MIND IN BEXLEY AND EAST KENT LTD

England & Wales · Charity number 1110130

Details

Other names	BEXLEY MIND (LONDON BOROUGH OF BEXLEY ASSOCIATION FOR MENTAL HEALTH, MIND IN BEXLEY LIMITED, MIND in Bexley and East Kent Ltd
Status	Registered
Legal form	Charitable company
Company number	05393807
Registered	2005-06-21
Register	View on the Charity Commission register

Contact

Address	2A Devonshire Road Bexleyheath DA6 8DS
Phone	02083038932
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Website	www.mindinbexley.org.uk

Activities

Objects: TO PROMOTE THE PRESERVATION OF MENTAL HEALTH AND TO ASSIST IN RELIEVING AND REHABILITATING PERSONS SUFFERING FROM MENTAL DISORDER OR CONDITIONS OF EMOTIONAL OR MENTAL DISTRESS REQUIRING ADVICE OR TREATMENT WITHIN KENT, AND IN PARTICULAR, BEXLEY AND ITS ENVIRONS, IN ASSOCIATION WITH THE CHARITY MIND AND IN ACCORDANCE WITH THE AIMS AND OBJECTS OF THE CHARITY MIND.

Activities: To promote the preservation of mental health and to assist in relieving and rehabilitating persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment within Kent, and in particular, Bexley, East Kent and its environs, in association with the Charity MIND and in accordance with the aims and objects of the Charity MIND.

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Classification

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

Geography

- **Area of benefit:** LONDON BOROUGH OF BEXLEY
- Bexley
- Kent

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£6,822,767	£6,812,637	£6,422,108	151
2024-03-31	£6,338,887	£5,070,442	£6,411,979	158
2023-03-31	£4,743,159	£4,095,019	£5,143,534	78
2022-03-31	£5,108,620	£3,826,104	£4,495,394	75
2021-03-31	£4,803,138	£3,805,188	£3,212,878	78

Trustees

Name	Role	Appointed
Dr Irene Guerrini		2013-07-25
Emily Elizabeth Mason		2021-01-01
Julie-Anne Hofmann		2021-01-01
Mohummud Azaad Magho		2021-01-01
Nana Mahama		2018-01-31
SHAHEEN WESTCOMBE		2014-01-16

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MIND IN BEXLEY AND EAST KENT LTD

England & Wales - Charity number 1110130

Accounts

Company registration number: 5393807
Charity registration number: 1110130

Mind in Bexley and East Kent Ltd

Report of the Trustees and Audited Financial Statements

for the Year Ended 31 March 2025

Moracle Limited Chartered Accountants & Registered Auditors
960 Capability Green
Luton
LU1 3PE

Mind in Bexley and East Kent Ltd

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Mind in Bexley and East Kent Ltd

Reference and Administrative Details

Trustees	Julie-Anne Hofmann Nana Mahama Dr Irene Guerrini Shaheen Choudhury Westcombe Emily Elizabeth Mason Mohummud Azaad Magho
Chief Executive Officer	Dr David Palmer
Charity Registration Number	1110130
Company Registration Number	5393807
Registered Office	2a Devonshire Road Bexleyheath Kent DA6 8DS
Auditor	Moracle Limited Chartered Accountants & Registered Auditors 960 Capability Green Luton LU1 3PE
Bankers	Barclays Bank 6 Market Place, Bexleyheath DA6 7DY

Mind in Bexley and East Kent Ltd

Report of the Trustees for the year ended 31 March 2025

The Trustees present their annual report together with the audited financial statements of the company for the year ended 31 March 2025. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Objectives and activities

Objects and aims

Mind in Bexley and East Kent's Memorandum of Association sets out the organisation's principal objectives, which are for public benefit and compatible with the Charities Act 2006. These are to promote the preservation and the safeguarding of mental health and the relief of persons suffering from mental disorder'. We promote health and well-being and work to reduce poor mental health, and the stigma associated with it. We support residents in their recovery and campaign for better services for everyone.

The charity met these objectives by undertaking a wide range of therapeutic and non-clinical preventative mental health activities within Bexley and East Kent, including direct therapeutic support of individuals including suicide bereavement counselling support, advice, training, education and workshops, advocacy and signposting, recovery and employment services, and campaigning to reduce the stigma of mental health issues and to raise awareness of mental health issues. Throughout the year we delivered support to individuals through more than 70 different community-based projects and through our Talking Therapies initiatives, expanded our provision in East Kent and in this report, we highlight the public benefit and impact of our work from some of our main projects.

During the year we delivered contractual funded services in partnership with NHS England (ICB) and local authority commissioning organisations which includes the One Bexley initiative. During 2024/25, we also continued our IT access HUB for those digitally excluded, developed the household fund initiative and our community food pantry to support residents experiencing financial challenges, which complemented and enhanced our existing services, and allowed us to support more people with enduring mental health issues. We carried out further research on Personal Health Budgets in order to share learning and raise awareness. With the aid of a grant from the Government Community Ownership Fund, we fully completed extensive rebuilding works on our Revival building in Whitstable and Revival opened to the public in April 2023. We also completed the merger with the Herne Bay Umbrella and this hasenabled us to extend our reach under the Live Well provision.

Public benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's objectives and activities and in planning future activities All our charitable activities focus on the provision of accessible and effective mental health support, education and campaigning for people in Bexley and East Kent. Our programme of activities is invaluable by contributing to healthy active citizens, family and community cohesion and increased social inclusion and connectedness. Our work prevents the escalation levels of mental health issues.

We offer a fully accessible service to all diverse community groups in our area. Our staffing reflected the communities that we serve, and we can provide many services in a range of different languages. We offer a safe, effective and enabling environment to vulnerable adults which are cost effective.

The Board recorded our sincere thanks to all our management, staff and volunteers, whose commitment and support to residents is incredible and at times lifesaving. Our staff have determination and full commitment to establishing creative and flexible ways to support our şervice users. The demand for digital support, psychological therapies, welfare rights support, out of hours 365-day Crisis Café provision and basic food supplies from the Pantry have significantly increased. Working collaboratively with our funders, sponsors, partners inclusing Oxleas, Porchlight, One Bexley, Kent CC and LB Bexley, food stores and corporate bodies we have pooled shared resources to maximise local impact and level up local services so that we can all thrive together.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Trustees and officers

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

Trustees:	Julie-Anne Hofmann
	Nana Mahama
	Dr Irene Guerrini
	Shaheen Choudhury Westcombe
	Emily Elizabeth Mason
	Mohummud Azaad Magho
Chief Executive Officer:	Dr David Palmer

Community, Connection and Care - Stories of Hope

Introduction

2024-2025 was a year of extraordinary progress, compassion and collaboration. Across Bexley and East Kent, Mind has continued to shape the local landscape of mental health care, building communities of trust and hope.

At a time when the national conversation around wellbeing, loneliness and recovery is more urgent than ever, our charity has played a leading role in translating national policy into community action, ensuring that government strategies, NHS priorities and public health ambitions are felt in real lives, on real streets, in our boroughs and coastal towns.

Our mission remains simple but vital: no one faces a mental health challenge alone. Whether through therapy, creative connection, peer support, out of hours crisis care or a listening ear, we work to bring people and communities together, to talk, to recover, and to thrive.

Summary

Building Momentum, Connection and Hope

The past year has been one of growth, innovation and influence for Mind in Bexley and East Kent. Guided by compassion, evidence and collaboration, we have strengthened our role as a leading local Mind, one recognised for its strategic leadership, research excellence and commitment to co-produced, community-led, therapeutic support and care. This year saw the launch of our new Five-Year Strategy (2025-2030), setting a clear direction built on prevention, inclusion, innovation and sustainability. Developed with staff, volunteers, trustees and people with lived experience, it reflects our vision: that community connection is the foundation of recovery.

Our collective impact has been exceptional. Across Bexley and East Kent, over 7,000 people accessed our services, from Talking Therapies and Suicide Bereavement Support to Mindful Mums, Veterans' Wellbeing, Green Spaces initiatives and East Kent mentoring and peer support programmes. Satisfaction rates remained consistently high, with most services achieving over 95% positive feedback. Working in partnership with GP's and Oxleas, Bexley's Physical Health Checks Programme for people with severe mental illness (SMI) achieved national recognition, raising completion rates from 43% to 63% in just four months. The Suicide Bereavement Service supported more than 250 individuals across South East London and received the Third Sector Frontline Team of the Year Award (2024). Meanwhile, Revival Food & Mood continued to thrive as a self-sustaining innovative social enterprise, reducing isolation through creativity, support, good food and friendship.

This has also been a year of national recognition and influence. We worked closely with National Mind and London Mind's to finalise the Federation Agreement and contributed to Mind in London and Mind in Kent partnerships, leading discussions on talking therapies, out of hours crisis cafe, integrated pathways and research and evaluation. Mind in Bexley and East Kent was named National Mind's Research and Monitoring Organisation of the Year (2024-25), and our CEO Dr David Palmer was reappointed as a Clinical and Care Professional Lead (CCPL) within the South East London Integrated Care System. These milestones reflect our growing reputation as a trusted, evidence-driven system partner.

Looking ahead, our priorities are clear: to embed prevention across all services, champion co-production and inclusion, invest in innovation and research, and ensure long-term sustainability through enterprise, partnership and impact measurement. With our staff, volunteers, and communities at the heart of everything we do, Mind in Bexley and East Kent will continue to lead with compassion and creativity, building healthier, more connected communities across South East London and Kent.

The Chair Report- Shaheen C. Westcombe

My association with Mind in Bexley spans around two decades, beginning when I joined Bexley Council and had the privilege of supporting voluntary-sector grants, monitoring organisations and witnessing the transformation of mental-health provision in the borough. In those early days, mental health was a topic many people were reluctant to raise. The irony then, as it remains now, is that the need was vast: countless individuals and unpaid carers navigating enduring distress, stigma and under-resourced systems.

I first became involved with Mind in Bexley soon after joining the Council. Over the years, I have watched with admiration as dedicated leadership, including our Chief Executive, Dr David Palmer, and a committed team have helped elevate the organisation from a local volunteer-driven charity to a major regional player with national reach. Today, Mind in Bexley and East Kent operates with a budget of approximately £7 million and a combined workforce of nearly 170 staff. It has grown its service portfolio, expanded into East Kent, and established impactful partnerships with a wide range of statutory and voluntary-sector organisations.

Some of our hallmark developments this year include:

• · Embedding integrated working with Oxleas NHS Foundation Trust in the Mental Health Hub, deepening primary and community care links.

• · Co-designing and rolling out physical health checks in partnership with GP networks for people with severe mental illness (SMI), addressing one of the starkest health inequalities in our system.

• · Elevating our governance and research capacity through sub-committees that ensure voice, oversight and ethics: the Health, Safety & Building Committee;Research & Ethics Committee; Innovation & Strategy Committee; and the Wellbeing & Staff Committee.

• Developing our five year strategy.

User and carer involvement remains a central pillar of our approach. Our governance model gives voice to lived experience, not as input only, but as co-leadership. We believe that people with experience of mental distress and caring hold essential insight for service development, monitoring and strategic direction.

We are proud to have been awarded by National Mind the designation of Research & Monitoring Organisation in the network, recognising our contribution to evaluation, learning and evidence-led innovation across the Mind federation. Additionally, our CEO was honoured with a prestigious Civic Award from the London Borough of Bexley for Outstanding Contribution, an external recognition of the difference we continue to make locally.

Looking ahead, Mind in Bexley and East Kent remains deeply committed to innovation, inclusion and partnership. We will continue to introduce new services and break ground in areas such as unpaid carer support, community-led crisis alternatives, and prevention-based models of care. Our work will carry forward in the spirit of community, care and recovery.

To our leadership team, staff, volunteers, service-users, carers, trustees, partners and funders, thank you for your dedication, collaboration and belief that better mental health is not only possible, but essential. Together, we continue to build a charity that champions quality, connection, compassion and change.

Shaheen Westcombe Chair, Mind in Bexley and East Kent

Chief Executive’s Report Dr David Palmer, Chief Executive, Mind in Bexley and East Kent

Building momentum, connection and hope

This year we consolidated scale with depth. Mind in Bexley and East Kent has continued to grow as an evidence-led, community-rooted organisation, combining innovation, research and compassion so that no one faces mental-health challenges alone.

Our new Five-Year Strategy (2025-2030) sets a clear direction: lead prevention and inclusion through place-based, co-produced care; strengthen parity between mental and physical health; and build sustainable community infrastructure. Developed with trustees, staff, partners and people with lived experience, the strategy aligns with the Mind Federation Agreement, Mind in London and Kent frameworks, and the priorities of the South East London and Kent & Medway ICSs.

System alignment and leadership advanced further. We finalised our Federation Agreement with National Mind; contributed across London and Kent collaborations on men's mental health, holistic care and community crisis alternatives; and I was reappointed as a Clinical and Care Professional Lead within the South East London ICS. The London Borough of Bexley Civic Award recognised our local contribution, and National Mind named us Research and Monitoring Organisation of the Year for 2024-25.

Our services delivered sustained impact. Talking Therapies exceeded national benchmarks and secured a five-year ICB award. The Suicide Bereavement Service in partnership with South East London Mind and SLaM supported more than 250 people and won Third Sector's Frontline Team of the Year. Mindful Mums extended evening access for working parents. In East Kent, Live Well Kent mentoring and peer-support achieved 99 per cent satisfaction, while KentCOG engaged almost 700 participants and 94 volunteers. The Veterans Programme reached a very impressive 450 veterans and families, and our highly innovative and successful Barbershop Project deepened men's mental-health conversations in trusted spaces. Revival Cafe and Wellness Hub continued to thrive as a self-sustaining social enterprise, reducing isolation and fostering belonging.

Research and evaluation are now core strengths. Three peer-reviewed papers and two public exhibitions advanced learning on bereavement support, equitable physical-health care for SMI, and ethical community research. Our Research & Ethics Committee provides rigorous governance so that lived experience shapes questions, methods and practice.

Parity of esteem has moved from idea to pathway. With Oxleas NHS Foundation Trust, PCNs, Public Health Bexley and the Cancer Clinical Care Professional Leads, we improved SMI health-check completion from 43 to 63 per cent in four months and are developing an embedded smoking-cessation role to close the mortality gap further.

None of this is possible without our people. To our therapists, peer facilitators, administrators, staff, mentors, cafe teams, trustees and volunteers, thank you. Through our Wellbeing & Staff Committee we strengthened reflective practice, leadership pathways and a culture of openness and psychological safety. The coming year will be about implementation: turning strategy into measurable change at neighbourhood level, proving cost-effectiveness, and sharing what works across the Mind network and the wider health system.

Mind in Bexley and East Kent Services Review

NHS Bexley Talking Therapies

The Talking Therapies service sits at the centre of our Bexley offer. In 2024-25 we secured a five-year direct award from the South East London Integrated Care Board (SEL ICB) to deliver this NHS service, the first direct award of its kind in Bexley since we began in 2013. The award recognises consistent quality, reliable outcomes and alignment with national mental health policy.

Talking Therapies are a core delivery vehicle for the NHS Long Term Plan and the Talking Therapies for Anxiety and Depression programme (formerly IAPT). The model provides accessible, evidence-based psychological therapies that help people experiencing anxiety, depression and trauma recover through short, structured interventions.

Demand remained high: 6,522 referrals in 2024-25 (up 7% on last year). Sixty per cent opted into treatment, and 3,969 people attended a first appointment, 707 more than in 2023-24. Performance stayed strong and stable: Reliable Improvement: 68.8% (target 68%) Reliable Recovery: 49.1% (target 48%) Waiting times: all clients seen within 6-18 weeks

These results meet national expectations and demonstrate a mature, high-performing team committed to access, safety and recovery.

Behind the figures are stories of renewal. People tell us therapy has helped them return to work, reconnect with family and regain a sense of purpose. One participant said: “This service gave me hope when I had none left. I’ve learned how to manage my anxiety and take back control of my life.”

Talking Therapies operate within the NHS Community Mental Health Transformation agenda, with a focus on prevention, integration and timely access. We work closely with GPs, community hubs the voluntary sector to ensure that people receive the right modality at the right time, from low-intensity digital options and guided self-help to high-intensity CBT. In 2024-25, 380 referrals came directly via the Transformation Hub, evidencing strong pathway integration with ADAPT and the Bexley Wellbeing Partnership.

Partnerships with Solace Women’s Aid and Bexley Women’s Aid remain essential, providing safe routes into care for people affected by domestic abuse. Safeguarding underpins all delivery, with 11 MARAC referrals and close liaison with adults’ and children’s safeguarding teams.

Workforce sustainability is a priority. Two high-intensity and two low-intensity trainees qualified this year, and five counsellors began training in Person-Centred Counselling for Depression. This pipeline approach aligns with NHS England’s ambition for a resilient, skilled psychological therapies workforce.

Perinatal and Early Parenting Support

Our Perinatal Pathway ensures that parents in Bexley can access mental health support during pregnancy and the early years. The programme contributes to national commitments in the NHS Long Term Plan, Better Births and the Maternal Mental Health Services development programme, all of which emphasise early help, prevention and nurturing infant-parent relationships.

Two staff completed Circle of Security training in 2024-25, strengthening our attachment-informed approach. The first Circle of Security group for parents will launch in 2025-26. We work closely with midwives, health visitors and the Oxleas

NHS Perinatal Mental Health Team at Queen Mary’s Hospital to keep pathways seamless.

Mindful Mums, delivered with South East London Mind, completed another successful year and has been renewed for 2025-26. New antenatal evening groups will widen access for working parents. Participants frequently describe the sessions as transformative:

“I came here exhausted and unsure. Now I’ve found a circle of mums who remind me it’s okay to not be okay.”

National Mind Guided Self-Help

In 2024 we joined the National Mind Guided Self-Help Programme to reach people who find traditional therapy settings harder to access. The approach fits NHS England priorities on digital inclusion and accessibility.

Across the year, 1,021 sessions were delivered, with 686 attendances and more than 700 people supported. Feedback was consistently positive:

“It’s been a pleasure speaking to you every week. I’m blown away by how easy it was to access this service.”

When national funding ended in March 2025, we chose to continue locally because of the programme’s clear value for reducing inequalities and offering timely early intervention, both central to Community Transformation and ICS prevention frameworks.

Suicide Bereavement Service (SBS)

Our Suicide Bereavement Service, delivered with South East London Mind and South London and Maudsley NHS Foundation Trust, remains an example of best practice in postvention. The service operates within the Suicide Prevention Strategy for England (2023-2028) and supports the South East London Suicide Prevention Partnership Plan and the Bexley Suicide Prevention startegy, with a focus on postvention, lived experience and tackling inequalities.

In 2024-25, 258 people received direct support, up 30% year on year. Of these, 126 accessed one-to-one sessions and 89 attended groups. Outcomes continue to be strong: 98% of clients were satisfied with the service 92% said support helped them cope Average +4.9 improvement on wellbeing measures

People describe the service as a lifeline:

“They listened when no one else could. This service helped me rebuild my life.”

The team was named Frontline Team of the Year at the Third Sector Awards 2024. A regional learning event, Supporting People Bereaved by Suicide (January 2025), brought together over 50 stakeholders; all reported increased confidence in referring people for support. Funding is secured through 2028, enabling sustained partnership working and a compassionate, system-wide response to suicide loss.

DWP Employment Service

Mental health and employment are deeply connected. Our DWP-commissioned Employment Service integrates psychological and vocational support, reflecting the NHS Long Term Plan’s emphasis on IPS and the wider public-health focus on economic security as a determinant of wellbeing.

In 2024-25, all appointment and referral targets were achieved. People reported renewed confidence, routine and financial stability:

“Having someone believe in me made the difference. I found work, but more than that… I found purpose again.”

The service demonstrates how integrated, whole-person support links therapy, employment and community engagement.

Bexley Recovery and Community Services Empowering people to recover, connect and thrive

Recovery in Bexley is about regaining agency, confidence and connection, not simply reducing symptoms. Our Recovery and Community Services provide an integrated hybrid programme that complements Talking Therapies and primary care, helping people build skills, routines, relationships and purpose at their own pace. The model aligns with NHS Community Mental Health Transformation, Recovery College principles (co-production, peer learning, strengths-based education) and ICS prevention objectives, and it addresses local priorities on suicide prevention, digital inclusion and cost-of-living resilience.

Scale and reach in 2024-2025 Recovery College welcomed an impressive 1,585 resident learners, delivered 1,972 groups and recorded 10,970 attendances. On a typical week the timetable sustained 16 in-person and 22 online groups across psychoeducation, psychosocial groups, physical activity and peer support. Bexley Crisis Cafe supported 468 people across 936 interventions; at least 75 potential A&E attendances were safely avoided through de-escalation, listening support and practical next-steps planning. The Digital Hub delivered 322 sessions on essential digital access and skills, including support to use NHS, council and DWP online services. Carers in Mind supported 205 unpaid carers (76 new referrals), providing 3,554 support calls and 141 in-person groups focused on psychoeducation and future planning. Welfare Rights secured £745,548 in confirmed benefit gains for people with severe mental illness, alongside tribunal representation and support during Universal.

Credit migration. Employment (IPS-aligned) supported 127 people one-to-one; 34 moved into work, 30 sustained for 13 weeks, 15 for 26 weeks; 25 received job-retention support. Community Pantry enabled 2,172 low-cost member visits (£20 of food for £4), supported by seven regular volunteers contributing 2,032 hours.

How the model works The programme is modular and low-barrier. People often start with welcoming groups, arts, gentle activity, digital drop-ins, then add psychoeducational courses as confidence grows, with focused help at moments of crisis or transition (Crisis Cafe, Welfare Rights, Employment, Carers). Pathways are co-produced, with peer facilitators embedded throughout. This: mirrors the national Recovery College ethos of adult learning rather than treatment bridges primary care, Talking Therapies and everyday community life creates continuity so people remain connected to Mind as needs and goals change

Recovery College: learning, routine and confidence A four-phase learning journey, Explore, Learn & Practice, Reflect, Reinforce, lets people test ideas safely, build skills and apply them to daily challenges. The curriculum includes anxiety and depression management, confidence and assertiveness, young adults (18-28), physical activity and green-space/ecological sessions. Delivery is strengths-based and adapted to different learning styles; lived-experience facilitators create authentic spaces of hope and practical problem-solving.

Participants describe what changes: a shared language for feelings, the normalisation of experience, and micro-skills that build agency. “Confidence and Assertiveness made me realise I have a right to stand up for myself… It’s great to talk.” “Stress and Anxiety made things clearer… it’s not just me. I’ve got confidence to try other courses.” “Walk and Talk was a low-pressure way to meet people. I’m far less isolated now.”

Strategic contribution Recovery College delivery advances ICS priorities on personalised care, prevention and lived-experience leadership. It complements Talking Therapies by strengthening self-management, social capital and daily rhythm, factors associated with sustained recovery, reduced relapse and better engagement with clinical pathways.

Out of Hours Crisis Cafe: timely alternatives to A&E

Open nightly, 18:00-22:00, year-round, the Café offers rapid face-to-face support in distress. In 2024-25, 468 individuals received 936 interventions; 26 per cent reported they would otherwise have gone to A&E. Presentations included worsening mental health, trauma, domestic abuse, poverty, homelessness, substance misuse and suicidality, highlighting the Cafe’s role as a compassionate, holistic listening space with clear safety planning and onward links.

"There's nowhere to go out-of-hours when you're desperately in need of help… Nights and weekends are when you get lonelier and more panicky." • "I could talk to the cafe staff and not burden my husband anymore." • "Recovery College and Crisis Cafe literally saved my life."

Digital Hub: closing the digital divide As services move online, the Hub reduces exclusion and stress. People receive drop-in help and one-to-one mentoring with the NHS app, benefits and housing portals, utilities, secure messaging, device setup and online safety; data support is available where needed. Participants report lower anxiety and more confidence engaging with health and public services.

Community Pantry: dignity, nutrition and connection The Pantry responds to cost-of-living pressures with dignified, low-cost access to fresh and staple food. Each visit provides around £20 of food for £4, alongside warm connection to Recovery College, Talking Therapies, Welfare Rights and Carers services. People describe feeling less anxious about bills and nutrition and more welcomed and included. Volunteers give the Pantry its heartbeat, sustaining delivery week after week.

