,097) | - | 447,658 |

# Dorset Mind

## Notes to the Financial Statements for the Year Ended 31 March 2022

| | Balance at 1 April 2020 £ | Incoming resources £ | Resources expended £ | Transfers £ | Balance at 31 March 2021 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| ***General*** | | | | | |
| Unrestricted fund | 146,224 | 486,241 | (349,682) | (47,340) | 235,443 |
| **Restricted** | | | | | |
| Active monitoring | 14,236 | 43,242 | (67,402) | 9,924 | - |
| Adult befriending | - | 22,674 | (41,616) | 30,000 | 11,058 |
| Adult carers in mind | - | 1,950 | (1,955) | 5 | - |
| Adult groups | 12,747 | 6,588 | (9,437) | - | 9,898 |
| Adult sport and physical activity | 12,463 | 10,450 | (23,656) | 743 | - |
| Adult services - OPCC Police bid | - | 5,000 | (1,829) | - | 3,171 |
| Adult 'The Gap' | 5,024 | 5,750 | (11,315) | 541 | - |
| Light on project | - | 5,412 | - | - | 5,412 |
| Mind Out | 7,372 | 9,171 | (11,429) | - | 5,114 |
| Panacea | - | 3,108 | (11,186) | 8,078 | - |
| Rural Dorset | 1,951 | - | - | (1,951) | - |
| The Dorset Community Mental Health Alliance | - | 23,658 | (6,882) | - | 16,776 |
| Women in Mind | 2,665 | 4,680 | (5,952) | - | 1,393 |
| Youth appeal | 66,031 | 182,891 | (118,685) | - | 130,237 |
| **Total restricted funds** | 122,489 | 324,574 | (311,344) | 47,340 | 183,059 |
| **Total funds** | 268,713 | 810,815 | (661,026) | - | 418,502 |

The specific purposes for which the funds are to be applied are as follows:

Active monitoring - primary care-based coaching programme and the service has been piloted very successfully at Shore Medical practices in Poole.

Adult Befriending Service - community based (Bournemouth and wider community and West Howe) providing one to one support to members of the local community who have been referred by a local Community Mental Health Team.

Adult carers in mind - Wellbeing support for carers whose role affects their mental wellbeing.

Adult counselling - Provision of counselling services.

Adult employment project - Grant funding towards employability project.

Adult Groups - providing an opportunity for sporting and other activities, including badminton, table tennis and pool.

Adult sport and physical activity - The Get Set to Go programme was the launch of Dorset Mind's new Mental Health and Sport & Physical Activity programme working in partnership with Dorset Race Equality Council and Active Dorset.

Adult OPCC Police bid - Wellbeing workshops for Dorset Police personnel and members of the public.

The Gap - Ecotherapy support group.

CRM Project - funding for Dorset Mind squared CRM project.

Light on project - Light On the Men's Mental Health campaign funded by NHS Dorset as part of their Suicide Prevention Programme.

Mind Out - Bournemouth and Weymouth - providing support to lesbian, gay, bisexual and transgendered people with mental health problems.

Panacea - providing a range of support services for people with anxiety and conditions such as agoraphobia, social phobia and obsessive-compulsive disorder.

Poole running group - funding for a running group in Poole.

Rural Dorset - funding for services in rural areas, combined with the panacea fund during the year.

The Dorset Community Mental Health Alliance - Funding from NHS Dorset as their Community Partnerships sub-group of their Suicide Prevention Programme - a network of VCSE organisations involved in mental health - the Dorset Community Mental Health Alliance.

Training - funding for the provision of training.

Women in Mind - Bournemouth - providing support for women with common and serious mental health problems, and an opportunity to share their issues in a supportive environment.

Youth Services - funding in respect of 'Dorset Mind Your Head' service.

### 15 Analysis of net assets between funds

| | Unrestricted funds General £ | Restricted funds £ | Total funds at 31 March 2022 £ |
|---|---|---|---|
| Tangible fixed assets | 11,656 | - | 11,656 |
| Current assets | 552,901 | 186,640 | 739,541 |
| Current liabilities | (303,539) | - | (303,539) |
| Total net assets | 261,018 | 186,640 | 447,658 |

| | Unrestricted funds General £ | Restricted funds £ | Total funds at 31 March 2021 £ |
|---|---|---|---|
| Tangible fixed assets | 16,297 | - | 16,297 |
| Current assets | 236,094 | 183,059 | 419,153 |
| Current liabilities | (16,948) | - | (16,948) |
| Total net assets | 235,443 | 183,059 | 418,502 |

### 16 Related party transactions

There were no related party transactions in the year.

### 17 Taxation

The company is a registered charity and it's activities are therefore exempt from taxation.

**DORSET MIND**

England & Wales - Charity number 1108168

# Accounts

Company registration number: 5333018
Charity registration number: 1108168

# Dorset Mind

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2021

# Dorset Mind

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# Dorset Mind

## Trustees Report

## Reference and Administrative Details

| | |
|---|---|
| **Chief Executive Officer** | Marianne Storey |
| **Trustees** | Kenneth Heap (Chair) B.A., Adv Dip Crim., CGET, F.Syl |
| | Charles Alberts MSc, CMgr, MCMI, CertCII |
| | Dr Rosalind Maycock BM |
| | Dr Laurence Mynors-Wallis MA, DM, MRCP, FRCPsych |
| | Ian Prankerd MAAT, MinstLM, FIAB |
| | Elizabeth Rowe |
| | Robert Rutherford |
| | Claire Wait (Treasurer) FCCA, DChA |
| | Anna Windett |
| **Patrons and Ambassadors** | Angus Campbell Esq, Patron |
| | Dr Andrew Mayers PhD, MBPsS, FRSA, Patron |
| | Maddie Crawford, Ambassador |
| | Ross Duncan, Ambassador |
| | Craig Eldridge, Ambassador |
| | Calvin Glen, Ambassador |
| | Chandy Green, Ambassador |
| | Sarah Hopkins, Ambassador |
| | Andy Howe, Ambassador |
| | Lucy Lewis, Ambassador |
| | Craig Mathie, Ambassador |
| | Romy Simpkins, Ambassador |
| | Ty Temel, Ambassador |
| | Chris Tshuma, Ambassador |
| | Dan Willis, Ambassador |
| | Alice, Young ambassador |
| | Becky, Young ambassador |
| | Claudia, Young ambassador |
| | Lydia, Young ambassador |
| | Olivia, Young ambassador |
| | Rosie, Young ambassador |
| | Vicky, Young ambassador |

# Dorset Mind

## Trustees Report

## Reference and Administrative Details

| | |
|---|---|
| **Principal Office** | 8 Stratfield Saye<br>20 - 22 Wellington Road<br>Bournemouth<br>BH8 8JN |
| **Company Registration Number** | 5333018 |
| **Charity Registration Number** | 1108168 |
| **Bankers** | CAF Bank<br>25 Kings Hill Avenue<br>West Malling<br>ME19 4TA |
| **Independent Examiner** | Sue Wintle FMAAT<br>Accountant<br>Oak Accounting<br>27 Bascott Road<br>Bournemouth<br>Dorset<br>BH11 8RJ |

# Dorset Mind

## Trustees Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2021.

**Trustees**

Kenneth Heap (Chair) B.A., Adv Dip Crim., CGET, F.Syl

Charles Alberts MSc, CMgr, MCMI, CertCII (appointed 20 April 2021)

Dr Rosalind Maycock BM

Dr Laurence Mynors-Wallis MA, DM, MRCP, FRCPsych

Ian Prankerd MAAT, MinstLM, FIAB

Elizabeth Rowe

Robert Rutherford

Claire Wait (Treasurer) FCCA, DChA

Anna Windett

Helen Whittam (appointed 16 June 2020 and resigned 20 July 2021)

## DORSET MIND: End of Year Review 2020 / 21

## Dorset Mind will:

- Raise awareness within general and specific communities about mental ill health. That is to say that it will EDUCATE people about symptoms – what they are, what to expect and how to spot them. They will educate people about what they can do when they experience symptoms either themselves or someone they know.

- Challenge and CAMPAIGN against the stigma and inequality of mental ill health so that neither stigma nor inequality prevent people receiving the information and support they need.

- Promote the ethos of RECOVERY of mental ill health by educating people about recovery and by directly providing support services to specific communities to assist them in their own recovery.

**Dorset Mind**

Trustees Report

## Achievements and Performance

## Summary

| EDUCATE | CAMPAIGN | RECOVERY |
|---|---|---|
| We reached 256 Young People with our education programmes as part of Dorset Mind Your Head in 8 Schools. | We carried out 18 different online campaigns to promote mental wellbeing and to change the conversation about mental health. | 97.78% of Participants who engaged in Groups rated them as good, very good or excellent (out of 1620 session ratings). |
| 93% of Young People who completed an evaluation form scored our education as very good or excellent. | We made 3,612,393 impressions across our social media platforms through our 24,709 followers.<br><br>We reached 285,715 on our DMYH platforms. | 70% of participants who completed evaluations (n = 168 participants), showed an improvement in wellbeing scores (WEMWBS) over time. |
| 2 new training courses were developed as a direct response to the pandemic and were delivered over 15 times. | We issued 10 press releases and had 6 radio appearances about issues relating to mental health. We were mentioned in the press 43 times. | 90% of young people who completed evaluations showed an improvement in their mood score. |
| Participants of our Dorset Mind Works training gave an average Net Promoter Score of 8.83/10 And we reached over 950 individuals. | We collaborated in 6 partnership working groups to contribute to change in our communities despite the pandemic. | We supported 1893 adults and 608 young people. |

**Dorset Mind**

Trustees Report

## Pandemic

2020 was marred by a deadly global pandemic that changed the world as we know it. COVID-19 affected everyone's lives and impacted the charity almost beyond belief. It's been the greatest threat our generation has faced. It's challenged our income generation strategy, our staff, volunteers' and participants' wellbeing - and how we deliver support.

Dorset Mind had to adapt quickly to ensure continuation of services and importantly make sure our participants were not left without support. Some services had to be stopped as a direct result of lockdown restrictions, including our work in schools and in businesses however most of our services were transferred online or conducted by telephone. We also developed services rapidly in direct response to the pandemic, including telephone befriending, wellbeing check-in for children and young people and the development of training to help support businesses 'Your Mental Health Matters' and 'Grief, Loss and Big Change.

Underpinning all this were systems to support our staff and volunteers, including online coffee breaks and regular check-in sessions, frequent meetings within teams to ensure connections. A focus on wellbeing for everyone at Dorset Mind and of course all regulatory work, such as working from home risk assessments, reviews on how best to work online safely etc. Our Board of Trustees oversaw all developments and increased the frequency of their Risk and Finance Committee meetings to ensure appropriate governance of the charity and safety of all.

Learnings from this have and will be taken forward into future working practices at Dorset Mind.

## Measuring Quality

Trustees maintain quality across the charity by measuring performance in 8 key areas:

- Impact and Quality
- ICT and Digital
- Recovery
- People
- Education and Campaigning
- Environment
- Finance
- Governance

**IMPACT AND QUALITY** measures show us how many people we reach, whether our participant's experiences are positive, whether what we do is effective and how we work with our communities.

## Dorset Mind

### Trustees Report

**How many people did we reach?**

In 2020/21 we supported 1,216 adults through our Adult Services. The services have increased their reach by 28.04% when compared to 2019/20.

| Service | No. of participants |
|---|---|
| Active Monitoring | 441 |
| Active Monitoring workshops (Police) | 41 |
| Active Monitoring workshops (Public) | 300 |
| Befriending | 121 |
| Counselling (Mind Blue Light, Restored and general Counselling) | 22 |
| Get Set to Go | 57 |
| Groups and The GAP Project | 257 |
| Restored mentoring | 35 |
| General Enquiries & Signposting | 677 |
| **Total** | **2,234** |

Despite many businesses being closed, and with the majority of the workforce working from home, we reached 33 different businesses and venues with our worked-based training, in turn reaching over 950 adults.