Welfare Rights: income security and mental health Income security is prevention. The team secured over £745k in additional benefits for people with SMI and supported complex cases through appeals and tribunals. With accelerated Universal Credit migration locally, hands-on digital and administrative support prevented avoidable crises and helped people stay focused on health and recovery.

Carers in Mind: voice, skills and solidarity Carers in Mind supported 205 unpaid carers through tailored one-to-one help and 141 groups covering mental-health awareness, self-care, CBT-informed coping strategies, boundaries and contingency planning. Practical rights-based advice sits alongside peer solidarity. Carers report feeling more capable, connected and informed, and more able to sustain care without losing themselves.

Employment support (IPS-aligned): purpose and progression Employment specialists worked with 127 people to create realistic vocational plans, navigate applications and interviews, manage health at work and retain roles through difficult periods. Outcomes included 34 people moving into jobs, 30 sustaining for 13 weeks, 15 for 26 weeks and 25 retaining employment with targeted support.

Integration with physical health and prevention Recovery services interlock with physical-health improvement. People in groups are supported to access SMI annual physical-health checks, smoking-cessation help and cancer-screening pathways developed with Public Health Bexley and Cancer Clinical Care Professional Leads. This one-conversation, multiple-doors approach reflects the NHS Long Term Plan and Core20PLUS5: prevention delivered in trusted community settings with peers and practitioners side by side.

Quality, safeguarding and lived-experience governance

Delivery is supported by structured supervision, safeguarding protocols and reflective practice. Lived-experience leadership is built into co-design and co-delivery, with oversight from our Research & Ethics and Wellbeing & Staff Committees to ensure participation is ethical, supported and impactful.

What resdients told us: outcomes that matter Residents report increased confidence, reduced isolation and stronger routines; Crisis Café attendees describe immediate relief and a plan for the next 24-72 hours; carers emphasise insight, boundaries and solidarity; Pantry and Welfare Rights users report lower stress and improved stability; Digital Hub users feel able to engage with services; and people supported into work describe renewed purpose. • "The course helped me use the 'bucket and stones' tools every day… and connecting with others showed me it's not just me." • "I'm learning to ask for help; breaking isolation has been the turning point." • "As a carer, facing what is really going on and getting emotional support when it piles in, this group was a tonic." • "My schizophrenia makes trust hard, but Welfare Rights have been kind and consistent for years. I feel calmer and more focused."

Partnerships and system contribution Delivery is made possible through close work with Oxleas NHS Foundation Trust (shared care, crisis pathways), Primary Care Networks (checks, medication reviews, social prescribing), the London Borough of Bexley (cost-of-living response), Public Health Bexley (smoking-cessation and cancer-screening links), One Bexley and Voluntary Sector Partners and SEL ICS programmes (neighbourhood prevention, data-led commissioning). The Recovery offer functions as relational infrastructure for the borough, where clinical, social and public-health goals meet in everyday spaces.

Priorities for 2025-2026 Establish a Community Recovery Hub footprint co-locating Recovery College, Crisis Cafe and physical-health outreach to improve evening and weekend access Expand the Digital Hub with creative media and virtual peer-learning labs to reach housebound and working-age adults Launch a Carers Peer Mentorship pathway to grow mutual support and succession in lived-experience leadership Embed smoking-cessation and cancer-screening prompts and support across groups and drop-ins with direct referral to public-health colleagues Strengthen outcome measurement (participation, wellbeing, social capital, physical-health checks, employment and income security) and publish a consolidated medium-term recovery evaluation

Barbershop Project

The Bexley Barbershop Project, developed in partnership with Bexley Public Health, shows innovation in reaching men who might never engage with traditional mental health services.

Research nationally and locally shows that men are more likely to confide in their barber than their GP about emotional difficulties. By training barbers to have supportive conversations, Mind in Bexley has turned everyday encounters into potentially life-saving interventions.

Eight barbers were trained, with six more due to complete training by the year's end. These conversations generated 89 recorded discussions about mental health and almost 100 leaflets distributed.

This initiative aligns with the National Suicide Prevention Strategy's focus on men's mental health, early identification, and community awareness, as well as with local Public Health England priorities on reducing male suicide.

The Barbershop Project demonstrates the charity's leadership in prevention - bringing mental health into the heart of community life and meeting people where they already feel safe.

"Sometimes a haircut can be the start of a healing conversation.

East Kent Mind

Community, Creativity and Connection

East Kent Mind continues to grow as a cornerstone of community wellbeing across Canterbury, Whitstable, Herne Bay, Ramsgate, and Margate. Through the Live Well Kent and Medway contract, funded by Kent County Council and the NHS, we support hundreds of residents each year through mentoring, peer support, and wellbeing programmes that encourage connection, recovery and belonging.

This work aligns directly with the Kent and Medway Integrated Care Strategy, which prioritises prevention, resilience and the role of the voluntary sector in supporting mental health outside clinical settings.

In 2024-25, East Kent Mind supported:

· 40 people through structured peer support

· 125 through mentoring programmes

· 153 through psychosocial and psychoeducational groups

· 68 students, staff and local residents through the Kent Community Oasis Garden (KentCOG) partnership with the University of Kent

· 698 people attended green spaces activities

· 450 veterans supported

· 103 Ramsgate residents supported via the out of hours crisis cafe provision

Satisfaction rates were exceptional, 99% of residents would recommend the service to friends or family, and 98% were contacted within two days of referral, reflecting the team's responsiveness and commitment to early intervention.

"Attending East Kent Mind has been essential for my mental health recovery. I've learnt new coping skills, made friends, and feel part of something again."

Our approach is grounded in the principles of the Recovery College model, promoted nationally by NHS England and the Centre for Mental Health. Recovery Colleges emphasise co-production, peer learning and empowerment, helping people move from being "patients" to "participants" in their own wellbeing. This philosophy runs through every East Kent Mind group and mentoring session.

Groups, Workshops and Courses

Throughout the year, East Kent Mind ran over 15 in-person and 20 online groups weekly, covering topics such as Stress and Anxiety, Coping with Depression, Anger Management, and Ways to Wellbeing.

Creative groups, including art, music, photography, and Make, Mend and Motivate, remained at the heart of our offer. These sessions reflect growing national recognition that arts, nature and social connection are vital for public mental health and are key components of the NHS England Social Prescribing and Personalised Care Plan.

Participants consistently reported improvements in self-esteem and mood:

"I hadn't painted in years… now I look forward to it every week. It's become my therapy."

In alignment with the Five Ways to Wellbeing framework, the groups encourage participants to connect, be active, take notice, keep learning, and give back. Regular men's and women's groups also provide spaces for gender-specific conversation, helping to reduce isolation and stigma around mental health.

Ramsgate Crisis Cafe

Until May 2024, the Ramsgate Crisis Cafe operated seven nights a week, providing immediate emotional support and a safe alternative to A&E. Over its final two months, the cafe delivered 103 complex interventions, each representing a life stabilised through listening and compassionate care.

This model reflected the national push within the NHS Community Transformation and Crisis Care to develop non-clinical, out-of-hours crisis support. Its success in Ramsgate has informed local planning for future community crisis alternatives and strengthened the case for voluntary sector involvement in urgent care.

Even after the contract concluded, the learning from this work continues to influence our partnerships, showing that timely, community-based crisis care can prevent escalation, reduce demand on hospitals, and build trust.

“When I walked in, I felt lost. When I left, I felt heard. That made all the difference.”

Kent Community Oasis Garden (KentCOG)

The Kent Community Oasis Garden (KentCOG), based at the University of Kent, is a vibrant partnership between Mind in Bexley and East Kent, the University of Kent

and Canterbury College. The garden integrates sustainability, education and wellbeing, demonstrating how the natural environment supports mental health recovery.

This work aligns with the Greener NHS strategy, the Public Mental Health Prevention framework, and the Health and Nature agenda promoted by DEFRA and Natural England.

In 2024-25:

· 94 volunteers (including 68 students) gave 3,787 hours of time.

· 698 people attended wellbeing sessions and events.

· The garden supported biodiversity projects, climate cafés, mindfulness sessions, and student research on sustainable food systems.

Participants describe KentCOG as:

“A space to breathe and connect… with nature, with others, and with myself.”

The garden now forms part of the University’s Biodiversity Working Group, and contributes data through its iNaturalist project, which has recorded nearly 300 species this year. It has become a living classroom where ecology, community and wellbeing meet, a model of prevention and inclusion that complements the NHS’s emphasis on social determinants of health.

Veterans’ Wellbeing

Our Veterans’ Support Programme, funded by the Veterans Foundation, reached more than 450 veterans and family members this year, combining social connection, wellbeing activities and peer support.

The initiative contributes to NHS England’s Armed Forces Covenant commitments and supports the government’s Veterans Strategy Action Plan (2022-2028), which calls for increased access to local mental health and peer support for ex-service personnel.

In 2024-25:

· Over 200 veterans attended wellbeing events.

· The women's veterans' group grew to 25 members.

· The Veterans Information Fair became the Veterans Recognition Awards, attended by 50 veterans and hosted by the Lord Mayor of Canterbury.

· A pilot programme of Health MOTs for Veterans was fully booked and will now become a regular offer.

"It's not just about getting support… it's about being seen, understood, and valued again."

This work underscores Mind's commitment to the whole-family approach within veterans' mental health, ensuring that spouses and dependents are supported alongside those who served.

Kent Mental Wellbeing Awards

The Kent Mental Wellbeing Awards, now a highlight of the regional calendar, celebrate compassion, creativity and innovation in mental health. Organised by Mind in Bexley and East Kent, the awards embody the principle that recognition is itself a form of recovery, honouring those who make a difference every day.

This year saw a 50% increase in nominations (300 total) and 50 winners recognised at the celebration event at the Ashford International Hotel.

Guest speakers included Everest climber Hari Budha Magar and Lady Colgrain, Lord Lieutenant of Kent. A surprise highlight was Mind in Bexley and East Kent CEO, Dr David Palmer, receiving a Lifetime Achievement Award from Dr Anjan Ghosh, Director of Public Health at Kent County Council.

Seventeen-year-old Niamh Bates of Queen Elizabeth School designed the winning trophy, symbolising the creativity of young people in shaping a more compassionate world.

The event continues to strengthen engagement with the public, commissioners, and businesses, reflecting the NHS and local authority emphasis on place-based wellbeing and partnership working.

Fundraising and Awareness Campaigns: Mental Elf and Wear It Blue

2024-25 saw the launch of Mental Elf, a joyful 5km run in Canterbury that combined movement, laughter and fundraising. With 170 participants wearing elf hats and raising £3,000, the event was a powerful reminder that physical activity and fun are integral to mental wellbeing.

Meanwhile, our annual #WearItBlue campaign united 30 organisations across Kent and Bexley during Mental Health Awareness Week. These partnerships with schools, employers and community groups promoted open conversations about mental health and helped raise awareness of support available.

Both initiatives align with Public Health England's prevention priorities, promoting physical activity, social connection and mental health literacy.

"Events like these show that mental health belongs everywhere - in workplaces, parks, and streets, not just clinics."

Physical Health Checks and Prevention

Improving Physical Health Equity for People with Severe Mental Illness

Mind in Bexley continues to lead national innovation in addressing the severe physical health inequalities experienced by people with SMI. Our co-produced initiative to increase uptake of annual Physical Health Checks (PHCs), delivered with Oxleas NHS Foundation Trust, Bexley Health Neighbourhood Care GP Federation CIC, PCNs, and supported by the Health Innovation Network South London, has become a recognised model of integrated, community-based care.

The evaluation (Palmer, 2025) found PHC completion among people on the SMI register in Bexley rose from 43% to 63% (Dec 2024-Mar 2025), exceeding NHS Long Term Plan and Core20PLUS5 targets. Improvement was driven by lived-experience-led training, GP engagement, and offering checks in trusted non-clinical community settings. Participants highlighted being "met with understanding, not judgement," while practitioners reported that personal narratives shifted PHCs from a "tick-box exercise" to a relationship-based practice.

Capacity-Building and Reach

· Eight co-produced practitioner webinars and a GP roundtable reached 90+ professionals.

· Practitioner confidence in supporting physical health improved significantly.

· Outreach engaged 80 individuals who had disengaged from primary care; 18 attended new community clinics, with eight receiving full checks.

The evaluation also identified system challenges, particularly fragmented data and rigid appointment systems, and recommended sustained joint commissioning, shared data infrastructure, and ongoing partnership between the VCS and statutory sectors.

Strengthening Prevention

Mind in Bexley is now expanding prevention and early intervention in partnership with Public Health Bexley. In 2025-26, a dedicated Smoking Cessation Worker will be embedded within community teams to reduce smoking rates among people with SMI, integrating motivational support, peer mentoring, and clinical guidance directly into mental health pathways. This work links to the Bexley Cancer Clinical Care Professional Leads to support screening, early detection, and proactive public health engagement.

Policy Alignment

This model directly supports:

· NHS Long Term Plan: reducing premature mortality among people with SMI.

· Core20PLUS5 Framework: targeted action for underserved communities.

· Public Mental Health and Prevention Strategy: embedding prevention in community systems.

· Integrated Care System Objectives: neighbourhood-based, co-produced care.

Next Steps (2025-26)

Mind in Bexley and East Kent Mind will:

· Embed PHC outreach and engagement across all community services.

· Pilot and evaluate the smoking cessation pathway with Public Health and Cancer CCPL leads.

· Integrate physical health monitoring into digital wellbeing tools and volunteering programmes.

· Train additional peer health champions with lived experience of SMI.

· Publish a follow-up evaluation focused on PHC sustainability, cessation outcomes, and cancer screening access (Palmer, 2025).

Mind in Bexley continues to demonstrate how voluntary-sector leadership and co-production can drive preventative, relational, and equitable community health improvement.

Revival Food & Mood

A thriving social enterprise at the heart of community wellbeing

Revival Food & Mood has continued to grow as a vibrant community-rooted social enterprise, blending mental-health support, creativity, food and connection. What began as a cafe has become a model for relational and preventative mental-health care, showing that belonging, friendship and purpose are as important to recovery as clinical intervention. Revival operates on a simple belief: that social connection is itself a form of care. In an era where loneliness and isolation have become pressing public-health challenges, Revival demonstrates how inclusive, creative and welcoming spaces can restore confidence, wellbeing and hope. Through good food, shared purpose and peer support, Revival brings people together to rebuild lives, rediscover identity and create new routines of wellbeing.

The initiative now forms a key strand of Mind in Bexley and East Kent's Five-Year Strategy (2025-2030), reflecting our shared vision for prevention, participation and community-led innovation. It also aligns with the (ICS) prevention and inequalities frameworks, offering a practical example of how voluntary and social enterprise models can deliver integrated, person-centred outcomes in non-clinical settings.

Measuring impact through evidence and experience

Revival takes evaluation seriously. Every activity, from wellbeing groups to volunteering and social events, is measured for its impact on participants' mental, social and physical health. Feedback and social-impact assessments show consistent, outstanding results.

In our September 2024 community survey, more than 90 per cent of participants reported improved wellbeing after attending Revival programmes. People describe the cafe as "a safe, kind and creative space where I can be myself again," and "the first place in years where I felt truly welcome."

Revival is more than a cafe, it is a growing movement of over 300 Proud Members, volunteers and staff who contribute time, creativity and care.

Revival Lates: youth, belonging and prevention

Revival Lates has emerged as one of our most successful innovations, creating a safe, alcohol-free evening environment for 16-25-year-olds. Through creative workshops, social connection and wellbeing activities, the programme offers young people an alternative to nightlife dominated by commercial or high-pressure spaces.

Feedback has been exceptional. Ninety per cent of attendees said they felt "better in themselves" after taking part, and every participant reported being satisfied with the experience. Comments capture the value of the programme: "Provides one of very few spaces dedicated to young people my age, free of charge and without pressure to stay out late and drink alcohol." "It's friendly and welcoming and gives me a space to meet new people and learn new skills." "The Revival Lates are a brilliant and friendly support system for young adults now we've aged out of typical clubs and groups."

This initiative contributes directly to local suicide-prevention and loneliness strategies, proving that creative, informal environments can build resilience, belonging and early intervention for young people.

Peer Support and Wellbeing Groups

Peer-led wellbeing remains central to Revival's ethos. Groups such as Make, Mend & Motivate, Cuppa Club, MenTalk, Women's Wellness, MenoPause and Walking for Wellbeing combine creativity, conversation and gentle activity in safe, welcoming settings.

In 2024-25, 93.3 per cent of participants reported satisfaction with their support, and 80 per cent said attending a group had been "very beneficial" or "life-changing." People spoke about relief from isolation, restored confidence and improvements in both physical and mental health: "It's been life-changing… I feel like I'm coming back to life." "It gives me purpose to get out and meet lovely friends. It really helps me with my health and my mental health." "It's good to share experiences. I was in need of support and my GP offered me this service."

These outcomes align with the NHS Long Term Plan's emphasis on social prescribing, peer support and community-led prevention. Revival's approach shows that everyday connection, a coffee, a conversation, a creative act, can be as powerful as any formal intervention in helping people recover and stay well.

The Mental Health Bank: innovation for equity

The Mental Health Bank, funded through the Health Equalities Community Fund, is one of Revival's most innovative projects. It was developed to make wellbeing support accessible for people who are financially or socially excluded. An independent evaluation by Social Enterprise Kent found that 79 per cent of participants experienced significant improvement in mental health, highlighting how

small-scale, co-produced interventions can address inequalities and improve outcomes for people with long-term mental-health conditions.

Revival as a model for social enterprise and prevention

Revival's growth shows that mental-health support can be creative, joyful and economically sustainable. The cafe now forms part of the local prevention infrastructure, contributing to ICS priorities on social connection, healthy lifestyles and access to culture. It regularly hosts training, creative exhibitions and wellbeing events that bring communities together and challenge stigma. Revival also models environmental sustainability, reducing food waste and sourcing locally wherever possible, while creating volunteering pathways that often lead to employment and renewed self-worth

Evidence, recognition and next steps

Revival's impact has been recognised regionally and nationally. It featured in the Social Enterprise Kent evaluation on health inequalities and was highlighted by commissioners as a leading example of community-based wellbeing and prevention.

Plans for 2025-26 include: expanding Revival Lates to reach more young people

• developing intergenerational events and creative "skill-share" sessions led by residents working with the ICS and Mind network to evidence cost-effectiveness and wider system impact refining monitoring to capture long-term wellbeing, social participation and physical-health outcomes

Revival's story shows what is possible when creativity, kindness and evidence come together. It embodies the values at the heart of Mind in Bexley and East Kent. community, compassion and collaboration.

As one participant summed up, "Revival isn't just a cafe; it's a community that makes you feel alive again."

Research, Evaluation and National Recognition

Leading Innovation through Community-Based Research

Mind in Bexley and East Kent has established itself as a national leader in community-based mental health research and evaluation, known for combining lived experience, co-production and academic rigour. Our work continues to influence NHS Integrated Care Boards (ICBs), local authorities, and national policy discussions around prevention, trauma-informed care and recovery.

This year, our achievements were recognised when Mind in Bexley and East Kent was awarded the "Research and Monitoring Organisation of the Year" by National

Mind (OVI, 2025), an accolade celebrating our commitment to ethical, impactful, and co-produced research.

Our growing research portfolio now spans physical and mental health integration, suicide prevention, carers' wellbeing, and community innovation, underpinned by partnerships with universities, NHS trusts and local commissioners.

Research Highlights (2024-25)

1. "My Day-to-Day Life Is Awesome!": Continuity and Innovation in Mind in Bexley's Services During COVID-19 Lockdowns

(Palmer, Williams, Briscombe & Pittaway, 2025, Journal of Public Mental Health)

This oral history and qualitative study documented the resilience and creativity of Mind in Bexley's service users and staff during the COVID-19 lockdowns. Conducted through 18 online interviews and a digital exhibition, the study found that remote and blended service models not only maintained but enhanced access, autonomy and wellbeing for many participants.

The paper's findings have informed national guidance on digital inclusion, Recovery College practice, and tele-mental health design, aligning with NHS England's Digital Transformation Framework and Community Transformation Programme.Plans for 2025-26 include: expanding Revival Lates to reach more young people

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"COVID-19 changed everything, but we built new communities, discovered new ways to care, and found strength in connection."

This project led to the Hall Place exhibition, and continues to influence how Mind delivers hybrid, relational care that bridges digital and face-to-face support.

2. "We Had to Learn How to Talk to Each Other Again": Supporting Individuals Bereaved by Suicide

(Palmer, 2025, Mind in Bexley & South East London Suicide Bereavement Service)

This study, supported by South East London ICB, used oral history and narrative research to explore the experiences of 22 people bereaved by suicide. Findings were shared through a public exhibition and report that helped shape local postvention and Suicide Prevention Strategy (2023-2028) implementation.

The work highlights the role of peer support, holistic care centred listening and storytelling in recovery, contributing to national learning on postvention and integrated bereavement care.

"It's not just telling… it's remembering. Sharing my story made me feel connected again."

The accompanying exhibition received critical acclaim from policymakers and academics for using visual and audio storytelling to transform grief into dialogue and awareness.

3. Improving Physical Health-Care Equity for People with Severe Mental Illness (SMI)

(Palmer, 2025, Mental Health and Social Inclusion)

This peer-reviewed study, conducted in partnership with Oxleas NHS Foundation Trust and Bexley Health Neighbourhood Care CIC, evaluated a co-produced approach to annual physical health checks for people with SMI.

Results demonstrated a 20% increase in completion rates and highlighted the impact of peer mentors and community navigators in overcoming barriers to engagement.

The project supports the NHS Long Term Plan and Core20PLUS5 inequalities framework, reinforcing national commitments to reducing premature mortality among people with SMI through community-led partnership models.

“When people are met with understanding, not judgement, they start taking control of their health.”

4. “Grounding Ethical Governance: Co-Produced Community-Based Research Ethics in Qualitative and Oral History Work”

(Palmer, 2025, Grounding Ethical Governance)

This publication explores the ethical frameworks underpinning Mind’s research culture, arguing for community-led ethics, reflexivity and participant agency in voluntary-sector research.

It outlines Mind’s innovative Ethical Governance Framework, now adopted in several NHS collaborations, demonstrating how small charities can lead ethically robust and inclusive research practices.

Emerging and Ongoing Research (2025-26)

Building on this national recognition, Mind in Bexley and East Kent continues to develop new studies at the intersection of community, recovery and policy:

· Revival Cafe and Wellness Hub Evaluation: A mixed-method study exploring how Revival’s social enterprise model supports mental health, belonging and preventative care. This work examines Revival’s governance model, volunteer engagement, and contribution to the Integrated Care System’s prevention agenda, positioning it as a prototype for relational, place-based mental health support. We aim to complete this study next year.

· Unpaid Mental Health Carers Research: Expanding on the Carers in Mind study, this qualitative research uses oral history to explore agency, resilience and peer support among unpaid carers. Findings will inform national carers’ policy and contribute to Labour’s Neighbourhood Care Strategy and Integrated Community Care Framework (Palmer, 2025). We aim to

· Crisis Cafe Evaluation: Continuing evaluation of the Bexley Crisis Cafes to assess their impact on reducing emergency admissions, improving timely access to listening support, and enhancing social trust. Findings will contribute to NHS England’s Community Crisis Alternatives Framework and shape future commissioning models

“Every piece of research we do begins with listening…to people’s lives, their resilience, their hope.”

Exhibitions and Knowledge Exchange

Mind in Bexley and East Kent continues to use exhibitions as a medium for research translation. Projects such as “Carers in Mind” and “Supporting Individuals Bereaved by Suicide” demonstrate how art, oral history and storytelling can foster dialogue, empathy and social change.

By transforming research into public engagement, these exhibitions embody our belief that knowledge is most powerful when it is shared, felt and seen.

Looking Ahead: 2025-2030

Building a Sustainable, Innovative and Listening Organisation

As Mind in Bexley and East Kent enters its next five-year chapter, our ambition is to consolidate everything we have learned and achieved into a resilient, innovative, and community-led organisation fit for the future. Our Five-Year Strategy (2025-2030) sets a clear direction: to lead prevention, inclusion, and integrated care in the community, ensuring that every person we support has the opportunity not only to recover, but to thrive.

The coming years will see us build on our reputation for innovation and evidence. We will continue to demonstrate how voluntary and community organisations can deliver measurable health and social outcomes, translating national policy, from the NHS Long Term Plan to the Core20PLUS5 framework and local Integrated Care System strategies, into practical, relational care rooted in community life.

Sustainability and System Leadership

Sustainability will remain central to our strategy. We will strengthen financial resilience through a balanced portfolio of NHS contracts, local authority partnerships, charitable funding and enterprise initiatives such as Revival Food & Mood. Each programme will be underpinned by a clear impact framework, ensuring value for money, accountability and alignment with local system priorities.

We will continue to play an active leadership role within the South East London and Kent & Medway Integrated Care Systems, shaping neighbourhood prevention, personalised care and co-production models. Our partnerships with Oxleas NHS

Foundation Trust, GP networks and Public Health will deepen, helping to embed voluntary-sector expertise at the heart of system design.

Innovation, Research and Continuous Learning

Innovation remains one of our defining strengths. Over the next five years, we will expand our Research and Impact Hub, building on our national recognition as National Mind’s Research and Monitoring Organisation of the Year. This will include new community-based studies exploring trauma-informed practice, digital inclusion, crisis prevention and social prescribing, co-designed with universities, commissioners and people with lived experience.

We will invest in digital innovation, ensuring that access to mental-health and wellbeing support remains flexible, inclusive and safe. This will include enhancing our Digital Hub and hybrid learning environments so that more people can connect from home, work or community spaces.

Every new idea will be tested through evaluation, not simply to prove success, but to learn, improve and share. We will continue to publish and disseminate evidence through peer-reviewed journals, public exhibitions and practitioner learning events, ensuring our insights contribute to both local and national policy.

Listening, Inclusion and Co-Production

Mind in Bexley and East Kent has always been a listening organisation. Over the next five years, we will formalise this commitment through new structures that elevate lived experience in governance and service design. This includes the expansion of our Research & Ethics Committee, the development of a Lived Experience Advisory Network, and new listening forums for staff, volunteers and residents.

We will continue to diversify our workforce and leadership, ensuring our organisation reflects the communities we serve. Equality, diversity and inclusion will be built into every recruitment, training and partnership process, guided by data and dialogue.

Measuring What Matters

Our impact will continue to be measured not only in numbers, but in stories, in the everyday changes people describe when they feel heard, supported and valued. We will strengthen our outcome-measurement systems, integrating wellbeing, physical-health, economic and social indicators into a single data framework. This will help demonstrate the full social value of our work and ensure that lived experience remains at the centre of how success is defined.

Culture, People and Purpose

Our people remain our greatest strength. We will invest in leadership development, reflective practice and wellbeing, ensuring our staff and volunteers have the support and autonomy they need to deliver with confidence and compassion. Our

organisational culture will continue to prioritise openness, shared purpose and psychological safety, the foundations of excellent care.

A Shared Vision for the Future

Looking ahead, our vision is clear: to be a catalyst for community-led mental-health transformation, a bridge between clinical and social care, and a model for prevention, inclusion and hope.

By 2030, Mind in Bexley and East Kent will stand not only as a provider of services, but as an evidence-led movement for compassionate, connected and equitable mental-health support. Together with our partners, funders, staff, and residents, we will continue to demonstrate that change begins with listening, and that the power of community remains the greatest resource in mental health.

FINANCIAL REVIEW

The Charity's income for the year ended 31 March 2025 was £6,822,767 (2024: £6,338,887), representing an increase of £483,880 (7.6%) compared to the prior year. Total expenditure for the year ended 31 March 2025 amounted to £6,812,637 (2024: £5,070,443. At 31 March 2025, total funds carried forward amounted to £6,422,108 (2024: £6,411,978). This comprised unrestricted funds of £6,376,802 (2024: £6,229,622), of which £4,093,885 related to general funds and £2,282,917 to designated funds. Restricted funds carried forward at 31 March 2025 amounted to £45,306 (2024: £182,356).

During the year, the charity made backdated remuneration payments to key management personnel to address historical salary benchmarking disparities identified through an independent review process. These transactions are disclosed in accordance with FRS 102 Section 33 and Charities SORP (FRS 102).

The remuneration adjustments were approved following a robust and transparent governance process. This included:

(a) Commissioning independent external benchmarking against comparable organisations, including the Mind network and relevant external agencies.
(b) Full exclusion of senior staff from the remuneration review, decision-making, and approval process.
(c) Application of a triple-lock approval mechanism, comprising review by the Remuneration and Finance Committee, ratification by the full Board of Trustees, and formal approval recorded in hand-signed minutes.
(d) Commissioning of an independent governance review, alongside specialist tax advice and confirmation of HMRC compliance from CKRD Accountants.
(e) Confirmation that all remuneration adjustments were funded exclusively from unrestricted reserves, in accordance with Charity Commission guidance (CC10).
(f) All payments were funded exclusively from unrestricted reserves in accordance with Charity Commission guidance (CC10). No restricted funds were used for these purposes.

The Trustees confirm that the remuneration review process was conducted in compliance with Charity Commission guidance CC11 (Trustee expenses and payments) and CC12 (Managing a charity's finances), and that the adjusted remuneration levels represent 2.2% of organisational income, which is conservative relative to sector benchmarks of 3-5%.

Reserves policy

The Board of Trustees aims to maintain a level of unrestricted reserves that ensures there are adequate funds to meet current and known future liabilities. In order to fulfil its responsibility to secure Mind in Bexley and East Kent's viability beyond the immediate future, and to protect the charitable company against serious disruption to its charitable work, the Trustees seek to build reliable reserves to manage future uncertainty, absorb setbacks and take advantage of change and opportunity over the long term.

The Trustees' policy is to maintain free reserves equivalent to a minimum of six months of core costs. At current levels of expenditure, this equates to a target range of between £800,000 and £1,500,000.

Free reserves are defined as unrestricted funds excluding amounts invested in tangible fixed assets and amounts designated for specific purposes. At 31 March 2025, free reserves amounted to £4,093,885 (2024: £2,946,574).

The Board of Trustees considers the level of free reserves held at the year end to be appropriate in supporting the Charity's financial resilience and enabling planned service development. The Trustees will continue to review reserve levels in line with the Charity's strategic objectives and planned expansion as set out in its future plans.

Acknowledgements

Our achievements this year have been made possible through the dedication, skill and compassion of our 170 staff, 90 volunteers and the many partners and funders who share our vision for better mental health and community wellbeing. Their collective commitment underpins every service we deliver, from Talking Therapies and Suicide Bereavement Support to Revival Food & Mood, Veterans' Wellbeing and the East Kent mentoring and peer-support programmes.

We extend our sincere thanks to our commissioners and funders, whose continued investment enables our work to grow and innovate. In particular, we acknowledge the ongoing partnership and support of the South East London Integrated Care Board (ICB), the London Borough of Bexley, and Kent County Council, alongside Oxleas NHS Foundation Trust, Public Health Bexley, and the Live Well Kent and Medway partnership. Their leadership in prevention, integration and co-production has created the conditions for our services to thrive

Statement of trustees' responsibilities

The trustees (who are also the directors of Mind in Bexley and East Kent Ltd 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.

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.

The annual report was approved by the trustees of the charity on 19 December 2025 and signed on its behalf by:

Shaheen Choudhury Westcombe
Trustee

Mind in Bexley and East Kent Ltd

Report of the Independent Auditors to the Trustees
For the year ended 31 March 2025

Opinion

We have audited the financial statements of Mind in Bexley and East Kent Ltd (the 'charity') for the year ended 31 March 2025, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

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

Matters on which we are required to report by exception
In the light of our knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of trustees' responsibilities (set out on page 24), the trustees 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

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

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

Enquiry of management, those charged with governance and the entity's solicitors around actual and potential litigation and claims;
Enquiry of entity staff in tax and compliance functions to identify any instances of non- compliance with laws and regulations;
Reviewing minutes of meetings of those charged with governance;
Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.
Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees 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 its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

.....
Morlai Kargbo (Senior Statutory Auditor)
For and on behalf of Moracle Limited Chartered Accountants & Registered Auditors ,
960 Capability Green
Luton
LU1 3PE

19 December 2025

Mind in Bexley and East Kent Ltd

Statement of Financial Activities for the Year Ended 31 March 2025 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	31 March 2025 £	31 March 2024 £
Income and Endowments from:					
Donations and legacies	3	76,643	-	76,643	39,888
Charitable activities	4	5,399,172	917,242	6,316,414	5,862,743
Other trading activities	5	367,317	-	367,317	396,929
Investment income	6	62,393	-	62,393	39,327
Total income		5,905,525	917,242	6,822,767	6,338,887
Expenditure on:					
Raising funds	7	(345,632)	(3,197)	(348,829)	(351,077)
Charitable activities	8	(5,426,761)	(1,037,047)	(6,463,808)	(4,719,366)
Total expenditure		(5,772,393)	(1,040,244)	(6,812,637)	(5,070,443)
Net income/(expenditure)		133,132	(123,002)	10,130	1,268,444
Transfers between funds		14,048	(14,048)	-	-
Net movement in funds		147,180	(137,050)	10,130	1,268,444
Reconciliation of funds					
Total funds brought forward		6,229,622	182,356	6,411,978	5,143,534
Total funds carried forward	21	6,376,802	45,306	6,422,108	6,411,978

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

The funds breakdown for 2024 is shown in note 21.

Mind in Bexley and East Kent Ltd

(Registration number: 5393807)
Balance Sheet as at 31 March 2025

	Note	31 March 2025 £	31 March 2024 £
Fixed assets			
Tangible assets	14	1,847,917	1,893,048
Current assets			
Debtors	15	3,333,578	321,935
Cash at bank and in hand	16	2,641,222	4,597,519
		5,974,800	4,919,454
Creditors: Amounts falling due within one year	17	(1,400,609)	(171,293)
Net current assets		4,574,191	4,748,161
Total assets less current liabilities		6,422,108	6,641,209
Creditors: Amounts falling due after more than one year	18	-	(229,231)
Net assets		6,422,108	6,411,978
Funds of the charity:			
Restricted income funds			
Restricted funds	21	45,306	182,356
Unrestricted income funds			
Unrestricted funds		6,376,802	6,229,622
Total funds	21	6,422,108	6,411,978

The financial statements on pages 28 to 46 were approved by the trustees, and authorised for issue on 19 December 2025 and signed on their behalf by:

Shaheen Choudhury Westcombe
Trustee

Mind in Bexley and East Kent Ltd

Statement of Cash Flows for the Year Ended 31 March 2025

	Note	31 March 2025 £	31 March 2024 £
Cash flows from operating activities			
Net cash income		10,130	1,268,444
Adjustments to cash flows from non-cash items			
Depreciation	14	66,839	61,204
Investment income	6	(62,393)	(39,327)
		14,576	1,290,321
Working capital adjustments			
Increase in debtors	15	(3,011,643)	(99,115)
Increase in creditors	17	1,229,316	103,365
Net cash flows from operating activities		(1,767,751)	1,294,571
Cash flows from investing activities			
Interest receivable and similar income	6	62,393	39,327
Purchase of tangible fixed assets	14	(21,708)	(457,903)
Net cash flows from investing activities		40,685	(418,576)
Cash flows from financing activities			
Repayment of loans and borrowings	18	(229,231)	-
Net (decrease)/increase in cash and cash equivalents		(1,956,297)	875,995
Cash and cash equivalents at 1 April		4,597,519	3,721,524
Cash and cash equivalents at 31 March		2,641,222	4,597,519

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

1 Charity status

The charity is limited by share capital, incorporated in .

The address of its registered office is:
2a Devonshire Road
Bexleyheath
Kent
DA6 8DS

These financial statements were authorised for issue by the trustees on 19 December 2025.

2 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
Mind in Bexley and East Kent Ltd 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.

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
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

2 Accounting policies (continued)

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.

Grant expenditure

Grants payable are payments made to third parties in the furtherance of the charitable objectives. Where the charity gives a grant with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the Statement of Financial Activities once the recipient of the grant has provided the specific service or output.

Grants payable without performance conditions are recognised in the accounts when a commitment has been made and communicated to the recipient, and there are no conditions to be met relating to the grant which remain in the control of the charity.

Grant provisions

Provisions for grants are made when the intention to make a grant has been communicated to the recipient but there is uncertainty about either the timing of the grant or the amount of grant payable.

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.

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 costing £1500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

2 Accounting policies (continued)

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
Motor Vehicle	2 % Straight Line
Land and Buildings	2% Straight Line
Furniture & Equipment	25% Written Down Value
Computer Equipment	25% Written Down Value

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.

Borrowings
Interest-bearing borrowings are initially recorded at fair value, net of transaction costs. Interest-bearing borrowings are subsequently carried at amortised cost, with the difference between the proceeds, net of transaction costs, and the amount due on redemption being recognised as a charge to the Statement of Financial Activities over the period of the relevant borrowing.

Interest expense is recognised on the basis of the effective interest method and is included in interest payable and similar charges.

Borrowings are classified as current liabilities unless the charity has an unconditional right to defer settlement of the liability for at least twelve months after the reporting date.

2 Accounting policies (continued)

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.

VAT
The Charity is registered for VAT.

Pension scheme

The charity operates a defined Contribution Pension Scheme for its employees. The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

Judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors including expectations of future events that are believed to be reasonable under the circumstances. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

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.

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	31 March 2025 £	31 March 2024 £
Donations and legacies;				
Donations and Legacies	76,643	-	76,643	39,888
	76,643	-	76,643	39,888

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	31 March 2025 £	31 March 2024 £
Grants and Other income	5,399,172	917,242	6,316,414	5,862,743

4 Income from charitable activities (continued)

Grants received, included in the above, are as follows:	31 March 2025 £
Crisis Cafe Bexley	125,440
Ramsgate Wellbeing Cafe	22,680
IPS Employment	246,588
DWP Employment Advisers	224,000
East Kent Live Well	195,180
IMHA Advocacy	194,702
Recovery, Wellbeing and Employment Support	770,808
Transformation Hub	569,267
Bexley Talking Therapies	2,818,241
HEE Bexley Talking Therapies	170,289
Healthwatch	104,810
Careers in Mind	35,020
Small Grants	910,813
	6,387,838

	31 March 2024 £
Crisis Cafe Bexley	125,440
Ramsgate Wellbeing Cafe	135,000
IPS Employment	112,988
Community Ownership Fund	120,550
DWP Employment Advisers	223,000
East Kent Live Well	187,870
IMHA Advocacy	195,520
Recovery, Wellbeing and Employment Support	784,792
Transformation Hub	598,520
Bexley Talking Therapies	2,469,827
HEE Bexley Talking Therapies	140,640
Healthwatch	112,967
Careers in Mind	35,020
Small Grants	683,974
	5,926,108

4 Income from charitable activities (continued)

Small Grants - list of funders:

South East London Mind - Suicide Bereavement
London Borough of Bexley - ASC Pathways
University of Kent - Kent Community Oasis Garden
Kent County Council - Veterans Foundation Project
South London Partnership - Personal Health Budget
MIND - Supported Self Help
London Borough of Bexley - Barbershop Project
London Borough of Bexley - Bexley Household Support Fund
Social Enterprise Kent
Kent Community Foundation
NHS South East London ICB - Mindful Mums
Innovate UK (GreenMe)

5 Income from other trading activities

	Unrestricted funds	Restricted		
	General	funds	funds	31 March 2024
	£	£	£	£
Trading Café	367,317	-	367,317	396,929
	367,317	-	367,317	396,929

6 Investment income

	Unrestricted funds	Restricted		
	General	funds	31 March 2025	31 March 2024
	£	£	£	£
Deposit Interest Income	62,393	-	62,393	39,327

7 Expenditure on raising funds

7 Expenditure on raising funds (continued)

a) Costs of generating donations and legacies

	31 March 2025 £	31 March 2024 £
Direct Costs	101,896	125,645
Support Costs	27,598	32,462
Staff Costs	219,335	192,970
	348,829	351,077

8 Expenditure on charitable activities

	31 March 2025 £	31 March 2024 £
Direct Costs	177,388	131,599
Staff Costs	5,498,862	3,805,266
Support Costs	787,558	782,501
	6,463,808	4,719,366

9 Analysis of governance and support costs

Support costs allocated to raising funds and charitable activities

	Charitable Activities £	Fundraising Activities £	31 March 2025 £	31 March 2024 £
Premises costs	170,514	-	170,514	156,042
Staff Costs	309,493	27,599	337,092	324,268
Office Costs	116,712	-	116,712	151,027
Other Costs	131,436	-	131,436	121,070
Governance Costs	59,402	-	59,402	62,556
	787,557	27,599	815,156	814,963

10 Net incoming/outgoing resources

Net income for the year include:

	31 March 2025 £	31 March 2024 £
Audit fees	15,000	15,000
Other non-audit services	7,592	7,592
Depreciation of fixed assets	66,839	61,204

11 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

12 Staff costs

The aggregate payroll costs were as follows:

	31 March 2025 £	31 March 2024 £
Staff costs during the year were:		
Wages and salaries	4,763,323	3,332,823
Social security costs	504,003	326,705
Pension costs	379,035	146,726
Other staff costs	408,928	516,250
	6,055,289	4,322,504

12 Staff costs (continued)

The average monthly headcount of staff during the year was 151 (2024: 115) and the average number of full-time equivalent employees during the year was as follows:

	31 March 2025 No	31 March 2024 No
Charitable Activities	117	88
Support Activities	3	3
	120	91

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

	31 March 2025 No	31 March 2024 No
£70,001 - £80,000	1	-
£80,001 - £90,000	1	2
£90,001 - £100,000	1	-

The total employee benefits of the key management personnel of the charity were £566,098 (2024 - £628,190).

Funds were allocated to regularise historic contractual and pension arrangements, ensuring consistency with sector and NHS benchmarks, governance standards, and employer best practice.

During the year the charity made the following transactions with key management personnel:

During the year, the charity made backdated remuneration payments to key management personnel to address historical salary benchmarking disparities identified through an independent review process. These transactions are disclosed in accordance with FRS 102 Section 33 and Charities SORP (FRS 102).

13 Taxation

The charity is a registered charity and is therefore exempt from taxation.

14 Tangible fixed assets

	Land and buildings £	Furniture,Computer & Equipment £	Motor vehicles £	Total £
Cost				
At 1 April 2024	1,917,294	296,408	31,516	2,245,218
Additions	-	21,708	-	21,708
At 31 March 2025	1,917,294	318,116	31,516	2,266,926
Depreciation				
At 1 April 2024	116,511	227,780	7,879	352,170
Charge for the year	38,346	22,584	5,909	66,839
At 31 March 2025	154,857	250,364	13,788	419,009
Net book value				
At 31 March 2025	1,762,437	67,752	17,728	1,847,917
At 31 March 2024	1,800,783	68,628	23,637	1,893,048

15 Debtors

	31 March 2025 £	31 March 2024 £
Trade debtors	3,018,590	248,038
Prepayments	41,681	58,822
Accrued income	273,307	15,075
	3,333,578	321,935

16 Cash and cash equivalents

	31 March 2025 £	31 March 2024 £
Cash at bank	2,641,222	4,597,519

17 Creditors: amounts falling due within one year

	31 March 2025 £	31 March 2024 £
Trade creditors	1,239,634	41,957
Other creditors	160,975	129,336
	1,400,609	171,293

18 Creditors: amounts falling due after one year

	31 March 2025 £	31 March 2024 £
Bank loans	-	229,231

19 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	31 March 2025 £	31 March 2024 £
Land and buildings-Rent		
Within one year	24,500	22,000
Between one and five years	73,500	66,000
	98,000	88,000

20 Share capital

Mind in Bexley and East Kent Limited is a company. limited by guarantee and has no sharè capital. Each member is liable to contribute a sum not exceeding £1 in the event of the Charity being wound up.

21 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
Unrestricted funds					
General					
General funds	2,946,574	5,905,525	(5,772,393)	1,014,179	4,093,885
Designated					
Management Recruitment	70,000	-	-	(70,000)	-
Legal Fees	10,000	-	-	5,000	15,000
Professional Fees	10,000	-	-	-	10,000
Fundraising Support	30,000	-	-	-	30,000
Research	10,000	-	-	(10,000)	-
Tangible FIxed Assets	1,893,048	-	-	(45,131)	1,847,917
Accounting System	10,000	-	-	-	10,000
Building Improvement/ Refurbishment	290,000	-	-	10,000	300,000
Building Acquisition	350,000	-	-	(350,000)	-
Minibus	15,000	-	-	-	15,000
Training	20,000	-	-	-	20,000
Computers/IT	20,000	-	-	-	20,000
Pension/ Benefits/Critical illness	320,000	-	-	(320,000)	-
Recruitment & Advertising	15,000	-	-	-	15,000
Loan Repayment	220,000	-	-	(220,000)	-
	3,283,048	-	-	(1,000,131)	2,282,917
Total unrestricted funds	6,229,622	5,905,525	(5,772,393)	14,048	6,376,802
Restricted funds					
Transformation Hub	147,289	569,267	(671,250)	-	45,306
East Kent Live Well	-	243,165	(243,165)	-	-
Healthwatch	35,067	104,810	(125,829)	(14,048)	-
Total restricted funds	182,356	917,242	(1,040,244)	(14,048)	45,306
Total funds	6,411,978	6,822,767	(6,812,637)	-	6,422,108

21 Funds (continued)

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
General					
General funds	1,327,635	2,029,484	(806,418)	395,873	2,946,574
Designated					
Management Recruitment	100,000	-	-	(30,000)	70,000
Legal Fees	20,000	-	-	(10,000)	10,000
Professional Fees	-	-	-	10,000	10,000
Fundraising Support	-	-	-	30,000	30,000
Tangible Fixed Assets	1,496,349	-	-	396,699	1,893,048
Research	-	-	-	10,000	10,000
Accounting System	20,000	-	-	(10,000)	10,000
Building Improvement/ Refurbishment	250,000	-	-	40,000	290,000
Building Acquisition	300,000	-	-	50,000	350,000
Minibus	15,000	-	-	-	15,000
Training	10,000	-	-	10,000	20,000
Computers/IT	30,000	-	-	(10,000)	20,000
Pension/ Benefits/Critical illness	150,000	-	-	170,000	320,000
Recruitment & Advertising	20,000	-	-	(5,000)	15,000
Loan Repayment	150,000	-	-	70,000	220,000
Marketing	15,000	-	-	(15,000)	-
	2,576,349	-	-	706,699	3,283,048
Total unrestricted funds	3,903,984	2,029,484	(806,418)	1,102,572	6,229,622
Restricted					
Bexley Talking Therapies	992,791	2,610,467	(2,610,467)	(992,791)	-
Employment Recovery	111,170	744,792	(746,181)	(109,781)	-
Transformation Hub	96,627	598,520	(547,858)	-	147,289
East Kent Live Well	-	242,657	(242,657)	-	-
Healthwatch	38,959	112,967	(116,859)	-	35,067
Total restricted funds	1,239,547	4,309,403	(4,264,022)	(1,102,572)	182,356
Total funds	5,143,531	6,338,887	(5,070,440)	-	6,411,978

21 Funds (continued)

Restricted funds purposes - current year:

• Healthwatch account should be in unrestricted funds, now transferred to General funds
• Transformation Hub Carried forward to 25/26 and to spend on the recruitment

Designated funds purposes - current year:

• Management recruitment funds were utilised during the year for their intended purpose to support recruitment at management level.
• Legal fees were used to cover legal costs associated with updating the Company Articles.
• Fundraising support was allocated to specialist fundraising expertise to develop Revival Social Enterprise and explore opportunities to diversify income streams.
• Professional fees were used to support staff provision through salary exchange arrangements.
• Research funds were utilised during the year for their intended research purpose.
• Tangible fixed assets were designated for investment in fixed assets; during the year additional computer equipment was purchased and depreciation was charged.
• Accounting system funds were allocated for software development, staff training, and additional system support.
• Building improvement and refurbishment funds were used for maintenance works at the Bexleyheath and Thanet premises and to contribute towards quoted building works for East Kent.
• Building acquisition funds related to proposed additional premises in North Bexley; following a review, the decision was taken not to proceed with the purchase and the funds are no longer required for their original purpose.
• Training funds were allocated to support staff training during the year.
• Minibus funds were agreed by trustees to improve reach, challenge stigma, and increase access to Talking Therapies services.
• Computers and IT funds were used to purchase computer equipment and provide additional IT support.
• Pension, benefits and critical illness funds were utilised during the year for their intended purpose.
• Recruitment and advertising funds were used to pay agency fees for recruitment within Talking Therapies and the Transformation Hub.
• Loan repayment funds were used to repay the loan in full during the year due to rising national interest rates and concerns around long-term liabilities.