In 2020/21, despite schools being closed for the majority of the year, we directly supported 608 young people through CYP Services with their mental health. This does not include support delivered through digital content, like video assemblies.

| Service | No. of participants |
|---|---|
| Assemblies | 47 |
| Big Umbrella Workshops | 9 |
| Big Umbrella 121's | 71 |
| Connected minds | 31 |
| Counselling | 170 |
| DMYH wellbeing drop in | 39 |
| Other Workshops | 170 |
| Young ambassadors | 17 |
| **Total** | **608** |

**Were our Participants' experiences positive?**

97.78% of adult participants who engaged in Groups and the GAP Project sessions (and completed evaluation forms) rated them as good, very good or excellent (out of 1,620 session ratings).

85.7% of adult participants who experienced our services (and completed feedback forms) rated them as good or very good .

92.31% of adult participants that have engaged with Restored Mentoring (and completed feedback forms) have rated the service as good or very good.

Our training provision was one of the services majorly affected by the Pandemic, but in the latter half of the year, services were recovering and we had seen net promoter scores improving again to 8.83.

94.4% that's 209 of 222 young people who experienced our services (and completed an evaluation form) rated them as very good or excellent

**Is what we do effective?**

97.47% of adult participants showed an improvement in, or maintenance of, mood at Group and GAP sessions (out of 2,372 attendance/visits).

99.56% of the time (out of 2,372 attendances/visits), participants said they would recommend our Group and GAP sessions.

77.03% of adult participants that completed evaluations showed a reduction in anxiety levels (GAD-7) after attending Active Monitoring and Restored Mentoring services. There is an average decrease in anxiety scores (GAD-7) by 4.95 points across 74 participants (average baseline score = 11.86, average latest score = 6.92).

80.26% of adult participants that completed evaluations showed a reduction in depression levels (PHQ-9) after attending Active Monitoring and Restored Mentoring services. There is an average decrease in depression scores (PHQ-9) by 4.75 points across 76 participants (average baseline score = 12.93, average latest score = 8.18).

75% of adult participants that completed evaluations showed a reduction in depression levels (PHQ-9) after attending Counselling. There is an average decrease in depression scores (PHQ-9) by 2 points across 4 participants (average baseline score = 16.50, average latest score = 14.50).

100% of adult participants that completed evaluations showed an improvement in quality of life (Recovering Quality of Life measure) after engaging in Get Set to Go programmes. There is an average increase in quality of life scores by 6.56 points.

95.83% of attendees during the Dorset police wellbeing workshops, that completed feedback forms agreed or strongly agreed with the statement 'Overall, I feel like I have benefitted from the workshop'. It was 23 out of 24 responses.

95.32% of attendees during the public workshops, that completed feedback forms agreed or strongly agreed with the statement 'Overall, I feel like I have benefitted from the workshop'. It was 163 out of 171 responses.

Young people who participated in our services reported that the 66% of sessions were effective. (331 of 502 sessions recorded an improvement in mood score after the session.)

100% of young people who received support in schools said they would recommend our service.

98% of young people who completed an evaluation form scored our education sessions 4 or 5 out of a score of 5.

Participants of our Training gave an average Net Promoter Score (NPS) score of 9.28/1

**Did we have a positive impact on communities with whom we work?**

Members of our Move your Mind community reported how effective the campaign was in maintaining their mental health during the month of January

Participants from the LGBTQI+ communities who attend our Mind Out groups tell us they value the specialist nature of the group.

We work collaboratively with a range of partners and NHS Dorset to focus on suicide prevention across the county.

Our Community Focus Groups work closely with us to ensure services in their communities meet the needs of residents and we had three active services that were all developed with input from these groups; Active in Mind – Weymouth, Walk and Talk and Weymouth Loneliness services.

We worked collaboratively with the farming community to research the needs and support wanted for farmers and their families experiencing mental health problems and aided the development of an information video for the farming community.

The adult wellbeing groups which were once location specific, have now become Pan-Dorset through the online provision of groups, extending support available to those who live in the deeper rural areas of Dorset.

We delivered a Weymouth and Portland pilot project to 80 participants, to tackle loneliness in the community by providing 1-1 support to help build tools to manage mental health problems such as anxiety, stress, depression and loneliness.

## Dorset Mind

Trustees Report

Active in Mind Weymouth supported communities by switching to an online provision and offering opportunities for our participants to engage in Pilates, Yoga and meditation to help remain active during the Covid-19 lockdown.

Active in Mind Bournemouth offered a Pan-Dorset online provision of socialization, unity and fun through online scrabble, Uno, quizzes and chess as well as yoga and armchair exercise, keeping many participants active and connected in a period of isolation.

We provided a series of workshops covering anxiety, depression, loss, anger, self esteem and loneliness to 300 members of the public and 41 members of Dorset Police during their wellbeing week.

**RECOVERY** measures tell us whether Participants report an improvement in their wellbeing, monitors the ways in which we offer support and tests how we give our Participants means by which they can contribute to improving our services.

**Do our Participants tell us that their Wellbeing has improved?**

70.19% of adult participants at Groups, Befriending, The GAP Project, Restored Eating Disorders Mentoring and Active Monitoring that completed evaluations reported improvements in wellbeing scores (WEMWBS) after accessing services (n = 168 participants). There is an average increase in WEMWBS scores by 4.89 points across adult service participants.

92.86% of adult participants at Active Monitoring Weymouth and Portland service reported improvements in wellbeing scores (SWEMWBS) after accessing support (n = 56). There is an average increase in SWEMWBS scores by 7.84 points.

In final evaluation forms, 100% of Active Monitoring participants reported an improved in their mental health and wellbeing (n = 63).

74% of young people who completed evaluations over a number of weeks, showed an improvement in their mental health wellbeing. Data derived from 141 instances where a participant had completed a before and after evaluation. (GAD7/PHQ9/SWEMWBS/YPCORE). 104 out of 141 reported an improvement in wellbeing.