22 Analysis of net assets between funds

	Unrestricted funds		Restricted funds	Total funds at 31 March 2025
	General	Designated		
	£	£	£	£
Tangible fixed assets	-	1,847,917	-	1,847,917
Current assets	5,494,494	435,000	45,306	5,974,800
Current liabilities	(1,400,609)	-	-	(1,400,609)
Total net assets	4,093,885	2,282,917	45,306	6,422,108

22 Analysis of net assets between funds (continued)

	Unrestricted funds		Restricted funds	Total funds at 31 March 2024
	General	Designated		
	£	£	£	£
Tangible fixed assets	-	1,893,048	-	1,893,048
Current assets	3,347,098	1,390,000	182,356	4,919,454
Current liabilities	(171,293)	-	-	(171,293)
Creditors over 1 year	(229,231)	-	-	(229,231)
Total net assets	2,946,574	3,283,048	182,356	6,411,978

23 Revival Cafe activities

This financial summary provides a concise overview of Revival Café's income and expenditure for the year ended 31 March 2025.

During the financial period, Revival Cafe reported total incoming resources of £367,317. Income was derived from a mix of voluntary income, charitable activities, and trading activities. Voluntary income included £106,388 from small grants and £39,144 from donations and community fundraising activities. Additional income of £13,138 was received from miscellaneous sources, together with £796 in bank interest.

Income from trading activities totalled £207,851. Trading income represented the charity's principal source of funds for the period.

The cost of sales amounted to £79,038, consisting primarily of cafe purchases totalling £76,979, alongside merchant account fees of £2,059. After deducting the cost of sales, the charity achieved a gross surplus of £288,279.

Total resources expended during the period were £301,255, all of which related to charitable activities and governance costs. Staff costs were the charity's most significant expenditure, amounting to £219,335, including wages, employer national insurance contributions and employer pension contributions.

Other key expenditure areas included furnishing, building repairs and maintenance (£21,990), utilities (£18,927), and interest on loan (£11,610). Further costs of (£29,393) were incurred in relation to professional fees, service contracts, travel, marketing, training, events, recruitment and general operating expenses, all of which supported the delivery of the charity's objectives.

As total expenditure exceeded gross income for the period, the charity recorded a net operating deficit of £12,976. There was no material other income or expenditure outside of normal operations. Accordingly, the net movement in funds for the period was a deficit of £12,976.

The trustees recognise the financial pressures experienced during the year, particularly rising operating and staffing costs. However, the accounts demonstrate a strong earned-income base and a diversified funding profile. The organisation remains focused on financial sustainability, careful cost management, and securing funding to support existing core services.

Trustee Statement

The trustees and Revival management strategic committee believe that Revival Cafe continues to operate as a viable community-led social enterprise, delivering preventative and relational mental health support. The financial results for the year reflect both the challenges of the economic environment and the organisation's commitment to maintaining high-quality, accessible services for the local community.

MIND IN BEXLEY AND EAST KENT LTD

England & Wales - Charity number 1110130

Accounts

Registered Company Number: 5393807 (England & Wales)
Registered Charity Number: 1110130

Report of the Trustees and

Audited Financial Statements for the Year Ended

31 March 2024

For

Mind in Bexley and East Kent Limited

Mind in Bexley and East Kent Limited

Content of Financial Statements
For the year ended 31 March 2024

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REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
5393807 (England and Wales) (A company limited by guarantee)

Registered Charity number
1110130

Registered office
2a Devonshire Road
Bexleyheath
Kent DA6 8DS

Trustees
S C Westcombe (Chair)
I Guerrini
J A Hofmann
M A Magho
N Mahama
E Mason

Adviser
R. Pendlebury (Adviser to the Board)

Company Secretary and Chief Executive
D Palmer

Senior Management Team

D Palmer	Chief Executive
B Goyal	Finance Manager
G Holmes	Senior Support Manager
E Collings	IAPT Clinical Lead
L Rey	Bexley Hub
H Johnston	Strategic and Operations Lead
B Reader	IT Manager
N Crutwell	HR Manager

Auditors
Moracle Limited
Chartered Certified Accountants & Registered Auditors
960 Capability Green, Luton, England LU1 3PE

Bankers
Barclays Bank
6 Market Place, Bexleyheath
DA6 7DY

The Trustees present their annual report together with the audited financial statements of the company for the year ended 31 March 2024. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Mind in Bexley and East Kent's Memorandum of Association sets out the organisation's principal objectives, which are for public benefit and compatible with the Charities Act 2006. These are to promote the preservation and the safeguarding of mental health and the relief of persons suffering from mental disorder'. We promote health and well-being and work to reduce poor mental health, and the stigma associated with it. We support residents in their recovery and campaign for better services for everyone.

The charity met these objectives by undertaking a wide range of therapeutic and non-clinical preventative mental health activities within Bexley and East Kent, including direct therapeutic support of individuals including suicide bereavement counselling support, advice, training, education and workshops, advocacy and signposting, recovery and employment services, and campaigning to reduce the stigma of mental health issues and to raise awareness of mental health issues. Throughout the year we delivered support to individuals through more than 70 different community-based projects and through our Talking Therapies initiatives, expanded our provision in East Kent and in this report, we highlight the public benefit and impact of our work from some of our main projects.

During the year we delivered contractual funded services in partnership with NHS England (ICB) and local authority commissioning organisations which includes the One Bexley initiative. During 2023,4, we also continued our IT access HUB for those digitally excluded, developed the household fund initiative and our community food pantry to support residents experiencing financial challenges, which complemented and enhanced our existing services, and allowed us to support more people with enduring mental health issues. We carried out further research on Personal Health Budgets in order to share learning and raise awareness. With the aid of a grant from the Government Community Ownership Fund, we fully completed extensive rebuilding works on our Revival building in Whitstable and Revival opened to the public in April 2023. We also completed the merger with the Herne Bay Umbrella and this has enabled us to extend our reach under the Live Well provision.

Public Benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's objectives and activities and in planning future activities All our charitable activities focus on the provision of accessible and effective mental health support, education and campaigning for people in Bexley and East Kent. Our programme of activities is invaluable by contributing to healthy active citizens, family and community cohesion and increased social inclusion and connectedness.

Our work prevents the escalation levels of mental health issues. We offer a fully accessible service to all diverse community groups in our area. Our staffing reflected the communities that we serve, and we can provide many services in a range of different languages. We offer a safe, effective and enabling environment to vulnerable adults which are cost effective.

The Board recorded our sincere thanks to all our management, staff and volunteers, whose commitment and support to residents is incredible and at times lifesaving. Our staff have determination and full commitment to establishing creative and flexible ways to support our service users. The demand for digital support, psychological therapies, welfare rights support, out of hours 365-day Crisis Café provision and basic food supplies from the Pantry have significantly increased. Working collaboratively with our funders, sponsors, partners inclusing Oxleas, Porchlight, One Bexley, Kent CC and LB Bexley, food stores and corporate bodies we have pooled shared resources to maximise local impact and level up local services so that we can all thrive together.

Principal activities

Our aims and objectives were achieved by various projects/services including our Recovery and Employment Hub, The Bexley Hub in partnership with Oxleas, NHS Bexley Talking Therapies, Employment Support (IPS), Crisis Cafes, Carers Support, Advocacy plus many other preventative services.

Our principal services during 2023/4 were:

- IMH Advocacy Support Service
- Carers Support
- Community Pantry
- Crisis Café in Bexley and East Kent (Ramsgate)
- Suicide Bereavement
- Digital Inclusion Hub
- Live well Kent (East Kent)
- Kent Community Oasis Garden (University of Kent) (East Kent)
- European Horizon Research Project - Green Me
- Research
- Hosting Healthwatch Bexley
- Talking Therapies
- IPS Employment Support
- Peer Mentoring Support
- Recovery Services based on Co-Production/Volunteering and Peer Support
- Revival Food and Café Whitstable (East Kent)
- Welfare Rights
- Transformation Hub in Partnership with Oxleas Foundation Trust
- One Bexley

BEXLEY RECOVERY SERVICES

Recovery College

The Recovery College at Mind in Bexley was set up to empower those of us with mental health problems to become experts in our own recovery. Recovery is about a personal journey towards a meaningful and satisfying life, towards living as well as possible, whatever symptoms or difficulties are present. The college offers a learning and strength-based model rather than a clinical approach. Our resources were developed, shaped and co-delivered with people with lived experiences. Our services delivered a holistic, person centred approach to mental health care.

During 2023-24 over 1,505 individuals attended Recovery College groups, courses and workshops. We facilitated 1,842 groups with 11,529 recorded attendances. This equates to 15 in person groups and 20 online groups each week. The workshops and courses we run aim to provide the tools to make this happen and to help you become an expert in your own recovery or that of someone you care for. Our college offers a learning approach that complements other Mind in Bexley services. We worked with those experiencing challenges in their own mental health and wellbeing and their families and we are accessible for any Bexley residents to enrol.

Our principles are:

1) It is possible to recover from or live well with a mental health condition
2) The most effective recovery is client led

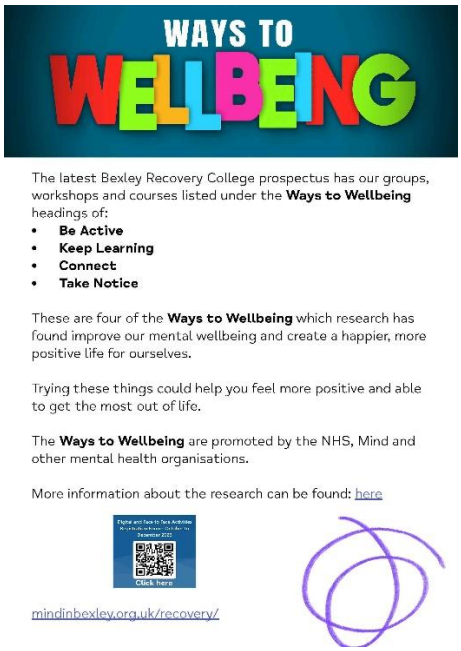
We followed the four phases of learning in our online curriculum. That meant our interventions followed these concepts as a road map to learning:

- Explore: Students discover a concept
- Learn & Practice: Students apply their discoveries
- Reflect: Students review what they've learned
- Reinforce: Students apply theory, concepts, and materials to scenarios and problems. We aspired to empower people to actively take control of their wellbeing journey of discovery through providing opportunity, connectedness and hope

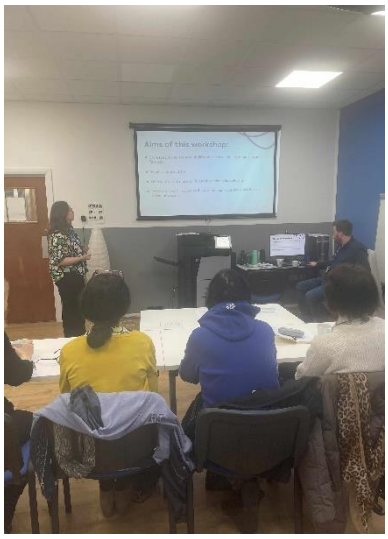
The Recovery College in Bexley has a multi-faceted, diverse and innovation timetable with over 35 in person and online activities each week. Individuals can engage with:

- Psychoeducational workshops and courses
- Peer Support
- Young Adults Project for 18-28 year olds
- Psychosocial groups
- Green Spaces and Eco-Allotment
- Physical Activities

Example of a prospectus cover



Activities are based on the Ways to Wellbeing



Scam awareness workshop

Walking group

Feedback

'The Anxiety and Panic workshop was very helpful, I read through the handouts and it really helps, to gain more understanding of this. This really opened my eyes to lots of things we take for granted. I now know what the problem is and how to tackle it.'

'The body image workshop has helped me to realise that I need to start examining my way of thinking about myself and how others perceive me, and, how I view others. I am overweight and just assume that people who are slim, must be happier. It has made me see that this is not necessarily the truth, and that they may have issues with how they feel about their own bodies. I automatically feel that people are judging me, when they probably have more things to worry about than how I look. I will also now look at pictures in magazines etc, in a new light, and not believe that I'm seeing the true version of the image actually taken.'

'I'm very grateful for the Stitch the Mind group. Not only does it get me out the house, I get the meet wonderful people that are welcoming and friendly. I feel very accepted in each group at the Recovery College, I get to learn new skills and get to have conversations that I might not have otherwise. I never feel like I have the stay the length of the sessions of the groups, if I'm not feeling okay I can leave and I don't feel like I have to go to each and every session every week at the Recovery College - I can go when I want, which I like.'

'I was initially referred to the Recovery College Art group by the Erith Centre about 2 years ago and I have subsequently stayed, grown in confidence and made some really good friends along the way. I found sharing experiences and biographies has been a real healing process for me.'

We worked alongside many agencies within Bexley including both statutory and voluntary sector. Mind in Bexley are the leading VSC Mental Health provider in Bexley with representation on operational and strategic boards and meetings. These forums enabled us to develop strong relationships and encouraged collective responsibility. These relationships enabled us to continuously up-skill our workforce to improve outcomes for Bexley residents.

Bexley Crisis Café

Mind in Bexley's Crisis Café is a safe, welcoming place where people can go outside of normal working hours, instead of A&E or other urgent or secondary services, if they are feeling emotionally distressed or are in a 'mental health crisis' The Bexley model follows these key outcomes:

- Preventing escalation of mental health problems and thereby avoid a mental health crisis
- Preventing unnecessary referrals to secondary Mental Health services, A&E departments, other emergency out of hours services.
- Providing emotional support and resilience building to improve mental health and wellbeing
- Increased independence and self-management
- Reduced isolation
- Signposting to appropriate services to be accessed within an acceptable time frame
- Actively encouraging/recruiting those who have attended the service to act as role models for others on their own personal recovery journey

The Crisis Café opened every evening from 18.00 - 22.00 PM and offered face to face support with regular qualified professional members of staff.

We worked with over 454 individuals with 904 separate interventions during the reported year. There were 133 A&E attendances avoided.

During the year, many service users that accessed the Crisis Café presented with complex needs which included:

- Poverty
- Social isolation
- Trauma
- Housing / homeless
- Substance misuse
- Financial problems
- History of traumatic experiences
- Relationship problems / Domestic Abuse / Raising Safeguarding Issues#
- Suicidal ideation and intent

The Crisis Café worked, and continues to work, with many clients who display complex needs as outlined above with many 'presenting in crisis'. Service Users informed us that our crisis project helped them immensely when in crisis preventing further escalation of their mental health. Over 29% of those attending Crisis Cafe informed us that they would have attended A&E whilst a significant amount stated they would have contacted Primary Care the following day.

Feedback about the Crisis Cafe

'The Crisis Café saved my life, and you are magical. I now want to volunteer with Mind.'

'It's either A&E and wait hours and pace up and down for hours or I need to talk to someone. I don't want to ring a volunteer or speak with a robot on my phone so, I actually came in to speak to someone at the Mind Cafe.'

'It was nice and very comforting to know that the Crisis Café was there for me to go to if I ever needed it. It's like a safety blanket, I believe. That's how I see it, it's a safety blanket.'

'Because of a past experience with A&E I'm reluctant to go there… I think we should all feel safe enough to go to A&E if needs be and I don't even feel safe doing that. Mind is literally the only place I feel settled with at the moment.'

Bexley Community Pantry

At Mind in Bexley and East Kent, we believe that everyone has the right to dignified access to high quality food. As part of our work tackling the causes and consequences of mental health we're determined to ensure no one unnecessarily suffers from food insecurity. Our innovative service aims to empower individuals to make a difference to their life. We work with individuals by offering good quality, healthy and nutritious food through our low cost membership. The Mind Community Pantry offered access throughout the year by signing up members who for a small weekly contribution receive food to a significantly higher value. The pantry refers individuals to Mind services to access Recovery College, Welfare Rights, Carers Service and Talking Therapies.

During 2023-24 there were 1,724 visits by Bexley residents who purchased £20 worth of food for £4. A team of 8 volunteers enabled the Community Pantry to be delivered 2 days a week and they provided an amazing 1,935 hours during the year.

Feedback from Pantry clients

'I am so grateful for being able to access the Pantry. I work part-time on minimum hourly rate of pay and am unable to do more hours due to childcare issues. Managing my monthly finances is a so hard, and unfortunately my grocery shopping has had to be reduced as my rent and energy bills are so high. Going to the Pantry every 2 weeks is such a great help, I am able to get fresh produce which I use to bulk cook healthy meals from scratch which I freeze for the weeks I am very low on money. I don't think people really understand how many families like mine are struggling. Without the support from the Pantry my children would not have good tasty healthy dinners.'

'Where else can you go for food where you are not looked down upon just because you need help? The Pantry is more than a place to get support with food it is a safe place for me. I suffer from embarrassment and anxiety asking for help but I do not experience any of those grey feelings when I'm in the Pantry. The Pantry and Crisis Café are wonderful and have really helped me keep my head above water. Thank you everyone.'

'I am a very happy client. Thank you for all the help and support you have given me over the past 18 months. When I first attended the Pantry, I was struggling so much, even having trouble finding the £4! Now, I am proud to say that my situation is slowly improving and for the last 5 months I have only been attending the Pantry every 2 weeks and have recently arranged with Viv to attend once a month! Without the help and support of the Pantry I strongly feel I would never have got to where I am now.'

Grateful thanks to all our donors during the year including

- Ferndales Belvedere
- Farm Foods Erith
- Asda Bexleyheath
- The Works Bexleyheath toys for the client's children
- Holiday Inn Bexleyheath
- Morrisons Welling
- Morrisons Sidcup
- Morrison Erith
- Hovis Erith
- AMEY with Paul & Rami Babra
- Mayors Fund for London Take and Bake Boxes
- Sherwood Park Primary School
- St Michael's Church, Welling
- St John Vianney Church
- Canon Neil Bunker
- Routine Fitness
- Mc Brides Accountants LLP
- Trinity Church Bexleyheath
- Members of The Community
- Volunteers of The Pantry
- Staff Members of MiB
- Relations/Friends of clients who attend The Pantry
- Relations/Friends of The Pantry Team
- National Lottery Community Fund

Cost of Living Grants

Mind in Bexley received a grant of £10,500 from the London Borough of Bexley to assist with those vulnerable and struggling with cost-of-living payments which was impacting their mental health. 70 Community Fund clients each received £150 towards their household bills. We also received a Lottery Community grant to open the Pantry for additional hours and provide cost of living support to residents.

Feedback included:

'It was really useful to put towards bills and shopping I would otherwise not been able to afford'

'Really helpful towards household bills, thank you'

'Thank you so much for the financial support, the money helped no end with my daily costs. This also helped to relieve the pressure with my mental health'

'What a great surprise, so nice of you all thinking of me. Life for me is always a financial struggle with no money spare. I treated myself for a much, needed warm coat and paid off some of my energy bills which I owe'

Digital Hub

During 2023-24, our Digital Hub was open and accessible for any Mind in Bexley service user to have access to digital devices in a safe environment, engage with others online and to be supported by a Digital Champion, if required. Our Digital Champions helps others to understand the benefits of being online and can spend some time showing them how use digital online services. Digital Champions support those who struggle with or have no access to the internet or digital devices. Over 310

residents benefitted from the service during this year.

Why this support matters:

- service users want to learn digital as more and more things are being done online, particularly by public services such as GPs, councils, energy companies and DWP.
- service users say that this digital support makes a massive different.
- service users report improved mental health and wellbeing as the digital access reduces their stress and anxiety

Support offered:

- Digital drop in 2-4pm Monday is useful for service users to help them access Recovery College or IAPT or solve a digital issue.
- 1:1 sessions with a Digital Champion with lived experience to help learners develop their digital skills and grow their confidence in doing things online.
- Vodafone Sim cards with 20GB data and unlimited calls and minutes are available for any service user who will benefit from these.
- Digital Hub in the community at Blackfen Community Library, Wednesdays 11am-1pm. Learners can drop by to complete an online interactive course with help on hand.

Feedback from Digital Hub clients

'The Digital Hub has given me much insight into how I can learn more about using laptops having had very little knowledge of IT which has enlightened me to things I did not know about and created for me a whole new world of digital technology.'

'I have learnt how to delete things, which helped me to create more storage space on my laptop. I was shown how to enlarge the cursor to a visible size with a choice of colours, I never knew you can access this kind of function. Holly has the patience and explains simply. I would be loss without this kind of session so please continue this service as it will benefit those from Bexley Mind who attend in Blackfen Library.'

'I wanted to go on the internet and do what everybody else is able to do... download forms, make appointments, do some online shopping, and browse the internet. I feel more positive that I can learn these things now otherwise I'll be left behind.'

Carers Support

During 2023-24 Mind in Bexley carers service provided support, information and advice to 178 individual relatives and friends caring for an adult experiencing mental health problems and/or substance and alcohol use who is either on a hospital ward or living in the community.

The service provided support to carers who:

- are registered with a Bexley GP or live in the Borough of Bexley.
- or are caring for an adult relative or friend who lives in Bexley and is experiencing mental health problems.

During 2023-24 there were 77 new carers referred and over 178 carers received information and support. The Service works closely with the Mental Health Hub and the Family Support Service at the Pier Road Project (Drug & Alcohol Team).

Support included:

- Providing specific psychoeducation: mental health awareness addiction and cycle of change
- Discussing ways of coping and responding: boundaries, managing challenging behaviour
- Carers health & well-being - self-care/ help, stress reduction, CBT tools.
- Explore and enhance support and social networks
- Contingency planning/ Planning for the future
- Move on support options: peer support, carers advice line, health and wellbeing activities, counselling, recovery college, volunteering, wider community.

We provided specific targeted information and advice regarding Carers Rights, Confidentiality and Information Sharing, Carers Allowance. There have been 2,746 support calls to carers and 140 in person support groups.

Feedback on the Carers Service

'You have been such a great support over the last few months and I felt that you really listened to me every week. You were able to turn everything into a positive. All your analogies for every scenario is something I will definitely remember and have started using already. Moving forward I can really work on not feeling so guilty about putting myself first. Thank you so much for everything!'

'Thank you so much for all your support over the past months and weeks. It has really helped to have a listening ear and I wouldn't have been able to get through it without your support. I have also been able to access counselling from the information you provided and it's also good to know you provide an aftercare service'.

Welfare Benefits

During 2023-24 we helped clients to obtain in excess of **£786,003** in welfare benefit take up. We took on appeal cases at the first tier and upper tribunal, preparing paperwork and evidence, and providing direct representation and support for our clients in online appeal hearings.

Feedback

'I give the welfare rights service 10 out of 10 ! I am more than satisfied .Welfare rights has gone above and beyond helping me with my PIP review and achieved a higher award than I had before for 4 years and without having to attend a medical assessment which is such a relief to my mental health.'

'Welfare Rights Service at Mind have been excellent – I have been trying so hard for 3 years to get the DWP to re assess me for limited capability for work which has caused me to feel so stressed and suicidal – without the support from welfare rights I would not have been heard.'

Employment Support

Our role in the Individual Placement and Support Employment Service (IPS) is to help people who are or have experienced barriers to the world of work because of their mental health issues to regain their confidence, their belief in themselves and their ability to get and hold down a job. During 2023-24, we provided one to one support to 131 individuals by helping people identify, understand and realise their career and workplace ambitions, and learn how to manage their mental health so it does not get in the way of fulfilling their dreams and aspirations. Each person who is referred to the service is supported to develop their own vocational plan and to work through the issues and challenges in achieving it. 31 individuals gained employment, 20 sustained for 13 weeks and 16 for 26 weeks. A further 24 were supported to stay in their current employment.

Feedback on the employment support

'It has been a breath of fresh air, to know that you understand how post-traumatic stress, Bi-Polar and severe anxiety/depression has affected me in so many ways. Many thanks for supporting me to slowly get back on my own two feet and to help me be reintroduced into the work environment, hopefully with the goal of becoming independent once again.'

'The IPS employment advisor has been invaluable in assisting in improving my CV, personal statements, interview skills, and overall confidence. With their guidance, I've created a standout CV that effectively showcases my strengths and accomplishments. Crafting compelling personal statements that align my aspirations with job requirements. Through the use of mock interviews and constructive feedback facilitated the development of my interview skills, making them stronger. Their

unwavering support has been instrumental in my professional growth and ability to gain employment

NHS BEXLEY TALKING THERAPIES

In April 2023, our IAPT service was rebranded as NHS Bexley Talking Therapies. All notifications and communications were altered and clients and services in Bexley were informed.

Along with this change, all of South East London services were informed of a change in Key Performance Indicators (KPI's) by NHSE.

We were instructed to follow three main targets:

1. Access 2+ (clients that have been discharged having completed two or more treatments). This replaced the Access to therapy target that gathered the number of referrals that accessed the service. The target provided to Bexley (2108) is considered an annual target and is based on population figures as published in 2017. These figures are due to be updated in 2025 and any changes to this target are expected to be communicated mid-2025.
2. Reliable Improvement (clients that have completed treatment reflecting a reliable change in the MDS measures. The target for this is currently at 68% per quarter.
3. Reliable recovery (clients that have completed treatment reflecting scores on the measures that are considered below clinical cut off) This target is currently at 48% per quarter.

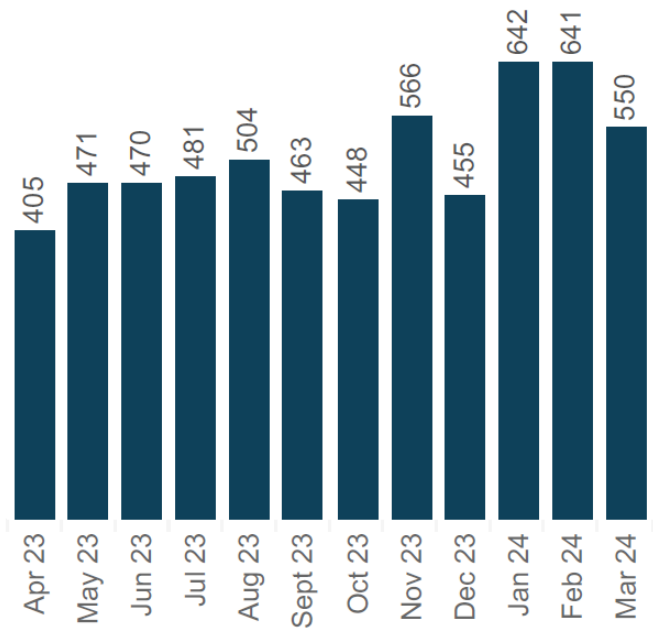
To meet these new targets, the service in Bexley had to adapt our workforce numbers and activity to increase efficiency and ability in meeting these targets.

We initiated a SMS texting service on our patient management system which is allowing us to reach each client faster. Recruitment into the Talking Therapy remains a challenge as the demand for Cognitive Behaviour Therapists remain very competitive. Integration with local services is working well and we have an agreed pathway established with Solace Women's Aid and have started an integrative initiative with Pier Road. The common goal of integrating with these services is to provide residents with a seamless entry into Talking Therapies. The closest relationship held is with the Bexley Mental Health Hub, where weekly interface meetings are held with the Managers of the Hub, Adapt and Talking Therapies, where the right treatment and service is allocated for the right problem. This reduces the waiting time for the client.

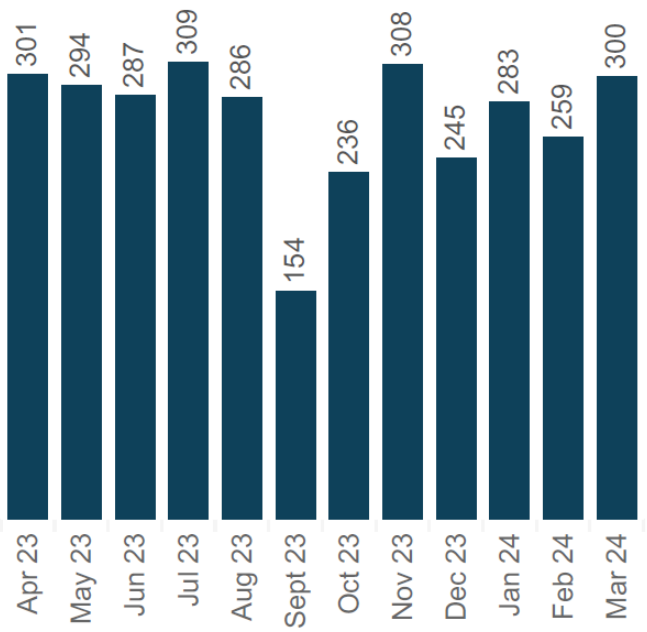
Meetings with the NHS and NHS SEL continued throughout the year as well as with the Bexley Partnership Board and the Bexley Safeguarding Board. These meetings are held quarterly and best practice is shared and learning points noted and processes updated as required.

Data for the Year

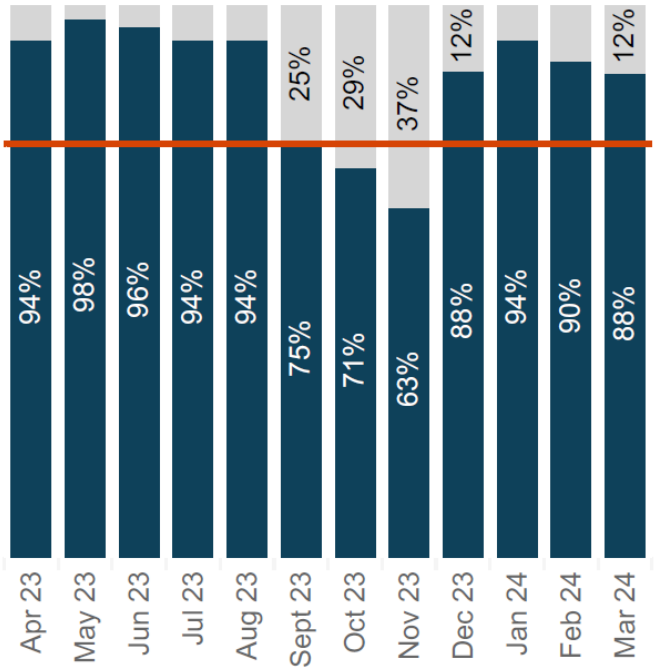
1. Referrals received



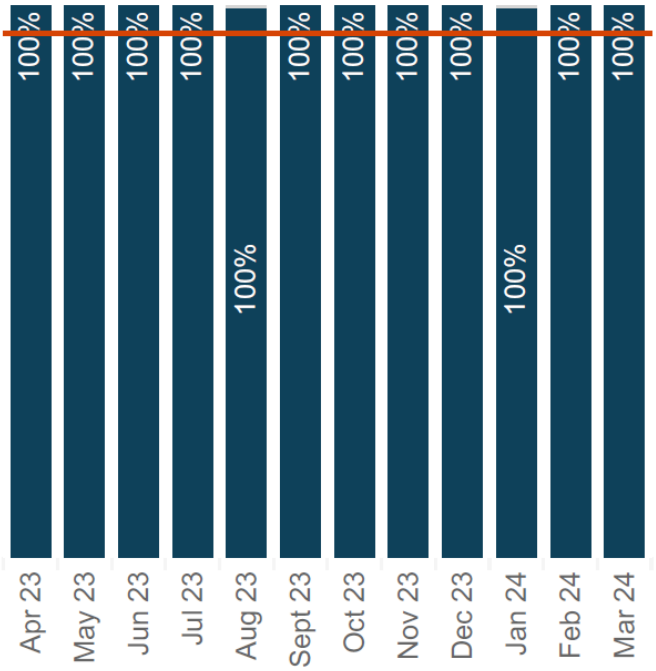
2. Accessing services

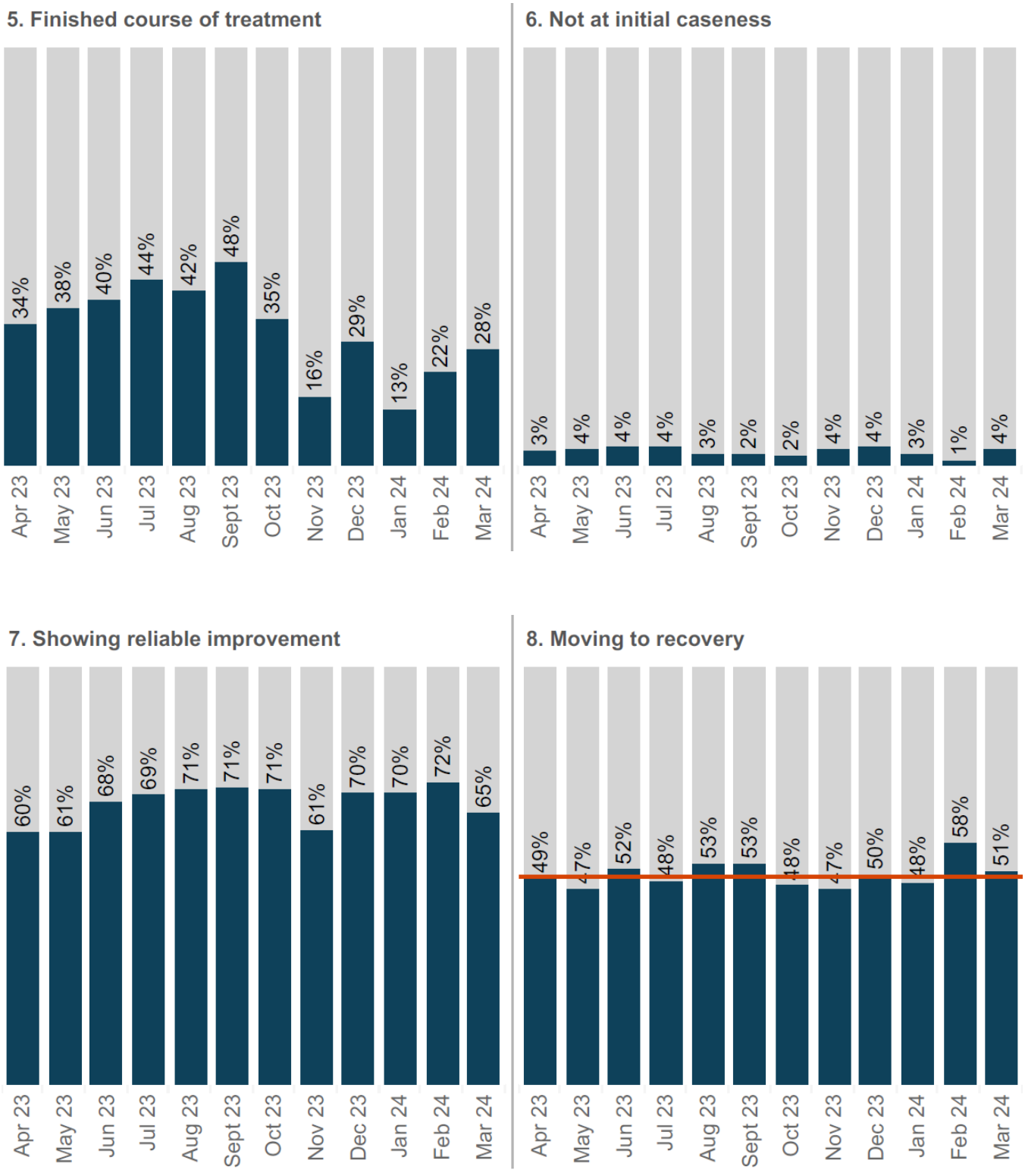


3. Accessing services within 6 weeks



4. Accessing services within 18 weeks




5. Finished course of treatment
34%
38%
40%
44%
42%
48%
35%
16%
29%
13%
22%
28%
Apr 23
May 23
Jun 23
Jul 23
Aug 23
Sept 23
Oct 23
Nov 23
Dec 23
Jan 24
Feb 24
Mar 24
6. Not at initial caseness
3%
4%
4%
4%
3%
2%
2%
4%
4%
3%
1%
4%
Apr 23
May 23
Jun 23
Jul 23
Aug 23
Sept 23
Oct 23
Nov 23
Dec 23
Jan 24
Feb 24
Mar 24
7. Showing reliable improvement
60%
61%
68%
69%
71%
71%
71%
61%
70%
70%
72%
65%
Apr 23
May 23
Jun 23
Jul 23
Aug 23
Sept 23
Oct 23
Nov 23
Dec 23
Jan 24
Feb 24
Mar 24
8. Moving to recovery
49%
47%
52%
48%
53%
53%
48%
47%
50%
48%
58%
51%
Apr 23
May 23
Jun 23
Jul 23
Aug 23
Sept 23
Oct 23
Nov 23
Dec 23
Jan 24
Feb 24
Mar 24

The Employment Service as commissioned by the Department for Work and Pensions (DWP) supports individuals within the Mind in Bexley Talking Therapies Service. Research indicates that accessing this support alongside Talking Therapies treatment helps to improve symptoms of anxiety and low mood and assist individuals in reaching their employment goals.

From April 2023 to March 2024, the Employment Service (EA) provided 1124 employment sessions, supporting 246 individuals in securing paid employment, training, volunteering, and/or helping them retain their current employment.

The EA Service continues to thrive, with many new changes implemented to improve service provision, referral numbers, and outcomes. These include the development of an information and resource library, weekly clinics at Bexleyheath JCP, new protocols and good practice guidance, Employment introductions at every Therapeutic Group, inductions for all new staff, and new marketing and publicity materials.

We are committed to providing the best possible service to the individuals we serve. Our ambitions for the next year are to increase our outreach activity work across Bexley to bring in even more referrals, develop regular workshops and webinars for individuals based on client needs, and develop signposting options for clients with complex job retention cases who need legal advice or assistance.

The annual target is for each EA is to obtain 120 new starts per annum. We have successfully met the target thus far

Suicide Bereavement Service

The South East London Suicide Bereavement Service (SBS) launched on 2nd August 2021. It is delivered as a partnership between South East London Mind, Mind in Bexley, and South London and Maudsley NHS Foundation Trust. The service is commissioned and funded by the South East London Integrated Care Board under their suicide prevention programme. This ties into the national suicide bereavement support agenda outlined in the NHS Long Term Plan and the Suicide Prevention Strategy for England: 2023-2028.

The national ambition is that all people bereaved by suicide are offered timely, effective, and compassionate support, with commissioned services such as this one at the heart of this crucial provision.

The purpose of this service is to offer a community resource with open access to all people of all ages bereaved by suicide across the London boroughs of Bexley, Bromley, Greenwich, Lambeth, Lewisham, and Southwark. Within its first 3 years of operation, the service supported nearly 400 people.

The support provided includes the following:

Strand	Delivered by	Duration/ frequency	How it works
1-to-1 Support *Primarily for the recently bereaved*	Support workers & chaplains	Flexible – usually between 5-7 months	Support can be emotional, practical, and/or spiritual (if requested), tailored to the needs of the individual client. Practical support may involve help with the funeral, will or inquest, amongst other things.
Counselling	Counsellors	12 sessions	Weekly sessions with a qualified counsellor to explore emotions and grief responses.

From 3 months post bereavement			
Support Groups *From 3 months post bereavement*	Support workers, chaplains, & volunteers	8 sessions, 4-6 groups taking place per year	Face-to-face peer support group with up to 10 participants, led by 2 facilitators. Opportunity to meet and connect in a safe, contained space with others bereaved by suicide.
Walk & Talks *Open to all at any stage*	All staff & volunteers	Monthly	Informal group sessions held in parks across SEL. Advertised to current clients, former clients, and the public.

The National Mind Guided Self-Help service

The Supported self-help service aims to help people understand and feel more in control of their emotions. It provides its clients with all the tips and tools they'll need to understand themselves better, supporting clients through the programme with regular phone calls. People experiencing mental health problems can be referred to the service by healthcare professionals and sign up online via a single access point

The service as funded by National Mind regards itself as a primary care mental health service, developed in conjunction with GP practices. Delivered by 45 local Minds in England and Wales, covering all regions in each country.

It is reported that 18% of clients who made a referral were already on a waiting list for other mental health services; 13% of clients were young people aged 18-24; 12% of clients were from racialised communities and 51% of clients were experiencing poverty.

Results according to national statistics revealed that:

- 84% experienced a decrease in feelings of depression.
- 81% experienced an improvement in feelings of anxiety.
- 78% reported an improvement of feelings of wellbeing.
- This service launched at Mind in Bexley in October 23.

The programme aimed at offering adults with a free mental health service for 6-8 weeks with weekly one to one support over the telephone provided by a guided self-help practitioner. Adults can self-refer via the website and can choose from one of the following modules:

- Anxiety and panic attacks
- Coping with grief and loss
- Loneliness and feeling lonely
- Low self esteem
- Low mood and depression
- Managing anger
- Managing stress
- Understanding menopause

One Bexley

One Bexley is a partnership between 8 charities who are working together to support people in Bexley to be healthy and provide support for residents experiencing difficulties.

During the year the team expanded 200% following increasing number of mental health referrals. One Bexley are working with LBB to support with CQC readiness with pending inspection due. We are key members with involvement at both peer reviews and planning briefing sessions. These have strengthened our relationship with LBB, solidified our reputation and provided opportunities to further enhance the model.

Performance Metrics:

Mind in Bexley contributed 15% of the overall completed work during 23/24.

Community Engagement/CSR Highlights:

- Active members of Bexley Direct Payment and Personal Health budgets working groups.
- Engaged with Carers Partnership Board and redevelopment of Carers website

Building on these achievements, we aim to:

- Review our impact and structure as part of our Senior Leadership Away Day.
- Explore associate membership model
- Mobilise the new Pathways contract
- Seek new business opportunities such as the Direct Payment Support Service.

With continued dedication, innovation, and collaboration, we are confident in achieving our vision to work together providing support and services which will empower people and communities to thrive.

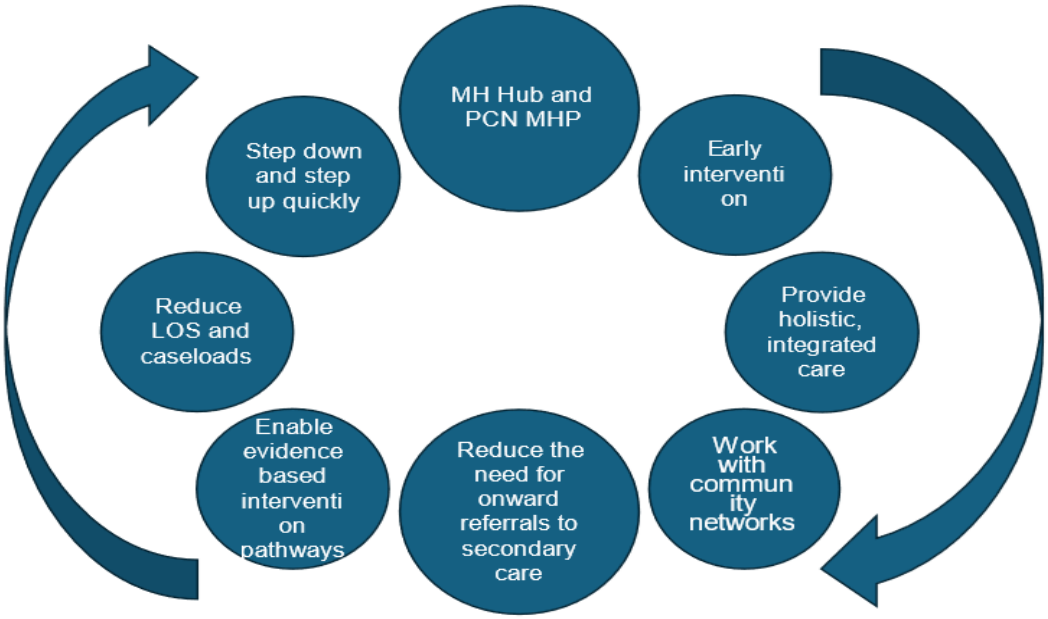
Community Mental Health Transformation (Bexley Hub)

In the past 10 years there has been a growing focus on Mental Health Services. The 5 year forward view and Long term plan both set out ambitious plans for mental health services – CYP, IAPT (now talking therapies) perinatal, crisis services, reduction in out of area placements. Funding has focused on these areas and there have been significant changes to those services across the country. The area that continues to experience challenges is the reduction of out of area placements.

The release of the Community Mental Health Framework in 2019 brought additional funding for service development specifically to improve community mental health services showing a commitment to improve community mental health that had not seen significant investment or transformation for over 30 years. The framework outlines the challenges and case for change. The pandemic and subsequent recovery has hindered process of delivery. We have continued to see challenges of increasing demand and complexities, lack of services available at the right time, growing social economic issues impacting on people's mental health, and a shift in culture regarding mental health support and need.

The CMHSF outlined an ambitious programme of work to develop a 'new community-based offer [that] will include access to psychological therapies, improved physical health care, employment support, personalised and trauma-informed care, medicines management and support for self-harm and coexisting substance use… and proactive work to address racial disparities'

The vision for Bexley was to develop and implement the MHWB Hub model – an integrated service between Oxleas and Mind in Bexley which would replace the old Oxleas PCP model. The MHWB Hub would sit in primary care – a single, first contact port of call for people who are experiencing mental health concerns. A high-quality service that would be innovative and work differently to meet the needs of individuals in Bexley but also a vehicle for a much-needed change of culture and allow secondary care services to develop further innovation and transformation. The Bexley Care partnership between Oxleas and ASC meant a single point of contact and triage system was already in place and some discussion about how this would work with the changes, it was agreed the Hub model complemented this. This partnership also provided leadership and integrated health and care services for the current CMHT's and this would continue into the Hub model.



During the year we:

Agreed staffing and joint working with Mind and Oxleas and ASC	Develop a MHWB Hub team	Moved team bases	Implemented dialog
Some changes of working and initial improvements in waiting times	Recruited and developed PCN MHP roles	Developed interface with GP's	Reduced referrals to ADAPT
Started to reduce caseloads in ADAPT and ICMP	Developed a set of interventions across 3 boroughs	MDT forum within the Hub	Informal partnership between Mind and Oxleas

The first part of this journey has laid the foundations for the next phase which we will be working on throughout 204. During the year we developed the partnership with Oxleas, recruited additional staff, Oxleas staff relocated to the Mind building, we developed the

interface with GP's, developed interventions and we averaged over 400 referrals a month which reduced caseloads in ADAPT and ICMP. During 2024/5 we are looking to progress further from all partners and service user groups via local governance structures and the first phase will be to work with PCN's and the Hub.

This will include:
Improved model of the PCN MHP's
Delivering a self-referral model and starting a conversational model of care in the, reconfiguring the psychosis pathway and looking at feasibility and options for integration of psychological therapies.

East Kent Mind

East Kent Mind provides support to individuals across Canterbury City Council area and Thanet District Council areas with bases in Whitstable, Canterbury, Herne Bay and Ramsgate.

Resident Numbers

During 2023-24, East Kent Mind provided the following support as part of the Live Well Kent and Medway contract: peer support for 41 clients, mentoring for 128 clients and 163 clients accessed the psychosocial and psychoeducational groups. The Kent Community Oasis Garden, a partnership between the University of Kent and Mind in Bexley and East Kent, saw 89 students, staff and community members volunteering. The Ramsgate Crisis Café supported 123 people during 2023-24.

Resident Satisfaction

Client satisfaction was measured using the Friends and Family test and 99% of clients would recommend the service (213 of 215 clients). Clients reported appreciating the quick contact with 98% being contacted within 2 days of being referred.