Split by Service (of same 141 participants)

The number of participants reporting an improvement:

| | | |
|---|---|---|
| Counselling | 43/54 | = 80% |
| Big Umbrella 121s | 37/49 | = 76% |
| Connected Minds | 15/22 | = 68% |
| Wellbeing Check-In 3/5 | = 60% | |
| Support Groups | 6/11 | = 55% |

**How did we offer support to Participants?**

As a result of the Lockdown in response to the pandemic, we had to respond and move to remote, telephone and videoconference support.

People used our Adult services on a 1-2-1 basis or in a group setting.

Our groups are spread across the County normally and many of them moved successfully online as a result of the pandemic. Our groups include:

- Wellbeing Groups
- Women only Groups
- LGBTQI+ Groups
- Activity Groups
- Eating Disorders Group
- Carers Group

Adults also received 1-2-1 support through our Befriending service, from our Eating Disorders Service, by using our Active Monitoring coaching programme or Counselling.

Our Adult services team also responded to enquiries and offered signposting by email.

Young people were most likely to reach our services at school through our Dorset Mind Your Head programme which offered:

- Big Umbrella and Education in Mind Assemblies reaching 47 young people
- PHSE lessons were online resource, so reach is unknown
- Education in Mind and Big Umbrella Workshops which reached 179 young people
- Big Umbrella 1-2-1 sessions which reached 71 young people

Young People also reached us through our groups and workshops that ran outside a school environment like Connected Minds Groups or through Counselling and the newly introduced Wellbeing Check-in (set up in response to the pandemic).

- Counselling – reached 170 young people
- Connected Minds groups - reached 31 young people
- DMYH Drop-In Support Group – reach 38 young people
- Wellbeing Check-in – reached 94 young people

Our website dorsetmind.uk was available 24-hours a day to provide information, advice and signposting. The many campaigns that we ran through our Social Media Platforms offered a broad range of general advice, information and signposting advice.

Our Website specifically designed for Young People dorsetmindyourhead.co.uk was available 24-hours a day and provided a wealth of information to young people, parents, carers and schools to support people with their mental health. The many campaigns that we ran through our Social Media Platforms offered a broad range of general advice, information and signposting advice to young people.

**How did we create opportunities for participants of our services to contribute to improving our services?**

We offered our participants a range of different ways by which they contributed to us improving our services. These included:

- Encouraging the completion of feedback forms and evaluation forms
- Collaborative decision making about topics in upcoming meetings
- Analysing and learning from Complaints
- Holding Focus Groups
- Listening to Ambassadors

Examples of how we have improved our services by working with our Participants include:

- Re-writing training for Parents thanks to young people giving feedback
- Writing a new Assembly after our Ambassadors reviewed the format
- Re-writing our Adult Services Strategy following the positive experiences of Participants in certain services

**EDUCATION AND CAMPAIGNING** measures tell us how many people we are reaching through our education, training, and online campaigning activities and whether our training has a positive impact.

How many Adults did we reach through our training?

Adult Training reached over 950 adults in different businesses across Dorset. Mostly online due to the Pandemic.

## Dorset Mind

# Trustees Report

### How many campaigns did we undertake?

We carried out 18 different online campaigns:

- #TwoPointSixChallenge
- #GivingTuesday
- #TheJune500
- #StepUpChallenge
- #MoveYourMind2020 and #MoveYourMind2021
- #DorsetMindBakes
- #BeKindToYourMind
- #TopTips
- #MHAW2020
- #FiveDaysFiveWays
- #MyDorsetMind
- #WSPD2020
- #GreatBritishWeekofSport
- #DorsetMindTalks
- #WMHD2020
- #DorsetMindatChristmas
- #TimetoTalkDay
- #MentalHealthMatters.

We featured in 43 articles in the press about issues relating to mental health and appeared on the radio (local and regional) 6 times.

We collaborated in 6 partnership working groups to contribute to change in our communities.

We worked with 39 different charity partner organisations who helped us raise the profile of mental wellbeing. Lockdown affected the way we worked with our partners as many were closed or managing their staff working from home.

We published 63 blogs on a variety of topics - but the majority had the common theme of experiences in lockdown and how that affected people.

'Questioning myself – my LGBT+ journey' was by an anonymous blogger

'Furlough is ending – how will you look after your own or your employees' mental health?'

How I coped with anxiety during Covid-19.

Living with OCD during a pandemic

## How many people did we reach online?

The table below summarises our campaign reach across our Social Media Channels and our Websites:

| | | |
|---|---|---|
| Reach | DM Increase of followers per month - total across all channels | **5,560** |
| | Twitter impressions | **2,168,400** |
| | Facebook | **1,094,374** |
| | Instagram | **527,222** |
| | Website unique visitors | **84,704** |
| | DMYH Twitter Impressions | **209,026** |
| | DMYH Instagram | **68,959** |
| | DMYH Website unique visitors (data collected from Nov 2020) | **7,730** |

The table below summarises our engagement across our Social Media Platforms and our Websites:

| | | |
|---|---|---|
| Engagement | Twitter Engagements | **20,275** |
| | Facebook | **23,260** |
| | Instagram | **28,940** |
| | LinkedIn | **3,862** |
| | Overall website visits | **104,759** |
| | DMYH Increase of followers | **814** |
| | DMYH Twitter | **2,301** |
| | DMYH Instagram | **5,935** |
| | DMYH website visits (data collected from Nov 2020) | **9,416** |

The measures we use for **ICT AND DIGITAL** test how we are doing in implementing our ICT and Digital Strategy, they monitor whether we have the best ICT Infrastructure in place, ask whether we are making the best use of technology to reach our participants and ensure we manage our 'data' securely and efficiently.

## Dorset Mind

### Trustees Report

This year Dorset Mind delivered on its ICT and Digital Strategy which included continuing work on data security, updating our websites and investing in new ways of working in response to the lockdown. This means our teams are now more efficient, staff have the equipment they need, and our data is more secure than ever.

We have been continuing to develop our new data management platform which means our ability to report on our work is much easier and working with the data is more secure.

The measures we have in place to monitor our **PEOPLE** include staff and volunteer satisfaction surveys, checks that ensure we are compliant with the law and best practice, and counts the opportunities we give to staff and volunteers about how they can contribute to organisational planning and decision making.