Groups, Workshops and Courses

During 2023-24 there were 28 weekly in person psychosocial and psychoeducational groups and over 20 online groups, courses and workshops each week. Workshops included topics such as Stress and Anxiety, Anger Management, Positivity and Mental Health in the Workplace which clients understand mental health and learn coping strategies. New 6 session courses were started including Coping with Anxiety, Coping with Depression and Ways to Wellbeing. There were classes encouraging physical activity including Pilates, breathing and meditation, yoga, healthy walks and other physical activities. The creative groups were especially popular with a weekly art group and weekly Make, Mend and Motivate group and online Music and Photography where themed photos were shared each week online. Regular women's groups and a men's group gave clients an opportunity to talk and share openly and receive peer support.

Above - artwork by 6 different clients

Activities programme and flyers below

Feedback on the East Kent Mind

'With the service's support and encouragement, I was able look at things in a more positively and am getting out more because of it. Prior to speaking to staff, I had no routine and did not feel like getting up in the mornings. Now, I have started to cook for myself again and have more motivation each day. I didn't have to worry about it.'

'Creative writing has made me realise the strengths I have and made me focus on my personal growth. The homework gives me something to do at home as writing is one of my interests. I also attended art, which I enjoyed as it has been several years since I drew a picture so I now want to build on this. The groups have made me realise the individual that I am and recognise that it is okay to focus on me. I lack confidence, and I know I am getting there with that. The experience of attending groups has been a positive one for me.'

Ramsgate Crisis Café

The Ramsgate Crisis Café was open every evening of the year 7 days a week and provided a safe and friendly place for clients who are experiencing severe emotional or psychological distress. It is a drop-in service to access mental health support and advice from mental health and wellbeing workers. During 2023-24, the service supported 123 individuals with 1,286 separate and complex interventions. A range of flyers promoted the service and included:

Feedback on the Crisis Café

'A great asset to our area. So good to know there is somewhere I can go for support when I am struggling'

'I struggle with mental health issues at the moment, and the café is there for me out-of-hours when I need someone to speak to. They're always there for me'

'I can't go to groups at the moment so the calls from Crisis Café make me feel

less isolated'

'After just sitting down and talking with someone I felt a lot better. Staff were kind actually very welcoming and kind and nice There was no chaos, none. It was quiet and calm, and the staff were not phased at all.'

'It was nice and very comforting to know that the Crisis Café was there for me to go to if I ever needed it. It's like a safety blanket, I believe. That's how I see it, it's a safety blanket.'

'I was willing to end my life and I sat in the car park at the back of the Crisis Café just by the Ramsgate music hall with all my tablets in my hands, and I was shaking and crying and I decided to go in . They were amazing.'

Kent Community Oasis Garden

The Kent Community Oasis Garden at the University of Kent is for students, staff and community members. The garden is run on sustainability principles and includes an allotment edible garden, pollinator garden, herb garden with wildlife biodiversity pockets. It provided opportunities for work experience for Canterbury College, promoted sustainable and healthy food, provided access to growing space and grew enough fruit and vegetables to sell to the Gulbenkian café as well as providing for volunteers and students helping with the garden. Wellbeing activities have included Climate Cafés, Wild Wellbeing sessions, mindfulness in nature sessions, Bioblitz workshops, crafting sessions, scavenger hunts, Gear up to Grow sessions, sustainability bird walk, nature puzzle trail and a monthly bee walk survey.

The Kent Community Oasis Garden is part of European Horizon Research Project called GreenMe which is focused on the importance of green/blue spaces to mental wellbeing. There are seven European countries and the USA involved in the GreenMe research. The garden is used as a base for university research including, during 2023-24, bioscience research into fungal infection in hop plants.

The profile of the garden is increasing in the university and the number of volunteers increased with the final quarter seeing 89 volunteers (including 65 students), 958 volunteer visits, 2,964 hours of volunteer time and 315 attending the wellbeing activities.

'I knew that if I need a friend, other volunteers were there to help me or at least listen to me'
'A good way to be social and being busy helps with depression'

'It's a great way to get outdoors and connected within the community – meeting new friends and seeing people more regularly'

East Kent Mind staff have delivered a number of training sessions to local organisations including:

- Youth Suicide Prevention and Awareness - Dane Court Grammar School
- Adult Suicide Prevention and Awareness - Thanet Earth
- Adult suicide Prevention and Awareness - Thanet Earth management
- Adult Suicide Prevention and Awareness – DWP – Staff from Canterbury and Thanet districts attended.
- Youth Suicide Prevention and Awareness - Orchard School, Canterbury. Delivered in 2 twilight sessions.

Veterans Support 2023-24

East Kent Mind have funding to work with Veterans and during the year started a new project started for female veterans, Thanet Female Veterans Group was **l**aunched on International Women's Day**.** Led by Karen Brinkman, the EKM Armed Forces connector, this initiative aims to support and empower female veterans in the region.

East Kent Mind Perinatal Support Group
During the year, East Kent Mind received funding for a short-term Perinatal Support groups to run over a period of 6 months. The following positive feedback was received:

'The perinatal support group has been more help to me than I could imagine. I enrolled on the course as I struggle with depression and wanted to find ways to help during a time in my life where hormones are high and anxiety is likely with so many changes. I've learned so many invaluable techniques to help me throughout my pregnancy, after birth and for life as a mum. More importantly I've learned that everything I feel and experience is normal and I'm not alone. So many honest discussions were had. It was an open and confidential space to discuss fears, experience and helpful techniques and I feel so much more relaxed now and less anxious about how I will cope, especially if my depression creeps into my life again. Both Lynne and Ella are amazing facilitators for this course. Their real life experiences, empathy and passion to help other mums really shines bright and I truly owe them a lot for helping to change my mentality and mindset. I 100% would recommend this to anyone who is going to have/recently had a little addition to their family and feel a bit overwhelmed or anxious about the potential changes to your life and wellbeing.'

Herne Bay Umbrella Merger
On the 1st of August 2023 'East Kent Mind' completed a merger with the 'Herne Bay Umbrella'. This was following extensive negotiations between the two organisations. Due to funding issues 'Herne Bay Umbrella' was facing imminent closure leaving a group of vulnerable people without support. 'East Kent Mind' are proud that we have been able to prevent this closure and retain this community asset. The four staff have been TUPE'd over to EKM and we were delighted they have joined our staff team and are an integral part of the Live Well service in East Kent.

Mind in Bexley and East Kent Success at the Mind Excellence Awards 2024
Mind in Bexley and East Kent won the Monitoring and Evaluation award at the 2024 Mind Excellence Awards. The event took place on Wednesday 20th March 2024 in Birmingham and Mind in Bexley and East Kent CEO Dr David Palmer (pictured) was delighted to receive the award on behalf of the organisation. The awards are run by the national Mind charity and recognise excellence among the local Mind charities.

Mind in Bexley and East promotes and publishes research that leads to the development of good practice in services for people suffering from mental distress – in the NHS, in health and social care provision, and highlights the support and the needs of service users and their carers.

The awards judges said:
'Mind in Bexley and East Kent has a culture of evaluating impact and undertaking research to establish need and identify people's experience within services. This has led to the development of a range of support that is relevant, appropriate and effective. It is difficult to overstate the value that research has had in the development of the organisation's services. The charity has carried out significant amounts of research, developed targeted projects and engaged in related

policy work. Through original and secondary research, and in collaboration with other agencies, including an academic partnership with the University of Kent and Christchurch University, Mind in Bexley and East Kent has reviewed and evaluated existing practice.'

Kent Mental Wellbeing Awards

The 2023 Kent Mental Wellbeing Awards attracted a record 220 nominations with the independent judging panel selecting 30 of the best initiatives to showcase at the annual event. Dr Anjan Ghosh, Director of Public Health at Kent County Council, delivered the key note speech with humanitarian Sir Terry Waite addressing guests about the importance of compassion and kindness in society.

The event served as an engagement tool with the community, corporate and health commissioners. Student Dylan Rees from Whitstable created the winning illustration in a schools' art competition to design the trophy presented to the event's county champions.

Caption: Dylan Rees with his winning trophy

Revival Food & Mood Community ownership fund Final Report

Revival: Where Community blossoms in the Heart of the High Street

The doors are open, and the coffee is flowing, but Revival Food & Mood has always been more than just a café and after several years in the wilderness Revival is finally able to bring their mental health and wellbeing support and initiatives to their new home at 58 High Street, Whitstable, with thanks to the Community Ownership Fund. Revival re opened in April 2023

Having been prevented from fulfilling its mental health remit in its previous premises Revival is now free to combine, food, mood and community on its own terms. Whilst the café functions as a dynamic and unique space generating income for the charity, it also provides space for innovative wellbeing initiatives such as its Chatty Tuesdays, Revival Lates, Make Mend & Motivate and peer support groups Women's Wellness, MenTalk, Bloom & Nourish, Whitstable SEN chat and support and the innovative Mental Health Bank that brings free holistic and complementary therapies to Revival every week to support the community's wellbeing.

New to their support calendar since returning to the High Street are Chatty Tuesdays, when the café becomes a chatty café full of friendly volunteers looking to brighten your day and lighten your mood with a friendly chat. The focus is on meeting, greeting, eating and a natter and is reaching out to anyone that lives alone, works from home, feels lonely, retired, new mums or just wants to feel part of a thriving community.

Another new initiative is Revival Lates, a late opening for the under 25's, providing a safe, relaxed social space for friends to gather or to meet new friends. It is open 3:30pm-6:30pm for 11-16 year olds and 6:30pm-9:30pm 16-25 year olds, the plan is to have fun and creative workshops, activities and more when funding can be secured.

The staff, amazing volunteers and locally led Strategic Committee work hard to put the needs of the community first and every penny the café generates is the fuel that keeps it all going.

Highlights:

Community event sharing the plans and design, supported by local food business Karara who donated 120 curries to service users, information on the Revival website:

https://www.revivalkent.co.uk/paul-babra-from-karara-food-and-amey-support-revival-open-day-giving-away-120-curries/

Reopening event attended by supporters, service users, local dignitaries, councillors and more.

Development of the Mental Health Bank, harnessing the goodwill of local practitioners to transform local mental health provision:

https://www.revivalkent.co.uk/mental-health-bank/

Community Ownership Fund Income and Expenditure
Please note this fund covers a calendar year, January – December 23

	UK£
Income	
4150 · Community Ownership Fund – Revenue	20,000.00
4150 · Community Ownership Fund – Capital	100,549.83
Total Income	120,549.83
less : Revenue Expenditure	20,000.00
less: Capital Expenditure	
0020 · Building construction works	67,581.43
0020 · Building control	400.00
0020 · Works contract	916.66
0020 · Kitchen refurbishment	15,831.01
0020 · Plumbing	1,473.78
0020 · Electrical works	2,160.00
0020 · Heated and waterproof Pergola	5,881.89
0020 · Sound and communication system	956.39
0020 · Flooring, Wood, Laminate and Tiles	2,748.67
0020 · Painting and Decorating	2,600.00
Total Capital Expenditures	100,549.83
Balance	0.00

Introduction

Revival Food and Mood, an initiative set up by Mind in Bexley and East Kent, and working within the East Kent Mind network, is a social enterprise that operates as a wellness café and mental health hub. Opened in April 2023, it has quickly become a sanctuary for mental health support and community connection on Whitstable High Street. Through a blend of nutritious food, community-focused programs, and dedicated mental health support and resources, Revival supports individuals from diverse backgrounds in achieving well-being, resilience, and social inclusion.

Theory of Change, Mission, and Vision

Revival's Theory of Change focuses on providing holistic, accessible mental health support that fosters social inclusion, emotional well-being, and personal growth through creative and therapeutic methods.

Its mission is to empower the community to connect and heal, offering resources that allow individuals to thrive emotionally, mentally, and socially.

Revival's vision is to make mental health support accessible to all, regardless of socioeconomic status, by integrating therapeutic practices into everyday community life.

Impact data: quantitative

In its first operational year, Revival Food and Mood achieved the following milestones:

2,200 unique visitors and community members benefited from Revival's services.

364 group support sessions, averaging nearly one session every day of the year.

On average, 186 individuals access Revival's groups each month.

Over 150 hours of gifted (pro-bono) services were provided through the Mental Health Bank.

93.3% of attendees reported satisfaction with the support they received with more than 80% reporting that attendance at a group or The Mental HEalth Bank had been very beneficial and positive for their mental health and wellbeing.

The café also operates a pay-it-forward scheme, enabling the public to donate meals and support sessions for others in need, more than

Impact data: quantitative - Testimonials

Participants at Revival often describe it as a "lifeline" in the community. The inclusive and welcoming environment has fostered a strong sense of belonging and emotional safety among visitors. Many attendees have shared testimonials about improvements in emotional and mental well-being. Others emphasize the sense of community fostered through group activities, reporting that it has significantly reduced feelings of loneliness and isolation.

Young Revival & Revival Lates

"Provides one of very few spaces dedicated to young people my age, free of charge and without pressure to stay out late and drink alcohol."

"It's friendly and welcoming and provides me with a space for social interactions outside of home and I can learn new skills"

"It's a very safe welcoming space"

"They provide help when needed etc.... plus its free and there's free hot chocolate, so everyone can come :)"

"Post Secondary education it's quite difficult to find like-minded peers in the local area. Revival provide a brilliant and friendly support system for young adults now we have aged- out of typical amateur clubs and groups."

Peer support groups & initiatives

"I feel welcomed and heard"

"I have somewhere that I can be honest about my mental health state"

"It is good to share experiences. I was in need of support and my GP offered me this service."

"Revival has helped me manage my anxiety in ways I never thought possible."

"I am dealing with a number of personal medical conditions and other concerns. It is really beneficial to be able to meet and discuss with others."

Peer support & initiatives (con't)

"I am dealing with a number of personal medical conditions and other concerns. It is really beneficial to be able to meet and discuss with others."

"It gives me purpose to get out & meet some lovely friends. And really helps me with my health and my mental health."

"It has literally saved my life, I don't think I would be here now"

"Being seen and seeing others."

"I have felt better than I did before the group, as I have made plenty of friends."

The Mental Health Bank

"My physical health affects so many parts of my life and definitely increased my anxiety. I kept looking back, how I used to be instead of dealing with where I was now. It's been life changing, I feel more open, like I'm coming back to life"

"I felt cleared and relaxed"

It has helped me appreciate what I have. I am so grateful

I left with tangible steps and feel optimistic.

"I felt a huge release"

Revival's reach is bolstered by partnerships with local mental health professionals, therapists and practitioners who offer free services, such as Compassion therapy, transformational life coaching, anxiety coaching, hypnotherapy, therapeutic art, reflexology, and nutritional therapy.

Outcomes and benefits

Through the lens of Revival's social impact, five core outcomes emerge:

Enhanced Social Connection – Group sessions and communal activities facilitate social bonds, reducing isolation and fostering a sense of belonging.

Improved Mental Health and Resilience – Participants report lower stress and improved coping skills, supported by activities like anxiety coaching and therapeutic art.

Access to Holistic Therapies – The Mental Health Bank enables access to therapeutic services that many would otherwise find financially inaccessible.

Reduction in Food Insecurity – Revival's café and pay-it-forward scheme support both mental well-being and physical nourishment, providing meals to those in need.

Environmental and Economic Sustainability – By partnering with local farms and food networks, Revival reduces food waste and fosters a sustainable, community-centered approach to wellness.

Looking ahead

Revival's future goals include securing grants and community fundraising that will allow for the expansion of our outreach efforts to more vulnerable populations, developing additional workshops, and building stronger alliances with local health organisations. Revival remains committed to its mission of making mental health support available to everyone in Whitstable, and the Canterbury District, creating a more resilient, inclusive community through food, mood, and holistic health.

Conclusion

The first year of Revival Food and Mood underscores the importance of accessible, community-driven mental health resources. With significant achievements in reach, engagement, and holistic support, Revival stands as a model of innovative social enterprise, enhancing both individual lives and community wellness in Kent.

Healthwatch Bexley

This past year has been one of considerable change and stability; we welcomed Simone as our new Healthwatch Manager, bid farewell to Jayne Garfield-Field, and welcomed new people into leadership roles across the NHS and Bexley Council.

Our commitment to ensuring the voices of Bexley's residents are heard has never been stronger. Through increased face-to-face engagements, targeted community projects, and strategic collaborations, we have enhanced our presence across the borough. Our current efforts to revitalise our volunteer base and reintroduce our Advisory Board post-Covid are fundamental in ensuring that we remain a true reflection of the community we serve.

This year, we have worked hard to integrate feedback from residents in the North of the Borough into the redevelopment plans for the Erith Hospital site, with a focus on making community input a cornerstone of local development. Our active participation in key local boards and partnerships, including the Adult Safeguarding Board and Bexley Wellbeing Partnership, continues to influence and shape the health and wellbeing strategy that impacts every Bexley resident.

Looking forward to 204/5, we are dedicated to expanding our outreach and enhancing opportunities for community involvement. The revamp of our Advisory Board is set to elevate our profile and foster deeper connections within the community, ensuring that every voice is not only heard but also acted upon.

Research

This summary introduces work evaluating the experience of individuals in receipt of a PHB, the PHB team and other service providers across the South London Complex Care Pathway.

The evaluation had three main aims:

- to explore the impact of PHB on patient well-being,
- to draw lessons about best practice and
- to build an evidence base for the improvement of service standards, quality and infrastructure.

Participants included people affected by high levels of psychological distress, complex trauma and severe, enduring and episodic experiences. As of 31st March 2024, 61 people had been awarded a PHB at a cost of £82,056 with an average spend per person of £1,345.

The mixed methodology adopted to achieve the research aims above.

A total 24 in-depth qualitative interviews were carried out of which three were with project staff. Interviews lasted one hour on average and were conducted in a variety of locations, in-person and on-line via ‘Teams’. Quantitative data were drawn from routinely collected statistics - Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS), monitoring of gender, ethnicity, diagnosis, by borough and referral source and an analysis of financial data.
What we learned:

Patients with PHB:

- reported an improved sense of agency
- had access to extra meaningful activities and services
- experienced improved self-image that positively impacted on their relationships with staff and supporters

Less positively, the application process was experienced as long and complicated with delays between identifying needs and agreeing budgets.

Recommendations for change fall under four headings:

- A System-based Approach to Delivering PHB
    - PHB teams will have time and resources dedicated to their work
    - Patients must be represented formally on steering groups and empowered to talk back to policy and decision makers.
- Enhanced monitoring and PHB management processes
    - Monitoring processes will be routinised to collect both quantitative and qualitative data system-wide
    - The views of people with lived experience should be gathered sensitively and their experience listened to carefully
- Developing PHB staffing, resources and administrative processes
    - Fundamental organisational change through training and knowledge transfer is needed
- Implications for financial control and payment systems
    - Clearer pathways and systems are essential to reduce the administration burden of PHB on finance and other staff
    - Alternative methods of payment are suggested in the full Report

We are using the learning from the research to develop the next phase of PHB implementation.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Affiliation

Mind in Bexley and East Kent is affiliated to National Mind, and this has been codified in a Mind Federation Agreement. This defines the relationship between National Mind and local Minds, as well as the relationship the 100 plus Local Mind Associations have with each other. This affiliation brings with it the advantages of a known and valued brand name, cooperative mutual help across the network, access to financially advantageous Insurance and Human Resources expertise, and regular quality audits. The parties agree to promote Mind's values (informed, determined, diversity, integrity and partnership) and to work to make it possible for people who experience mental distress to live full lives and play their full part in society.

We work closely with our local statutory partners the London Borough of Bexley, South East London ICB, Oxleas NHS Foundation Trust, Kent County Council and Porchlight.

Constitution and organisational structure

The organisation is a charitable company limited by guarantee. The Charitable Company was established under a Memorandum of Association, which established the objects and powers of the charitable company and is governed by its Articles of Association. In the event of the Charitable Company being wound up members are required to contribute an amount not exceeding £1.

The Board of Trustees consists of 7 members who govern the Charity. The Board meets quarterly and some members are involved with project steering groups and co-production of new ideas.

Trustee Recruitment, Induction and Training

The charity encourages local people, and service uses with lived experiences to join the Board. Recruitment is an ongoing task. Once elected, new Trustees are provided with an induction pack, which includes the most recent annual accounts, organisational chart and a portfolio of current policies and procedures. A face-to-face meeting is held so as to give new Trustees an introduction to the Charity, meet the senior management team and understand its public benefit activities. Board meetings and training for Trustees takes place regularly through the year. All Board members are welcome to take up any of the charities training offers.

Trustee Recruitment, Induction and Training (continued)

The current Chief Executive Officer (CEO) appointed by the Trustees to manage the day-to-day operations of the Charity. To facilitate effective operations, the CEO has delegated authority, within terms of delegation approved by the Trustees, for operational matters including finance, employment and staff training. The CEO is supported by the Senior Management Team, which includes Head of Departments, IT, Finance and HR managers.

Risk Management

The Board of Trustees carried out the annual risk review to assess the impact of any identified risks and uncertainties may have upon the business and operation of the charity. They decided on how best to manage and mitigate potential risks with the probability of each risk happening at regular quarterly board meetings and with quarterly performance reports.

FINANCIAL REVIEW

The Charity's income was £6,338,887 in the year ended 31 March 2024 compared to £4,743,159 in the year ended 31 March 2023. An increase of some 33.6%. The principal sources of funding continue to be grants received from the NHS South East London ICB, the London Borough of Bexley and Porchlight. The total expenditure amounted to £5,070,442 in the year to 31 March 2024 compared to £4,095,019 in the year ended 31 March 2023. The fund balance carried forward at 31 March 2024 was £2,946,575 on general funds and £3,283,048 on designated funds. The balance carried forward on restricted funds was £182,356 on 31 March 2024. The full Statement of Financial Activities is set out in these accounts.

The trustees are not aware of any issues that create an immediate threat to the charity continuing as a going concern.

Reserves policy

The Board of Trustees aim to maintain a level of unrestricted reserves which ensures that there are adequate funds to meet current and known future liabilities. In order to fulfil its responsibility to secure

Mind in Bexley and East Kent's viability beyond the immediate future, and in order to protect the charitable company against serious disruption to its charitable work, we need to build reliable funds against future uncertainty, to absorb setbacks, and to take advantage of change and opportunity over the long term.

The Trustees' policy aims to have free reserves to a minimum of 6 months of core costs. At current levels of expenditure this amounts to between £600,000 to £1,200,000 The free reserves are unrestricted reserves excluding those amounts tied up in tangible fixed assets or designated for particular purposes. At the year-end free reserves amounted to £2,946,575. The board of Trustees is looking to build up free reserves to achieve the desired expansion programme as described in its future plans.

Investment policy and performance

The Memorandum & Articles of Association provides that the organisation invests monies not immediately required for its own purposes in or upon such investments, securities or property, as may be thought fit. At the present time, the Trustees' policy is to maintain all such monies on deposits earning a market rate of interest.

PLANS FOR THE FUTURE

Throughout 2024/5, Mind in Bexley and East Kent's performance will be assessed through a number of performance measures.

The key indicators (KPI's) are: Work with our funders to deliver quality services to achieve value for money

- Review our running costs to ensure cost value and maintain sufficient reserves
- Explore further the impact of Personal Health Budgets and Crisis Café Provision and explore neurodiversity and access to provision and share learning
- Work with colleagues in South East London ICB to further develop our Talking Therapies services via digital means in Bexley in order to improve access and reduce waiting times
- Continue to co-design and develop in partnership with Oxleas the Bexley Hub
- Improve our communication and social digital mechanisms across all services
- Work closely with BVSC and Bexley consortia on future Adult Social Work contracts in Bexley
- Explore diversifying income streams with corporate partners, donors and trusts
- Host the Kent and Medway Mental Health and Well-being awards in East Kent
- Expand the Barbers Suicide Prevention Initiative to Bexley
- Develop services in East Kent – mentoring, peer support and services for young people including via the Revival cafe
- Promote the IT Digital Hub so that residents can be supported to access digital offers
- Develop services at Kent Community Open Gardens
- Develop services in Herne Bay East Kent
- Explore Personal Health Budgets with service users who may be eligible in the Hub
- Be actively involved in the development of Integrated Care Partnerships in South East London
- Continue to offer tailored bereavement support for those affected by suicide
- Develop a pilot project with Charlton Athletic, Erith and Welling FC which support well-being, and explores reminiscence and aims to reduce isolation
- Develop the Revival Food and Mood initiative
- Risk management – more rigorous monitoring of our own rising costs with high inflation.

ACKNOWLEDGEMENTS

The Charity's main funding sources during the last year have been:

- NHS South East London ICB
- London Borough of Bexley
- Kent County Council
- Porchlight
- Greenwich and Bexley Community Hospice
- Thanet District Council
- Canterbury City Council
- Oxleas Foundation Trust
- European Horizon Research Project
- SE London Mind (Suicide Bereavement)
- University of Kent
- Community Ownership Fund

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Mind in Bexley and East Kent Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

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

AUDITORS

The auditors, Moracle Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

APPROVAL

On behalf of the Board of Trustees:

S C Westcombe – Chair

23rd December 2024

Opinion

We have audited the financial statements of Mind in Bexley and East Kent Limited (the 'charity') for the year ended 31 March 2024, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees 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 its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2024 and of its results for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt

the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or

- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 4), the trustees 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

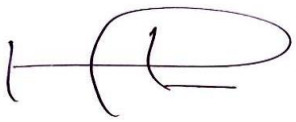
As part of an audit in accordance with ISAs (UK), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

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

obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the charity to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the charity audit. We remain solely responsible for our audit opinion.

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



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Morlai Kargbo (Senior Statutory Auditor)
For and on behalf of Moracle Limited
Statutory Auditor
960 Capability Green
Luton
England
LU1 3PE

23rd December 2024

Mind in Bexley and East Kent Limited
Statement of Financial Activities (Incorporating Income & Expenditure Account)
For the year ended 31 March 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	*Total Funds 2023* £
Income and endowments from:					
Donations and legacies	2	39,888	-	39,888	32,165
Investments	3	39,327	-	39,327	6,298
Other trading activities	4	236,451	-	236,451	7,986
Charitable activities: Mental health preservation	5	1,713,818	4,309,403	6,023,221	4,696,710
Total Income		2,029,484	4,309,403	6,338,887	4,743,159
Expenditure on:					
Raising funds	6	158,107	-	158,107	38,771
Charitable activity Mental health preservation	7	648,310	4,264,025	4,912,335	4,056,248
Total expenditure		806,417	4,264,025	5,070,442	4,095,019
Net income	9	1,223,067	45,378	1,268,445	648,140
Transfer between funds	17	1,102,572	(1,102,572)	-	-
Net movement in funds	17	2,325,639	(1,057,194)	1,268,445	648,140
Total funds brought forward		3,903,984	1,239,550	5,143,534	4,495,394
Total funds carried forward		6,229,623	182,356	6,411,979	5,143,534

All of the charity's activities are continuing.

The accompanying notes form part of these financial statements.

Mind in Bexley and East Kent Limited
Balance Sheet
As at 31 March 2024

	Notes	2024 £	*2023 £*
FIXED ASSETS			
Tangible assets	12	1,893,048	1,496,349
CURRENT ASSETS			
Debtors	13	321,935	222,820
Cash at bank and in hand		4,597,519	3,721,524
		4,919,454	3,944,344
CREDITORS			
Amounts falling due within one year	14	(171,292)	(62,674)
NET CURRENT ASSETS		4,748,162	3,881,670
TOTAL ASSETS LESS CURRENT LIABILITIES		6,641,210	5,378,019
Creditors: Amounts falling due after more than one year	15	(229,231)	(234,485)
NET ASSETS		6,411,979	5,143,534
FUNDS	16		
Unrestricted funds			
General funds		2,946,575	1,327,635
Designated funds		3,283,048	2,576,349
Restricted funds		182,356	1,239,550
TOTAL FUNDS		6,411,979	5,143,534

The financial statements were approved and authorised by the Board of Trustees on 23rd December 2024 and signed on their behalf, by:

……

S C Westcombe - Trustee

The accompanying notes form part of these financial statements

Mind in Bexley and East Kent Limited
Statement of Cashflow
As at 31 March 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	1,294,571	969,231
Net cash provided by (used in) operating activities		1,294,571	969,231
Cash flows from investing activities:			
Investment income		39,327	6,298
Purchase of tangible fixed assets		(457,903)	(159,378)
Net cash provided by (used in) investing activities		(418,576)	(153,080)
Change in cash and cash equivalents in the reporting period		875,995	816,151
Cash and cash equivalents at the beginning of the reporting period	2	3,721,524	2,905,373
Cash and cash equivalents at the end of the reporting period	2	4,597,519	3,721,524

Mind in Bexley and East Kent Limited
Statement of Cashflow
As at 31 March 2024

1 RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVIITES

	2024 £	*2023* £
Net movement in funds for the reporting period (as per the statement of financial activities)	1,268,444	648,140
Adjustments for:		
Depreciation charges	61,204	47,621
Investment income	(39,327)	(6,298)
(Increase)/decrease in debtors	(99,115)	296,542
Increase/(decrease) in creditors	103,365	(16,774)
Net cash provided by (used in) operating activities	1,294,571	969,2

2 ANALYSIS OF CASH AND CASH EQUIVALENTS

	2024 £	*2023* £
Cash in hand	4,597,519	3,721,524
Notice deposits (less than 30 days)	-	-
Total cash and cash equivalents	4,597,519	3,721,524

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Charities Act 2011 and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The trustees consider there are no material uncertainties about the Charity's ability to continue as a going concern. The financial statements have therefore been prepared on a going concern basis.

1.2 Charitable Company status

The Charitable Company is a company limited by guarantee. The members of the Charitable Company are the Trustees named on page 1. In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charitable company.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charitable Company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charitable Company for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income and endowments

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Income from government and other grant, whether capital grants or revenue grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

1.5 Expenditure

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities, they have been allocated on a basis consistent with the use of the resources.

1. ACCOUNTING POLICIES (CONTINUED)

1.5 Expenditure (continued)

Overheads and other salaries are allocated between the expense headings on the basis of head count. Liabilities are recognised when there is a legal or constructive obligation committing the charity to the expenditure.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and are allocated on the basis of staff cost. Governance costs which form part of Support costs and are those incurred in connection with enabling the Charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutory duties.

1.6 Depreciation

Assets costing more than £1,000 are capitalised. Depreciation is provided using the following rates and bases to reduce by annual instalments the cost, less estimated residual values, of tangible assets over their estimated useful lives.

- Motor Vehicle - 2% straight line
- Freehold land & buildings - 2% straight line. The land element is not depreciated.
- Furniture & equipment - 25% on written down value
- Computer equipment - 25% on written down value

1.7 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred.

1.8 VAT

The Charity is registered for VAT.

1.9 Pension scheme

The charity operates a defined Contribution Pension Scheme for its employees. The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

1.91 Judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors including expectations of future events that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

2. DONATIONS AND LEGACIES

	Unrestricted Funds	Restricted Funds	2024 Total Funds	*2023 Total Funds*
	£	£	£	£
	39,888	-	39,888	32,165

3. INCOME FROM INVESTMENTS

	Unrestricted Funds	Restricted Funds	2024 Total Funds	*2023 Total Funds*
	£	£	£	£
Deposit account interest	39,327	-	39,327	6,298

4. OTHER TRADING ACTIVITIES

	Unrestricted Funds	Restricted Funds	2024 Total Funds	*2023 Total Funds*
	£	£	£	£
Trading Café	236,451	-	236,451	7,986

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2024 £	*2023 £*
Grants and other income	Mental health preservation	6,023,221	*4,696,710*

Grants received, included in the above, are as follows:

	2024 £	*2023 £*
Crisis Café Bexley	125,440	*113,000*
Ramsgate Wellbeing Café	135,000	*59,199*
IPS Employment	112,988	*106,854*
Community Ownership Fund	120,550	-
DWP Employment Advisers	223,000	*189,000*
Digital Accelerator	-	*5,835*
East Kent Living Well	187,870	*108,395*
Community Connect	-	*60,500*
IMHA Advocacy	195,520	*164,396*
Recovery, Wellbeing and Employment Support	784,792	*727,697*
Transformation Hub	598,520	*275,919*
Bexley Talking Therapies (IAPT)	2,469,827	*2,288,990*
HEE Bexley Talking Therapies (IAPT)	140,640	*77,270*
Healthwatch	112,967	*107,398*
Carers in Mind	35,020	*26,520*
Small Grants	683,974	*362,108*
	5,926,108	*4,673,081*

Small Grants – list of funders:

South East London Mind - Suicide Bereavement
London Borough of Bexley - ASC Pathways
University of Kent - Kent Community Oasis Garden
Kent County Council - Veterans Reminiscence Project
South London Partnership - Personal Health Budget
MIND - Supported Self Help
London Borough of Bexley - Barbershop Project
National Lottery Community Fund – Community Fund for Pantry
London Borough of Bexley - Bexley Household Support Fund
Social Enterprise Kent
Canterbury Council Rise funding for Youth Project
Kent Community Foundation
Kent Mental Wellbeing Awards – LNG National Grid, Optyma Security, ADM Computing, Kent Community Foundation and Wave Community Bank

6. RAISING FUNDS

	2024 £	*2023 £*
Direct costs	125,645	*13,932*
Support costs (Note 8)	32,462	*24,839*
	158,107	*38,771*

7. CHARITABLE ACTIVITY

- Mental health preservation

	2024 £	*2023 £*
Direct costs	648,199	*179,292*
Staff costs	3,481,636	*3,263,375*
Support costs (Note 8)	782,501	*613,581*
	4,912,335	*4,056,248*

8. SUPPORT COSTS:

	Charitable activity £	Raising funds £	2024 £	*2023 £*
Premises costs	156,042	-	156,042	90,182
Staff costs	324,268	32,462	356,730	274,262
Office costs	118,565	-	118,565	79,536
Other costs	121,070	-	121,070	136,532
Governance costs	62,556	-	62,556	57,908
Total	782,501	32,462	814,963	638,420

9. NET INCOME

Net income is stated after charging/ (crediting)

	2024 £	*2023 £*
Depreciation - owned assets	*61,204*	*47,621*
Audit remuneration - audit services (excluding VAT)	10,000	10,000
- other services (excluding VAT)	5,000	5,000

10. TRUSTEES' REMUNERATION AND BENEFITS

During the year, no Trustees received any remuneration (2023: Nil)
During the year, no Trustees received any benefits in kind (2023: Nil)
During the year, no Trustees received any reimbursements of expenses (2023: Nil).

11. STAFF COSTS

	2024 £	*2023 £*
Wages and salaries	3,332,823	2,607,780
Social security costs	326,705	255,604
Pension costs	146,727	121,390
	3,806,255	2,984,774
Other staff costs	516,250	552,863
	4,322,505	3,537,637

The average monthly headcount of staff during the year was 158 (2023: 119) and the average number of full-time equivalent employees during the year was as follows:

	2024	*2023*
Charitable activities	88.0	*75.0*
Support activities	3.0	*3.0*
	91.0	*78.0*

The number of employees receiving remuneration between £60,000 - £70,000 is 1 (2023: 1). Between £70,000 - £80,000 is 1 (2023: Nil). Between £110,000 - £120,000 is 1 (2023: 1).

The total employee benefits of the senior management team were £628,190 (2023: £422,518).

12. TANGIBLE FIXED ASSETS

	Freehold Building	Motor Vehicle	Fixtures and fittings	Computer equipment	Total
COST	**£**	**£**	**£**	**£**	**£**
At 1 April 2023	1,522,459	-	99,698	165,159	1,787,316
Additions	394,835	31,516	5,240	26,311	457,902
Disposal	-	-	-	-	-
At 31 March 2024	1,917,294	31,516	104,938	191,470	2,245,218
DEPRECIATION					
At 1 April 2023	86,062	-	78,075	126,830	290,967
Charge for year	30,449	7,879	6,716	16,160	61,204
Disposal	-	-	-	-	-
At 31 March 2024	116,511	7,879	84,791	142,990	352,171
NET BOOK VALUE					
At 31 March 2023	1,436,397	-	21,623	38,329	1,496,349
At 31 March 2024	1,800,783	23,637	20,147	48,480	1,893,047

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	*2023*
	£	*£*
Trade debtors	248,037	217,666
Other debtors	73,898	5,154
	321,935	222,820

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	*2023*
	£	*£*
Trade creditors	41,957	38,346
Other creditors	129,335	24,328
	171,292	62,674

15. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2024	*2023*
	£	*£*
Bank loan	229,231	234,485

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR

	General funds	**Designated funds**	**Restricted funds**	**Total funds 2024**	*Total funds 2023*
	£	**£**	**£**	**£**	*£*
Tangible fixed assets	-	1,893,048	-	1,893,048	1,496,349
Current assets	3,347,098	1,390,000	182,356	4,919,454	3,944,344
Current liabilities	(171,292)	-	-	(171,292)	(62,674)
Long term liabilities	(229,231)	-	-	(229,231)	(234,485)
	2,946,575	3,283,048	182,356	6,411,979	5,143,534

16.1 ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR

	General funds	**Designated funds**	**Restricted funds**	**Total funds 2023**	*Total funds 2022*
	£	**£**	**£**	**£**	*£*
Tangible fixed assets	-	1,496,349	-	1,496,349	1,384,592
Current assets	1,624,795	1,080,000	1,239,550	3,944,345	3,424,735
Current liabilities	(62,675)	-	-	(62,675)	(83,533)
Long term liabilities	(234,485)	-	-	(234,485)	(230,400)
	1,327,635	2,576,349	1,239,550	5,143,534	4,495,394

17. MOVEMENT IN FUNDS - CURRENT YEAR

	At 01.04.23	Income	Expenditure	Transfers between funds	At 31.03.24
	£	£	£	£	£
Unrestricted funds					
General funds	1,327,635	2,029,484	(806,417)	395,873	2,946,575
	1,327,635	2,029,484	(806,417)	395,873	2,946,575
Designated funds					
Management/ recruitment	100,000	-	-	(30,000)	70,000
Legal Fees	20,000	-	-	(10,000)	10,000
Fundraising Support	-	-	-	30,000	30,000
Professional fees	-		-	10,000	10,000
Research	-	-	-	10,000	10,000
Tangible Fixed Assets	1,496,349	-	-	396,699	1,893,048
Accounting systems	20,000	-	-	(10,000)	10,000
Building refurbishment	250,000	-	-	40,000	290,000
Building acquisition	300,000	-	-	50,000	350,000
Marketing	15,000	-	-	(15,000)	-
Training	10,000	-	-	10,000	20,000
Minibus	15,000	-	-	-	15,000
Computers/IT	30,000	-	-	(10,000)	20,000
Pension/benefits/critical illness	150,000	-	-	170,000	320,000
Recruitment & advertising	20,000	-	-	(5,000)	15,000
Loan repayment	150,000	-	-	70,000	220,000
	2,576,349	-	-	706,699	3,283,048
Total unrestricted funds	**3,903,984**	**2,029,484**	**(806,417)**	**1,102,572**	**6,229,623**
Restricted funds					
Bexley Talking Therapies	992,791	2,610,467	(2,610,467)	(992,791)	-
Healthwatch	38,959	112,967	(116,859)	-	35,067
Employment Recovery	111,170	744,792	(746,181)	(109,781)	-
Transformation Hub	96,627	598.520	116,859	-	147,286
East Kent Live Well	-	242,657	(242,657)	-	-
	1,239,550	4,309,403	(4,264,025)	(1,102,572)	182,356
TOTAL FUNDS	5,143,534	6,338,887	(5,070,442)	-	6,411,979

17.1 MOVEMENT IN FUNDS - PRIOR YEAR

	At 01.04.22	Income	Expenditure	Transfers between funds	At 31.03.23
	£	£	£	£	£
Unrestricted funds					
General funds	1,170,452	1,095,025	(491,085)	(446,757)	1,327,635
	1,170,452	1,095,025	(491,085)	(446,757)	1,327,635
Designated funds					
Management recruitment	135,000	-	-	(35,000)	100,000
Building acquisition	-			300,000	300,000
Legal Fees	45,000	-	-	(25,000)	20,000
Research	10,000	-	-	(10,000)	-
Tangible Fixed Assets	1,384,592	-	-	111,757	1,496,349
Accounting systems	15,000	-	-	5,000	20,000
Building Refurbishment	180,000	-	-	70,000	250,000
Marketing	15,000	-	-	-	15,000
Training	10,000	-	-	-	10,000
Minibus	15,000	-	-	-	15,000
Computers/IT	30,000	-	-	-	30,000
Staff salary	120,000	-	-	30,000	150,000
Recruitment & advertising	20,000	-	-	-	20,000
Loan repayment	150,000	-	-	-	150,000
	2,129,592	-	-	446,757	2,576,349
Total unrestricted funds	**3,300,044**	**1,095,025**	**(491,085)**	**-**	**3,903,984**
Restricted funds					
Community Connect	28,898	60,500	(89,398)	-	-
Bexley Talking Therapies (IAPT)	978,132	2,366,260	(2,351,598)	-	992,794
Healthwatch	36,919	107,398	(105,358)	-	38,959
Employment Recovery	96,508	727,697	(713,035)	-	111,170
Transformation Hub	65,841	275,919	(245,133)	-	96,627
East Kent Live Well	(10,948)	110,360	(99,412)	-	-
	1,195,350	3,648,134	(3,603,934)	-	1,239,550
TOTAL FUNDS	4,495,394	4,743,159	(4,095,019)	-	5,143,534

Designated funds purposes – current year:

- Recruitment of full-time deputy clinical lead due to significant growth and development.
- Legal fees for premises and rental developments
- Specialist fundraising support to develop Revival Social Enterprise and explore diversifying income
- Staff provision including critical illness and pension provision
- Research - exploring the effectiveness of interventions for those with neurodiversity
- Additional premises in North Bexley to improve reach and explore re-establishing a Revival initiative in Bexley
- Monies for essential maintenance and improvements and building works for Bexley and East Kent premises
- Building acquisition - Additional premises to improve reach, access, support residents' mental health, and wellbeing in Bexley
- Accounting system - Allocated for software development, training, additional support and preparation for quality standards
- Marketing and social media to improve reach
- Minibus - to improve reach, challenge stigma and improve access into Talking Therapies
- Computers/IT - Computer equipment, software and an additional IT Support
- Cost of living increases and financial support for staff to assist with retention and wellbeing
- Recruitment & advertising - Agencies fees for recruitment (Talking Therapies and Transformation Hub)
- Loan repayment - loan repayments due to rising interest rates national and concern about long-term liabilities

Restricted funds purposes – current year:

Healthwatch – additional resources to meet costs of living increases 2024/5

Transformation Hub – recruitment. IT, website and room rental hire

Bexley Talking Therapies and Recovery Well-being and Employment contract ends and new contract in progress.

19. OPERATING LEASE COMMITMENTS

At 31st March 2024 the Charitable Company had lease commitments under non-cancellable operating lease as follows:

	2024	*2023*
	£	*£*
Not later than one year	22,000	22,000
Later than one year and not later than five years	66,000	66,000

20. SHARE CAPITAL

Mind in Bexley and East Kent Limited is a company limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the Charity being wound up.

21. TAXATION

Under the provision of TA 1988 sections 505 and 506, the Charitable Company is not liable to tax on its charitable grants, donations or fee income earned in the course of its charitable activities, so long as the income is applied for the purposes of the company's charitable aims.

MIND IN BEXLEY AND EAST KENT LTD

England & Wales - Charity number 1110130

Accounts

Registered Company Number: 5393807 (England & Wales)
Registered Charity Number: 1110130

Report of the Trustees and

Audited Financial Statements for the Year Ended

31 March 2023

For

Mind in Bexley and East Kent Limited

Mind in Bexley and East Kent Limited

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For the year ended 31 March 2023

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Mind in Bexley and East Kent Limited

Report of the Trustees for the year ended 31 March 2023

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
5393807 (England and Wales) (A company limited by guarantee)

Registered Charity number
1110130

Registered office
2a Devonshire Road
Bexleyheath
Kent DA6 8DS

Trustees
S C Westcombe (Chair)
I Guerrini
J A Hofmann
M A Magho
N Mahama
E Mason
A M F Rashid – resigned April 2022

Adviser
R. Pendlebury (Adviser to the Board)

Company Secretary and Chief Executive
D Palmer

Senior Management Team

D Palmer	Chief Executive
B Goyal	Finance Manager
G Holmes	Senior Support Manager
E Collings	IAPT Clinical Lead
L Rey	Recovery and Prevention Lead
H Johnston	Strategic and Operations Lead
B Reader	IT Manager

Auditors
Moracle Limited
Chartered Certified Accountants & Registered Auditors
960 Capability Green, Luton, England LU1 3PE

Bankers
Barclays Bank
6 Market Place, Bexleyheath
DA6 7DY

The Trustees present their annual report together with the audited financial statements of the company for the year ended 31 March 2023. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Mind in Bexley and East Kent's Memorandum of Association sets out the organisations principle objectives, which are for public benefit and compatible with the Charities Act 2006. These are to promote the preservation and the safeguarding of mental health and the relief of persons suffering from mental disorder'. We promote health and well-being and work to reduce poor mental health and the stigma associated with it. We support people in their recovery and campaign for better services for everyone.

The charity met these objectives by undertaking a wide range of therapeutic and non-clinical preventative mental health activities within Bexley and East Kent, including direct therapeutic support of individuals, advice, training, education and workshops, advocacy and signposting, recovery and employment services, and campaigning to reduce the stigma of mental health issues and to raise awareness of mental health issues. Throughout the year we delivered support to individuals through more than 60 different community-based projects and in this report we highlight the public benefit and impact of our work from some of our main projects. We delivered contractual funded services in partnership with NHS England and local authority commissioning organisations. During 2022-3, we also continued our IT access HUB for those digitally excluded and with our community food pantry, which complemented and enhanced our existing services, and allowed us to support more people with enduring mental health issues. We carried out research on the impact on individuals accessing our Crisis Café's and also exhibited our research which explored the Impact of Covid on the mental health of residents at Hall Place, Bexley in January 2023 in order to share learning and raise awareness. With the aid of a grant from the Government Community Ownership Fund, we commenced extensive building works on our Revival building with a view to opening in Spring 2023.

Public Benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's objectives and activities and in planning future activities All our charitable activities focus on the provision of accessible and effective mental health support, education and campaigning for people in Bexley and East Kent. Our programme of activities is invaluable by contributing to healthy active citizens, family and community cohesion and increased social inclusion and connectedness.

Our work prevents the escalation levels of mental health issues. We offer a fully accessible service to all diverse community groups in our area. Our staffing reflected the communities we service and we can provide many services in a range of different languages. We offer a safe, effective and enabling environment to vulnerable adults which are cost effective.

Public Benefit (continued)

The Board recorded our sincere thanks to all our management, staff and volunteers, whose commitment and support to service users is incredible and lifesaving. Post COVID, our staff have determination and full commitment to establishing creative and flexible ways to support our service users. The demand for digital support, telephone wellbeing helpline, out of hours 365 day Crisis Cafe from 6-10pm and basic food supply from the Pantry have significantly increased. Working collaboratively with our funders, sponsors, partners, food stores and corporate bodies we have pooled shared resources to maximise local impact and level up local services so that we can all thrive together.

Principal activities

Our aims and objectives were achieved by various projects/services including our Recovery and Employment Hub, Improving Access to Psychological Therapies (IAPT) Employment Support (IPS), Crisis Cafes, Carers Support, Advocacy plus many other preventative services.