We were able to demonstrate that we recruit and support staff and volunteers fairly, legally, and effectively. We have reviewed and updated where needed a large number of our Policies and Procedures to ensure they protect and support our workforce.

A Staff and Volunteer survey demonstrated that 81.1% of our workforce feel valued, 82.8% feel positive about Dorset Mind's culture and 79.7% feel supported in their role at the charity. Dorset Mind has 5 employees.

We were able to demonstrate that there were at least 10 different ways whereby staff and/or volunteers were able to contribute to planning and decision making, including policy reviews, working groups.

In March 2021 Dorset Mind benefitted from the work of 161 volunteers of whom, over 60 are regularly active, mainly within our Befriending service.

**ENVIRONMENTAL** measures look at the places we work to ensure they are safe, to ensure we are responsible towards our wider environment and to test how we make the best use of Dorset's county assets.

During the year we kept our Risk Assessments up to date and added COVID-19 specific assessments to the schedule and ensured our workforce had everything they needed to carry out their roles safely. This included investing in more ICT equipment so that more staff could work flexibly. We set ourselves targets to reduce our impact on the environment and took actions such as improving our recycling, reducing our travel, and moving our document storage online, some of this was helped by the lockdown, as travel was significantly decreased.

We had a responsibility to our communities to follow the government guidance and were therefore unable to really make the best use of our County assets as staff and volunteers worked and stayed at home.

But, as our fundraising efforts became virtually focused, we found that we could encourage our fundraisers to take advantage of Dorset's incredible coastline and countryside as we set various fundraisers. The 2.6 Challenge encouraged people to exercise at home as we were in tight lockdown. The June 500 and the Step Up Challenge asked people to run, walk, swim or cycle regularly outside for a set distance - where possible to safely do so, following government guidelines.

Not only did this help enhance people's wellbeing, it also gave them a purpose and a reason to get up each morning. This particularly helped people that were furloughed or not working.

### Developing New Services

All services moved online through 2020-2021 as a result of the COVID-19 Pandemic.

Key priorities were continuation of provision and safety for all involved.

#### Active Monitoring

Active Monitoring is a primary care-based coaching programme, and the service is now delivered through four different Primary Care Networks across Dorset. Two pilots were also run on a community-based model in Weymouth and Portland.

#### Counselling

Adult Counselling was launched at the end of the financial year offering low-cost counselling to all adults across Dorset.

#### DMYH Counselling (Children and Young People)

Counselling provision was moved online and proved to be a busy service throughout.

#### Wellbeing Check-in

Set up in response to the pandemic to offer support via phone or zoom. This check-in service is facilitated by volunteers who are committed to offering a listening ear and creating familiarity for individuals for up to six months.

#### Telephone Befriending

Telephone Befriending was developed urgently as a result of the pandemic and participant numbers more than doubled on the previous year.

#### Online Training

New training was created in direct response to the pandemic - two one hour sessions were put together to help support and guide people through this unprecedented time. Supporting Children and Young People through COVID 19 and Supporting Your Mental Health through COVID 19.

## Dorset Mind

# Trustees Report

**GOVERNANCE** measures ensure that our Board of Trustees are able to oversee our 5 Year Strategy, that our Strategy is fit for purpose, that we have all the right policies, procedures, checks and balances to ensure we operate legally, safely and manage our risks and finances in the best way possible.

Dorset Mind's Board of Trustees continue to work to a 5 Year Strategy overseeing a programme of work through a schedule of delegation of sub-committees.

- Risk

Risk was managed by the Risk, Finance and Quality Sub-Committee who met monthly and then fortnightly from the onset of the Pandemic, to review the Risk Register and Red Flag Risks. 2020/21 has seen the charity consider the risks of Business Continuity in the light of the Pandemic, finance, key staff roles, and ICT. The charities reserves were allocated according to the risk profile and amended following every sub-committee meeting.

- Finance

Trustees oversaw the charity's income and expenditure through its Risk, Finance and Quality Sub-Committee and received financial reports monthly that described monthly income and expenditure, cashflow forecast and financial risk profile. The Trustees oversaw income through the Income Generation Strategy which set out challenging targets across 9 key income streams.

Income for 2020/21 was £810,815 (2020: £645,911) and expenditure for 2020/21 was £661,026 (2020: £614,469).

Trustees have continued to monitor the financial position of the charity in the light of the pandemic and have taken steps to minimise the impact by reviewing staffing requirements and taking advantage of the furlough scheme where appropriate. Support has been received towards core costs from a range of grant providers to whom the charity is extremely grateful. The reserves in place along with additional coronavirus funding received will help the charity through this difficult time.

### Reserves Policy

The Board of Trustees has examined the Charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the Charity should be equal to the amount required to address the red flags as determined by the Risk, Finance and Quality Sub-Committee which was £226,000 at the year-end.

## Trustees Report

Unrestricted reserves are held for the following purposes:

- To maintain services through periods of reduced funding and cash flow;
- To develop new projects;
- To pay redundancy and recruitment costs; and
- To respond to adverse incidents.

At the year end the charity held total unrestricted reserves (excluding designated funds) of £235,443 (2020: £146,224) and restricted reserves of £183,059 (2020: £122,489).

The annual report was approved by the trustees of the charity on 7 December 2021 and signed on it's behalf by:

Kenneth Heap (Chair) B.A., Adv Dip Crim., CGET, F.Syl
Trustee

## Statement of Trustees' Responsibilities

The trustees (who are also the directors of Dorset Mind for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

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

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Approved by the trustees of the charity on 7 December 2021 and signed on its behalf by:

Kenneth Heap (Chair) B.A., Adv Dip Crim., CGET, F.Syl
Trustee

# Dorset Mind

## Independent Examiner's Report to the trustees of Dorset Mind

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2021 which are set out on pages 20 to 36.

**Respective responsibilities of trustees and examiner**

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

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

**Independent examiner's statement**

Since Dorset Mind's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Accounting Technicians, which is one of the listed bodies.

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

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

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

.....
Sue Wintle FMAAT
Accountant

Oak Accounting
27 Bascott Road
Bournemouth
Dorset
BH11 8RJ

Date: 10-12-2021

## Dorset Mind

# Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account)

| | Note | Unrestricted funds £ | Restricted funds £ | Total 2021 £ |
|---|---|---|---|---|
| **Income and Endowments from:** | | | | |
| Voluntary income | 2 | 456,093 | 305,236 | 761,329 |
| Charitable activities | 3 | 30,061 | 19,338 | 49,399 |
| Investment income | 4 | 87 | - | 87 |
| Total Income | | 486,241 | 324,574 | 810,815 |
| **Expenditure on:** | | | | |
| Raising funds | | (4,722) | - | (4,722) |
| Charitable activities | 5 | (344,960) | (311,344) | (656,304) |
| Total Expenditure | | (349,682) | (311,344) | (661,026) |
| Net income | | 136,559 | 13,230 | 149,789 |
| Transfers between funds | | (47,340) | 47,340 | - |
| Net movement in funds | | 89,219 | 60,570 | 149,789 |
| **Reconciliation of funds** | | | | |
| Total funds brought forward | | 146,224 | 122,489 | 268,713 |
| Total funds carried forward | 14 | 235,443 | 183,059 | 418,502 |

The notes on pages 25 to 36 form an integral part of these financial statements.

## Dorset Mind

# Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account)

| | Note | Unrestricted funds £ | Restricted funds £ | Total 2020 £ |
|---|---|---|---|---|
| **Income and Endowments from:** | | | | |
| Voluntary income | 2 | 348,951 | 146,310 | 495,261 |
| Charitable activities | 3 | 77,284 | 72,519 | 149,803 |
| Investment income | 4 | 847 | - | 847 |
| Total income | | 427,082 | 218,829 | 645,911 |
| **Expenditure on:** | | | | |
| Raising funds | | (11,427) | - | (11,427) |
| Charitable activities | 5 | (426,359) | (176,683) | (603,042) |
| Total expenditure | | (437,786) | (176,683) | (614,469) |
| Net (expenditure)/income | | (10,704) | 42,146 | 31,442 |
| Transfers between funds | | 44,897 | (44,897) | - |
| Net movement in funds | | 34,193 | (2,751) | 31,442 |
| **Reconciliation of funds** | | | | |
| Total funds brought forward | | 112,031 | 125,240 | 237,271 |
| Total funds carried forward | 14 | 146,224 | 122,489 | 268,713 |

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2020 is shown in note 14.

## Dorset Mind

(Registration number: 5333018)
Balance Sheet as at 31 March 2021

| | Note | 2021 £ | 2020 £ |
|---|---|---|---|
| **Fixed assets** | | | |
| Tangible assets | 9 | 16,297 | 16,026 |
| Debtors | 10 | | |
| - due within one year | | 48,954 | 31,879 |
| Cash at bank and in hand | | 370,199 | 237,561 |
| | | 419,153 | 269,440 |
| **Creditors: Amounts falling due within one year** | 11 | (16,948) | (16,753) |
| **Net current assets** | | 402,205 | 252,687 |
| **Net assets** | | 418,502 | 268,713 |
| **Funds of the charity:** | | | |
| **Restricted income funds** | | | |
| Restricted funds | | 183,059 | 122,489 |
| **Unrestricted income funds** | | | |
| Unrestricted funds | | 235,443 | 146,224 |
| **Total funds** | 14 | 418,502 | 268,713 |

The notes on pages 25 to 36 form an integral part of these financial statements.

## Dorset Mind

(Registration number: 5333018)
Balance Sheet as at 31 March 2021

For the financial year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements on pages 20 to 36 were approved by the trustees, and authorised for issue on 7 December 2021 and signed on their behalf by:

Kenneth Heap (Chair) B.A., Adv Dip Crim., CGET, F.Syl
Trustee

.....
Claire Wait (Treasurer) FCCA, DChA
Trustee

## Dorset Mind

# Statement of Cash Flows for the Year Ended 31 March 2021

| | Note | 2021 £ | 2020 £ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Net cash income | | 149,789 | 31,442 |
| **Adjustments to cash flows from non-cash items** | | | |
| Depreciation | | 8,281 | 6,083 |
| Investment income | 4 | (87) | (847) |
| | | 157,983 | 36,678 |
| **Working capital adjustments** | | | |
| Increase in debtors | 10 | (17,075) | (527) |
| (Decrease)/increase in creditors | 11 | (5,428) | 12,354 |
| Increase in deferred income | | 5,623 | - |
| Net cash flows from operating activities | | 141,103 | 48,505 |
| **Cash flows from investing activities** | | | |
| Interest receivable and similar income | 4 | 87 | 847 |
| Purchase of tangible fixed assets | 9 | (8,552) | (18,618) |
| Net cash flows from investing activities | | (8,465) | (17,771) |
| Net increase in cash and cash equivalents | | 132,638 | 30,734 |
| Cash and cash equivalents at 1 April | | 237,561 | 206,827 |
| Cash and cash equivalents at 31 March | | 370,199 | 237,561 |

All of the cash flows are derived from continuing operations during the above two periods.

## 1 Accounting policies

**Summary of significant accounting policies and key accounting estimates**
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

**Statement of compliance**
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

**Basis of preparation**
Dorset Mind 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 notes.

Dorset Mind is a registered charity, registration number 1108168, company number 5333018, registered in the United Kingdom. The address of the charity is given in the reference and administrative details on page 1 of these financial statements. The nature of the charity's operations and principal activities are described in the Trustees annual report.

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

**Exemption from preparing a cash flow statement**
The charity adopted Bulletin 1 published on 2 February 2016 and have therefore not included a cash flow statement in these financial statements.

**Going concern**
The financial statements have been prepared on a going concern basis. As explained in the trustee report the board have considered the uncertainty relating to the coronavirus pandemic and the impact on the charity's operations and finances in the short to medium term. In the opinion of the board, with the support of the Coronavirus Job Retention Scheme, coronavirus grant funding and proactively managing cash-flow the charity has sufficient working capital to continue to meet its financial obligations and pay its liabilities as they fall due for the foreseeable future and therefore the financial statements have been prepared on a going concern basis. The board have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves held and the additional coronavirus funding received for the charity to be able to continue as a going concern.

**Income and endowments**
Voluntary income including donations, gifts and grants that provide core funding or are of a general nature is recognised when the Charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

***Grants receivable***

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Government grants receivable as compensation for expenses already incurred will be recognised in the income and expenditure in the same period in which the related expenditure is incurred.

***Deferred income***

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

***Charitable activities***

Income from charitable activities includes income recognised as earned (as the related services are provided).

**Expenditure**
All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

***Raising funds***

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

***Charitable activities***

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Governance costs**
These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

**Taxation**
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**Tangible fixed assets**
Individual fixed assets are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

**Depreciation and amortisation**
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

| Asset class | Depreciation method and rate |
|---|---|
| Computer equipment | 3 years straight line basis |
| Office equipment and fixtures | 5 years straight line basis |

**Trade debtors**
Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

**Cash and cash equivalents**
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

**Trade creditors**
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

**Fund structure**
Unrestricted income funds are general funds that are available for use at the trustees's discretion in furtherance of the objectives of the charity.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

**Pensions and other post retirement obligations**
The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

## 2 Income from donations

| | Unrestricted funds General £ | Restricted funds £ | Total 2021 £ | Total 2020 £ |
|---|---|---|---|---|
| Donations and legacies; | | | | |
| Appeals and donations | 300,681 | - | 300,681 | 336,373 |
| Grants, including capital grants; | | | | |
| Grants received | 155,412 | 305,236 | 460,648 | 158,888 |
| | 456,093 | 305,236 | 761,329 | 495,261 |

### 3 Income from charitable activities

| | Unrestricted funds General £ | Restricted funds £ | Total 2021 £ | Total 2020 £ |
|---|---|---|---|---|
| Contract income | - | 19,338 | 19,338 | 67,240 |
| Provision of training | 27,205 | - | 27,205 | 68,583 |
| Service user charges | - | - | - | 5,118 |
| Trading income | 2,856 | - | 2,856 | 8,862 |
| | 30,061 | 19,338 | 49,399 | 149,803 |

### 4 Investment income

| | Unrestricted funds General £ | Total 2021 £ | Total 2020 £ |
|---|---|---|---|
| Interest receivable and similar income; | | | |
| Interest receivable on bank deposits | 87 | 87 | 847 |

### 5 Expenditure on charitable activities

| | Total 2021 £ | Total 2020 £ |
|---|---|---|
| Wages and salaries | 503,252 | 409,629 |
| Service delivery costs | 37,343 | 53,776 |
| Staff costs (HR Support, travel expenses, staff training etc.) | 10,265 | 38,974 |
| Office expenses | 19,853 | 31,551 |
| Premises costs | 49,670 | 50,111 |
| Sundry expenses including irrecoverable VAT | 6,694 | 2,442 |
| Subscriptions and affiliation fees | 924 | 916 |
| Advertising and promotion | 13,123 | 964 |
| Professional fees | 5,817 | 7,405 |
| Bank charges | 557 | 336 |
| Depreciation | 8,281 | 6,083 |
| Governance costs (see note below) | 525 | 855 |
| | 656,304 | 603,042 |

**Governance costs**

| | Unrestricted funds | | |
|---|---|---|---|
| | General | Total 2021 | Total 2020 |
| | £ | £ | £ |
| Independent Examiner's remuneration | 500 | 500 | 400 |
| Trustees expenses | - | - | 77 |
| Other governance costs | 25 | 25 | 378 |
| | 525 | 525 | 855 |

**6 Net incoming/outgoing resources**

Net incoming resources for the year include:

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Operating leases - plant and machinery | 3,626 | 4,848 |
| Depreciation of fixed assets | 8,281 | 6,083 |
| Independent examiners fee | 500 | 400 |

**7 Trustees remuneration and expenses**

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any other benefits from the charity during the year.

During the year expenses totalling £nil (2020: £77) were paid to trustees'.

**8 Staff costs**

The aggregate payroll costs were as follows:

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| **Staff costs during the year were:** | | |
| Wages and salaries | 469,267 | 386,843 |
| Social security costs | 27,115 | 17,836 |
| Pension costs | 6,870 | 4,950 |
| | 503,252 | 409,629 |

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

| | 2021<br>No | 2020<br>No |
|---|---|---|
| | 45 | 39 |

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £127,346 (2020 - £100,335).

### 9 Tangible fixed assets

| | Office and computer equipment<br>£ |
|---|---|
| **Cost** | |
| At 1 April 2020 | 22,734 |
| Additions | 8,552 |
| At 31 March 2021 | 31,286 |
| **Depreciation** | |
| At 1 April 2020 | 6,708 |
| Charge for the year | 8,281 |
| At 31 March 2021 | 14,989 |
| **Net book value** | |
| At 31 March 2021 | 16,297 |
| At 31 March 2020 | 16,026 |

### 10 Debtors

| | 2021<br>£ | 2020<br>£ |
|---|---|---|
| Trade debtors | 22,585 | 6,664 |
| Prepayments | 20,609 | 24,841 |
| Accrued income | 5,760 | - |
| VAT recoverable | - | 374 |
| | 48,954 | 31,879 |

### 11 Creditors: amounts falling due within one year

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Trade creditors | 7,452 | 11,941 |
| VAT | 265 | - |
| Pension scheme creditor | 1,693 | 1,188 |
| Accruals | 1,915 | 3,624 |
| Deferred income | 5,623 | - |
| | 16,948 | 16,753 |

### 12 Pension and other schemes

**Defined contribution pension scheme**

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £6,870 (2020 - £4,950).

Contributions totalling £1,693 (2020: £1,188) were outstanding at the year end and are included in creditors.

### 13 Commitments

**Capital commitments**

The charity has entered into operating leases for offices and equipment.
The total amount contracted for but not provided in the financial statements was £81,322 (2020 - £104,277).

## 14 Funds

| | Balance at 1 April 2020 £ | Incoming resources £ | Resources expended £ | Transfers £ | Balance at 31 March 2021 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| ***General*** | | | | | |
| Unrestricted fund | 146,224 | 486,241 | (349,682) | (47,340) | 235,443 |
| **Restricted funds** | | | | | |
| Active in Mind | 12,747 | 6,588 | (9,437) | - | 9,898 |
| Active monitoring | 14,236 | 43,242 | (67,402) | 9,924 | - |
| Adult sport and physical activity | 12,463 | 10,450 | (23,656) | 743 | - |
| Adult 'The Gap' | 5,024 | 5,750 | (11,315) | 541 | - |
| Rural Dorset | 1,951 | - | - | (1,951) | - |
| Women in Mind | 2,665 | 4,680 | (5,952) | - | 1,393 |
| Panacea | - | 3,108 | (11,186) | 8,078 | - |
| Adult befriending | - | 22,674 | (41,616) | 30,000 | 11,058 |
| Mind Out | 7,372 | 9,171 | (11,429) | - | 5,114 |
| Youth appeal | 66,031 | 182,891 | (118,685) | - | 130,237 |
| Adult carers in mind | - | 1,950 | (1,955) | 5 | - |
| Adult services - OPCC Police bid | - | 5,000 | (1,829) | - | 3,171 |
| The Dorset Community Mental Health Alliance | - | 23,658 | (6,882) | - | 16,776 |
| Light on project | - | 5,412 | - | - | 5,412 |
| **Total restricted funds** | 122,489 | 324,574 | (311,344) | 47,340 | 183,059 |
| **Total funds** | 268,713 | 810,815 | (661,026) | - | 418,502 |

## Dorset Mind

### Notes to the Financial Statements for the Year Ended 31 March 2021

| | Balance at 1 April 2019 £ | Incoming resources £ | Resources expended £ | Transfers £ | Balance at 31 March 2020 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| ***General*** | | | | | |
| Unrestricted fund | 112,031 | 427,082 | (437,786) | 44,897 | 146,224 |
| **Restricted** | | | | | |
| Active in Mind | 2,334 | 16,200 | (5,787) | - | 12,747 |
| Active monitoring | - | 14,453 | (13,108) | 12,891 | 14,236 |
| Adult sport and physical activity | - | 28,279 | (15,816) | - | 12,463 |
| Adult 'The Gap' | - | 15,476 | (11,491) | 1,039 | 5,024 |
| Rural Dorset | 32,415 | - | (6,073) | (24,391) | 1,951 |
| Women in Mind | - | 1,330 | (3,165) | 4,500 | 2,665 |
| Panacea | 546 | 3,518 | (6,836) | 2,772 | - |
| Adult befriending | - | 6,358 | (16,133) | 9,775 | - |
| Mind Out | 5,310 | 6,457 | (4,395) | - | 7,372 |
| Youth appeal | 21,047 | 119,758 | (76,774) | 2,000 | 66,031 |
| Verwood Wellbeing | 762 | - | (762) | - | - |
| Blue light training | 34,955 | 7,000 | (982) | (40,973) | - |
| Restored | 15,361 | - | (15,361) | - | - |
| The stable | 12,510 | - | - | (12,510) | - |
| **Total restricted funds** | 125,240 | 218,829 | (176,683) | (44,897) | 122,489 |
| **Total funds** | 237,271 | 645,911 | (614,469) | - | 268,713 |

The specific purposes for which the funds are to be applied are as follows:

The Befriending Service – community based (Bournemouth and wider community and West Howe) providing one to one support to members of the local community who have been referred by a local Community Mental Health Team.

Women in Mind – Bournemouth - providing support for women with common and serious mental health problems, and an opportunity to share their issues in a supportive environment.

Panacea - providing a range of support services for people with anxiety and conditions such as agoraphobia, social phobia and obsessive-compulsive disorder.

The Active in Mind Group – Bournemouth - providing an opportunity for sporting and other activities, including badminton, table tennis and pool.

Mind Out – Bournemouth and Weymouth - providing support to lesbian, gay, bisexual and transgendered people with mental health problems.

Rural Dorset - funding for services in rural areas, combined with the panacea fund during the year.

Youth Services - funding in respect of 'Dorset Mind Your Head' service.

Active monitoring - primary care-based coaching programme and the service has been piloted very successfully at Shore Medical practices in Poole.

Adult sport and physical activity - The Get Set to Go programme was the launch of Dorset Mind's new Mental Health and Sport & Physical Activity programme working in partnership with Dorset Race Equality Council and Active Dorset.

The Gap - Ecotherapy support group.

Adult carers in mind - Wellbeing support programme for carers whose caring role affects their mental wellbeing.

Adult OPCC Police bid - Wellbeing workshops for Dorset Police personnel and members of the public.

The Dorset Community Mental Health Alliance - Funding from NHS Dorset as their Community Partnerships sub-group of their Suicide Prevention Programme – a network of VCSE organisations involved in mental health – the Dorset Community Mental Health Alliance.

Light on project - Light On the Men's Mental Health campaign funded by NHS Dorset as part of their Suicide Prevention Programme.

A transfer of £30,000 was made from unrestricted funds to the befriending service in respect of fundraising undertaken specifically for men's services.

Transfers totalling £17,340 were made from unrestricted funds to six restricted funds in respect of fund deficits where income and amounts brought forward were insufficient to cover the expenditure during the year.

### 15 Analysis of net assets between funds

| | Unrestricted funds General £ | Restricted funds £ | Total funds at 31 March 2021 £ |
|---|---|---|---|
| Tangible fixed assets | 16,297 | - | 16,297 |
| Current assets | 236,094 | 183,059 | 419,153 |
| Current liabilities | (16,948) | - | (16,948) |
| Total net assets | 235,443 | 183,059 | 418,502 |

| | Unrestricted funds General £ | Restricted funds £ | Total funds at 31 March 2020 £ |
|---|---|---|---|
| Tangible fixed assets | 16,026 | - | 16,026 |
| Current assets | 146,951 | 122,489 | 269,440 |
| Current liabilities | (16,753) | - | (16,753) |
| Total net assets | 146,224 | 122,489 | 268,713 |

### 16 Related party transactions

There were no related party transactions in the year.

### 17 Taxation

The company is a registered charity and it's activities are therefore exempt from taxation.