Our principal services during 2022/3 were:

- Advocacy Support Service
- Carers Support
- Community Connect/ Social Prescribing
- Community Pantry
- Crisis Café in Bexley and East Kent (Ramsgate)
- Suicide Bereavement
- Digital Inclusion Hub
- Live well Kent (East Kent)
- Kent Community Oasis Garden (University of Kent) (East Kent)
- Research
- Hosting Health watch Bexley
- Talking Therapies (Improving Access to Psychological Therapies IAPT)
- IPS Employment Support
- Peer Mentoring Support
- Recovery Services based on Co-Production/Volunteering and Peer Support
- Revival Food and Café Whitstable (East Kent)
- Welfare Rights
- Transformation Hub in Partnership with Oxleas Foundation Trust
- One Bexley

Advocacy Support Service

Independent Mental Health Advocacy (IMHA). We provided statutory advocacy to residents of Bexley Borough who were detained under the mental health act whilst in hospital or when in the community on a CTO or supervised discharge. We also provided Forensic Independent Mental Health Advocacy (IMHA) to all Residents at the Medium Secure Bracton Centre and the Memorial and secure settings of Greenwood and Hazelwood. The team also provided training sessions for staff to increase their knowledge and understanding of what advocacy is and staff attended the bi-monthly Service User Forum at the Bracton Unit, raising collective issues for residents detained in the forensic unit and assisted with challenging decisions when necessary.

Advocacy Support Service (continued)

Staff also attended the monthly Acute Care Forum at the Woodlands Unit to provide patient feedback to the care service provider who in turn frequently implement changes to encompass these. The service supported over 500 residents last year.

South East London Suicide Bereavement Service

This service supports people who have lost someone to suicide across the boroughs of Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark. The service offers help in the aftermath of loss, offering one-to-one emotional and practical support, support groups where you can connect with other people bereaved by suicide and offer bereavement counselling by video call or phone. The Suicide Bereavement Service was launched in July 2021 and is funded by NHS England through South East London Integrated Care System. It is delivered as a partnership between Mind in South East London and South London and Maudsley NHS Foundation Trust. Mind in Bexley and East Kent provide the counselling support service.

The support team includes Suicide Bereavement Support Workers, Bereavement Counsellors and Community Chaplains, who work with people of all faiths and none. We work closely with local community organisations and have a focus on specific groups, including children, young people and BAME communities.

At the start of April 22, the IAPT service started to recover from COVID-19 and entered a post COVID-19 phase. Staff that were working remotely slowly started to return to the office. In April 22, IAPT staff, in line with other SEL services returned 1 day a week, offering face to face sessions once again. Initially, it took some time for clients to adjust and we had a few cancellations and DNA's to start but this soon settled.

Talking Therapies- Improving Access to psychological Therapies (IAPT)

In April 2022, our referrals numbers were still low at 348, slowing climbing to 427 in August of 2022 and stayed around the 420-430 mark until March 2023 when we had a spike in referrals to 530.

Covid-19 saw an effect on our Access numbers and this remained the case in April 2022 where we only achieved access of 843 in Q1; 773 in Q2; 728 in Q3 and 906 in Q4. The low referrals numbers and low engagement resulted in a drop in our conversion rates, coming in at 61%. The expected conversion rates are usually in the late sixties and high seventies.

The support to clients usually seen by other services continued seeing IAPT working to support a number of vulnerable clients, who would not usually be seen in primary mental health settings.

It was also apparent that the degree of Domestic Abuse increased, which lead the service to increase its presence in the Bexley Safeguarding Board. Staff were trained to complete DASH risk assessments with Bexley Shield and leads were invited to the fortnightly DA Marac, CR Marac and IOM meetings.

Currently, the IAPT workforce consists of low-intensity practitioners (i.e. PWPs) and high-intensity IAPT therapists who together deliver the full range of NICE-recommended interventions for people presenting with mild to moderate, depression and anxiety disorders, operating within the stepped-care model. Referral sources into the Bexley IAPT service was very similar across South East London with services receiving referrals online (via their individual websites), email, and telephone referrals.

Talking Therapies- Improving Access to psychological Therapies (IAPT continued)

These referrals are a combination of self-referrals and referrals from professionals. The total number of referrals to the service in 2022-23 was 4,929. We achieved a recovery rate of 48.7% in the year ending March 2023, which was 1.3% lower than the national target of 50%. Given the complexity of the client presentations, this was considered a success.

The number of clients who received a first treatment appointment was 3,250. The impact of the pandemic was still felt as 13% (2655 appointments) were cancelled by clients and 1,911 appointments or 9% of sessions were recorded as did not attend (DNA).

National waiting time targets (18 and 16 weeks) were met. The remote therapy options (telephone and telemedicine) were, and continue to be, well received by our clients. In 22-23, the number of internet enable therapy sessions were 4598. Of these, 5259 were CBT; 3883 were Guided Self Help, and 440 were low intensity CBT. 471 were counselling for Depression, 104 was EMDR, 230 was Interpersonal Therapy and 1000 was Employment Support. The average number of sessions provided was 10.3.

We continue to provide a DWP led project, which helps clients to find new employment, retain employment and manage difficulties in the workplace. We have a team of Employment Advisers who offer career support whilst our clients receive therapy. The role of Employment Support is to help people who are or have experienced barriers to the world of work because of their mental health issues to regain their confidence, their belief in themselves and their ability to get and hold down a job. We provide personalised, one to one support, to help people identify, understand and realise their career and workplace ambitions, and learn how to manage their mental health so it does not get in the way of fulfilling their dreams and aspirations. Each person who is referred to the service is supported to develop their own personal independence plan and to work through the issues and challenges in achieving it. In addition, certain clients have opted to receive therapy or counselling whilst receiving EA support.

In July 2022 we started working on integrating with Oxleas NHS trust wellbeing Hub and Iapt leads were invited into the client screening meeting that occur daily to determine the best treatment for the client. This also addressed the growing issue of the number of clients that historically did not meet the criteria of either primary or secondary care. In working towards a integrated model, both services were committed to addressing this issue and to find the client in Bexley the appropriate care.

In the Autumn of 2022, meetings were held to discuss the growing difficulty of recruiting qualified staff into the IAPT team. As a result of the pandemic staff left the service to find remote contracts in other areas of England. We experienced a loss of step 3 CBT and Step 2 Low Intensity CBT staff, which provided a challenge in meeting some of the Access and waiting time targets. In order to mitigate this, we entered into a contract with Xyla Digital Therapies and referred upwards of 400 clients over to their service for either assessment and treatment or CBT treatment alone.

In order to manage the change, certain staff had to incorporate the management of this project into their role. Weekly meetings were held between Xyla and our step 2 and 3 staff in order to discuss the referral progress of the clients. This helped us to circumvent the issue of recruitment, which was similarly felt in other boroughs and a regular agenda item on the SEL IAPT agenda.

In terms of the Perinatal project at Step 3, the Perinatal Lead held a Health Visitor forum to discuss referrals and this led to a slow influx of referrals.

The step 2 team continued their work in Long Term conditions in offering groups with Respiricare (now known as Bespoke Wellbeing) in providing treatment with Client with COPD and pain.

Talking Therapies- Improving Access to psychological Therapies (IAPT continued)

Older adults continue to be prioritised and we received 80 referrals between the ages of 75 and 89. Close contact is kept between Iapt and the Older Adult CMHT team to discuss progress or issues in treatment. The majority of the clients are still recorded as female. 53% of referrals (2624) are in the age of 18-35.

Towards the end of the year, staff were in the office 2 days or more and by end of March 23, there was a huge effort made in increasing our social media presence in order to increase our referral rate. Plans were made for this to be an ongoing activity in 23-24 with a return of staff into the service.

RECOVERY SERVICES

The Recovery College at Mind in Bexley and East Kent was set up to empower those of us with mental health problems to become experts in our own recovery. Recovery is about a personal journey towards a meaningful and satisfying life, towards living as well as possible, whatever symptoms or difficulties are present.

The college offered a learning and strength-based model rather than a clinical approach. Our resources were developed, shaped and co-delivered with people with lived experiences. Our services delivered a holistic, person centred approach to mental health care.

During 2022-23 over 1,138 individuals attended Recovery College groups, courses and workshops. We facilitated 1,717 groups with 4,864 recorded attendances. The workshops and courses we run aim to provide the tools to make this happen and to help you become an expert in your own recovery or that of someone you care for. Our college offers a learning approach that complements other Mind in Bexley and East Kent services. We worked with those experiencing challenges in their own mental health and wellbeing and their families and we are accessible for any Bexley residents to enrol. Our principles are:

1) It is possible to recover from or live well with a mental health condition
2) The most effective recovery is client directed

We followed the four phases of learning in our online curriculum. That meant our interventions followed these concepts as a road map to learning:

- Explore: Students discover a concept
- Learn & Practice: Students apply their discoveries
- Reflect: Students review what they've learned
- Reinforce: Students apply theory, concepts, and materials to scenarios and problems. We aspired to empower people to actively take control of their wellbeing journey of discovery through providing opportunity, connectedness and hope.

The Recovery College in Bexley has a multi-faceted, diverse and innovation timetable with over 35 in person and online activities each week. Individuals can engage with:

- Psychoeducational workshops and courses
- Peer Support
- Young Adults Project for 18-28 year olds
- Psychosocial groups
- Green Spaces and Eco-Allotment
- Physical Activities

RECOVERY SERVICES Recovery college (continued)

We worked alongside many agencies within Bexley including both statutory and voluntary sector. Mind in Bexley and East Kent are the leading VSC Mental Health provider in Bexley with representation on operational and strategic boards and meetings. These forums enabled us to develop strong relationships and encouraged collective responsibility. These relationships enabled us to continuously up-skill our workforce to improve outcomes for Bexley residents.

Bexley Crisis Café

Mind in Bexley and East Kent's Crisis Café is a safe, welcoming place where people can go outside of normal working hours, instead of A&E or other urgent or secondary services, if they are feeling emotionally distressed or are in a 'mental health crisis' The Bexley model follows these key outcomes:

- Preventing escalation of mental health problems and thereby avoid a mental health crisis
- Preventing unnecessary referrals to secondary Mental Health services, A&E departments, other emergency out of hours services.
- Providing emotional support and resilience building to improve mental health and wellbeing
- Increased independence and self-management
- Reduced isolation
- Signposting to appropriate services to be accessed within an acceptable time frame
- Actively encouraging/recruiting those who have attended the service to act as role models for others on their own personal recovery journey.
- Preventing unnecessary referrals to secondary Mental Health services, A&E departments, other emergency out of hours services
- Providing emotional support and resilience building to improve mental health and wellbeing
- Increased independence and self-management
- Reduced isolation
- Signposting to appropriate services to be accessed within an acceptable time frame
- Actively encouraging/recruiting those who have attended the service to act as role models for others on their own personal recovery journey

The Crisis Café opened every evening from 18.00 - 22.00 PM and offered face to face support with regular qualified professional members of staff.

We worked with over 511 individuals with 1022 separate interventions during the reported year. There were 116 A&E attendances avoided.

During the year, many service users that accessed the Crisis Café presented with complex need which included:

- Poverty
- Social isolation
- Trauma
- Housing / homeless
- Substance misuse
- Financial problems
- History of traumatic experiences
- Relationship problems / Domestic Abuse / Raising Safeguarding Issues
- Suicidal ideation and intent

Bexley Crisis café (continued)

The Crisis Café worked, and continues to work, with many clients who display complex needs as outlined above with many 'presenting in crisis'. Service Users informed us that our crisis project helped them immensely when in crisis preventing further escalation of their mental health. Over 22% of those attending A&E informed us that they would have attended A&E whilst a significant amount stated they would have contacted Primary Care the following day.

Bexley Community Pantry

At Mind, we believe that everyone has the right to dignified access to high quality food. As part of our work tackling the causes and consequences of mental health we're determined to ensure no one unnecessarily suffers from food insecurity. Our innovative service aims to empower individuals to make a difference to their life. We work with individuals by offering good quality, healthy and nutritious food through our low cost membership. The Mind Community Pantry offered access throughout the year by signing up members who for a small weekly contribution receive food to a significantly higher value. The pantry refers individuals to Mind services to access Recovery College, Welfare Rights, Carers Service and Talking Therapies.

During 2022-23 there were 1,932 visits by Bexley residents who purchased £20 worth of food for £4. A team of 4 volunteers enabled the Community Pantry to be delivered 2 days a week and they provided an amazing 1,916 hours during the year.

We are grateful to all our donors since the Community Pantry opened including Ferndale Foods, Morrisons Welling, Morrisons Sidcup, Morrisons Erith, Asda Bexleyheath, Hovis Erith, Ferndales Belvedere, Farm Foods Erith, Asda Bexleyheath, ,The Works Bexleyheath - toys for the client's children, Holiday Inn Bexleyheath - at Christmas, Woman's Aid, Mayors Fund for London - Take and Bake Box's, Sherwood Park Primary School – Harvest, St Micheal's Church, Welling - Christine Lee (lady that drops off their donations), Members of The Community - who pop in with donations, Volunteers of The Pantry - who bring in something weekly, Staff of MiB, Relations/Friends of clients who attend The Pantry, Relations/Friends of The Pantry Team, Hovis Erith, and AMEY with Paul and Rani Babra who provided and cooked 60 delicious curry meals.

Cost of Living Grants

Mind in Bexley and East Kent received a grant of £45,000 from the London Borough of Bexley to assist with those vulnerable and struggling with cost of living payments which was impacting their mental health.

We paid an initial £42,690 in March 2023 to 283 endorsed Bexley residents who were struggling to struggling to afford energy and water bills, food, and other wider related essentials. Further additional payments totaling £2,304 were awarded to 36 of the residents who were facing exceptional hardship.

In total £44,994 was given over a 5 week period to service users endorsed from Mind in Bexley and East Kent, Re-instate and Oxleas.

Digital Hub

Our Digital Hub is open and accessible for any Mind in Bexley and East Kent service user to have access to digital devices in a safe environment, engage with others online and to be supported by a Digital Champion, if required. Our Digital Champions helps others to understand the benefits of being online and can spend some time showing them how use digital online services.

Digital Hub (continued)

Digital Champions do a range of simple things that can make a big difference to people who can't, struggle with or don't use the internet.

Why this support matters:

- service users want to learn digital as more and more things are being done online, particularly by public services such as GPs, councils, energy companies and DWP.
- service users say that this digital support makes a massive different.
- service users report improved mental health and wellbeing as the digital access reduces their stress and anxiety

Support on offer:

- Digital drop in 2-4pm Monday is useful for service users to help them access Recovery College or IAPT.
- 1:1 sessions with a Digital Champion with lived experience to help learners develop their digital skills and grow their confidence in doing things online.
- Vodafone Sim cards with 20GB data and unlimited calls and minutes are available for any service user who will benefit from these.
- Digital Hub in the community at Blackfen Community Library, Wednesdays 11am-1pm. Learners can drop by to complete an online interactive course with help on hand.

Many service users have anxiety about staying safe online:

- 59% answered that they were not confident or only slightly confident in keeping themself or others safe online
- Many have shared that this lack of confidence leads to them avoiding doing things online - they worry about 'breaking something' or having their money taken.
- One lived experience digital champion observed: *'He came in quite anxious and lacking in self confidence. After our first session and exploring one of the things he needed support with together, he said he felt much more confident and proud of himself.'*

With support, service users can feel more confident and independent in exploring new things online, one learner shared: 'I learnt how to look for the padlock icon and 'https' to know if a website is safe, this made me feel a lot better about visiting new websites;

Carers Support

During 2022-23 Mind in Bexley and East Kent carers service provided support, information and advice to 174 relatives and friends caring for an adult experiencing mental health problems and/or substance and alcohol use who is either on a hospital ward or living in the community.

The service provided support to carers who:

- are registered with a Bexley GP or live in the Borough of Bexley.
- or are caring for an adult relative or friend who lives in Bexley and is experiencing mental health problems.

Carers Support (continued)

During 2022-23 there were 48 new carers referred and over 174 carers received information and support.

- The Service works closely with the Family Support Service at the Pier Road Project (Drug & Alcohol Team). This support takes several forms including:
- Providing specific psychoeducation: metal health awareness addiction and cycle of change
- Discussing ways of coping and responding: boundaries, managing challenging behaviour
- Carers health & well-being - self-care/ help, stress reduction, CBT tools.
- Explore and enhance support and social networks
- Contingency planning/ Planning for the future
- Move on support options: peer support, carers advice line, health and wellbeing activities, counselling, recovery college, wider community.

We provided specific targeted information and advice regarding Carers Rights, Confidentiality and Information sharing, Carers Allowance.

- One to one support to 95 carers
- Weekly wellbeing telephone calls to isolated carers
- 128 Psychoeducation workshops on self-care/coping/resilience/boundaries and carers safety first
- 43 in person support groups
- 175 online sessions including 60 peer support sessions

We are delighted to continue offering free complimentary therapies to Carers in order to reduce stress and anxiety so that they are better equipped to be able to continue in the caring role.

Welfare Benefits

During 2022-23 we helped 54 people this year, supporting them to obtain in excess of £651,060 in welfare benefit take up. We took on appeal cases at the first tier and upper tribunal, preparing paperwork and evidence, and providing direct representation and support for our clients in online appeal hearings. We delivered 162 advice session/contacts with our clients.
We know that when people are supported by people who understand their mental health they can achieve more. We want to see a simpler, quicker, safer system for people, which enables them to manage the impact of their mental health whilst supported by the safety net of an effective, responsive and personalised social security system.

Employment Support

Our role in the Individual Placement and Support Employment Service (IPS) is to help people who are or have experienced barriers to the world of work because of their mental health issues to regain their confidence, their belief in themselves and their ability to get and hold down a job. During 2022-23, we provided one to one support to 164 individuals by helping people identify, understand and realise their career and workplace ambitions, and learn how to manage their mental health so it does not get in the way of fulfilling their dreams and aspirations. Each person who is referred to the service is supported to develop their own vocational plan and to work through the issues and challenges in achieving it. 27 individuals gained employment and 19 sustaining their employment for 3-6 months and a further 17 were supported to stay in their current employment.

Live Well - East Kent Mind

East Kent Mind supported over 287 clients during 2022-23 with the rate of referrals increasing during the year. Residents report appreciating the quick contact with 98% being contacted within 2 days of being referred.

Increased Wellbeing

Client wellbeing was measured using the validated Short Warwick Edinburgh Wellbeing Scale and it was encouraging to see that over 77% of clients reported improved wellbeing during their involvement with East Kent Mind.

Groups, Workshops and Courses

During 2022-23 there were 12 weekly in person groups and access to the Recovery College 25 online groups, courses and workshops. The workshops included health topics such as Understanding Anxiety and Panic, Overcoming Loneliness and Body Image which helped clients understand mental health and learn coping strategies. There were classes on yoga, healthy walks, tai chi and other physical activities. The creative groups were especially popular with a weekly art group in Ramsgate and online Make, Mend and Motivate, Music and Photography where themed photos were shared each week online. Regular women's groups and a men's group gave clients an opportunity to talk and share openly and receive peer support.

Ramsgate Crisis Café

The Ramsgate Crisis Café was open every evening of the year on Fridays, Saturdays and Sundays providing a safe and friendly place for clients who are experiencing severe emotional or psychological distress. It is a drop-in service to access mental health support and advice from mental health and wellbeing workers. During 2022-23, the service supported 117 individuals with 373 separate interventions.

Mentoring and Volunteers

East Kent Mind mentoring service is a goal orientated service using the recovery star. During 2022-23, there were 26 volunteer mentors and volunteers provided 3,181 hours of support during 2022-23.

Kent Community Oasis Garden

The Kent Community Oasis Garden at the University of Kent is for students, staff and community members. The garden includes an allotment edible garden, pollinator garden, herb garden with wildlife biodiversity pockets. It provided opportunities for work experience for Canterbury College, promoted sustainable and healthy food, provided access to growing space and grew enough fruit and vegetables to sell to the Gulbenkian café as well as providing for volunteers and students helping with the garden. Wellbeing activities have included a Climate Café, Wild Wellbeing sessions, sustainability bird walk, nature puzzle trail and a monthly bee walk survey.

The profile of the garden is increasing in the university and the number of volunteers increased with the final quarter seeing 56 volunteers (including 42 students), 203 volunteer visits and 609 hours of volunteer time.

STEP Project

East Kent Mind received funding for six months to provide support for 12 young people aged 16 to 18 who were not in education, employment or training (NEET). The young people had two group sessions each week focusing on Personal Engagement, Wellbeing and Progression and Support.

Alongside this each young person received one to one mentoring.

Feedback for the Kent NEET Support Team: “East Kent Mind’s STEP programme has proved to be an invaluable asset to the young people of Thanet. The majority of the young people who participated have a clear onward plan to join other local training providers or return to college in September; this is testament to the work that has gone into supporting these young people to see a positive future for themselves”.

Barbers Shop Project

In the autumn of 2022, the Kent and Medway Better Mental Health and Wellbeing Community Fund provided grant funding to enable East Kent Mind to test an innovative concept across the Thanet and Canterbury districts.

With research showing that men that men are statistically more likely to discuss mental health issues with their barber than with their GP, East Kent Mind wanted to use barbers' unique position to be able to help men battle anxiety and depression.

The Barbershop Project trained 28 barbers from 21 different barbershops in the two district council areas so they could spot signs of depression, be non-judgemental listeners and effective at signposting to a range of services delivered by the charity sector and NHS. We are exploring the possibilities of implementing a similar initiative in Bexley.

Bexley - NHS Community Mental Health Transformation

At the beginning of the year, the NHS Long Term Plan renewed our commitment to pursue the most ambitious transformation of mental health care England has ever known. The Five Year Forward View for Mental Health, published in 2016, represented a major step, securing an additional £1 billion in funding for mental health, so that an additional 1 million people could access high quality services by 2020/21.

Principles that underpin this community transformation are:

- Engagement and co-production with local communities
- Person centred care
- Whole person approach
- Genuine partnership
- Integrated care between primary and secondary care services

In Bexley, this community transformation was led by Oxleas, Bexley Care and Mind in Bexley and East Kent. The NHS LTP had provided the transformation concept and we were responsible in implementing those key principles locally though collaborative leadership, effective planning and forming positive relationships.

Bexley - NHS Community Mental Health Transformation (continued)

Local steering and task and finished groups were introduced from the inception to monitor and evaluate the implementation, create project plans, define scope and budget, identify possible risks and problem solve.

Through extensive community engagement with a multitude of stakeholders inclusive of residents, service users, health and social care colleagues and the wider voluntary sector we were able to design a Bexley service model. This led us to shaping a staffing model that ensured we were able to deliver diverse, innovative and impactful mental health and wellbeing interventions to Bexley residents outside of clinical presentations. This included:

- Families and carers
- Lived experience practitioners
- Coproduction leads
- Wellbeing practitioners
- Social workers
- Occupational therapists
- Co-occurring Mental Health, Alcohol & Drugs (COMHAD) practitioner
- Mental Health nurses (based in both the Mental Health Hub and within GP Primary care setting)
- Phycologists
- Doctors

Providing integrated care through a multi-disciplinary approach successfully required patience, commitment and willingness from all stakeholders. We had to ensure the team had the skills, resources and knowledge with joint operational policies and procedures that would enable them to succeed.

Bexley Mental Health Hub was launched in August 2022. We continue to monitor progression, project performance and objectives, budget and quality. These performance indicators enable us to determine the project is on track and achieving its intended outcomes. As the project continues to evolve routinely reviewing budgets, activities, scope, schedules, risks and workflow creates effective change management plans are in place to keep the project running smoothly

Hosting Healthwatch Bexley

Over the past year, Healthwatch continued to actively listen to our local community, ensuring people's voices are heard and valued. This year, recruiting staff has been a challenge at times, and we have had a number of staff changes. However, we now have a new Healthwatch Manager, a Bexley resident who comes with a wealth of experience of local primary care services, including dentistry. She has hit the ground running and has started to build excellent local networks and develop partnerships. She has supported the development of the Bexley Health and Wellbeing Strategy, engaging with over 1,200 individuals from a variety of backgrounds, including young people, carers, community groups, and elders, among others, to ensure their unique perspectives were captured. Furthermore, we have continued working to ensure our local community is heard at the Integrated Care Systems level. Collaborating with other South East London Healthwatch organisations, we have effectively influenced decisions taken by Integrated Care Boards and Partnerships, ensuring local needs are prioritised in shaping healthcare provision.

Hosting Healthwatch Bexley (continued)

This year we have reached different communities by:

• Attending an event organised to help Ukrainian refugees

• Visited food banks, Job Centres and a Traveller site

• Worked with local partners to hear the views of the homeless

• Regularly engaged with faith groups, local Community Champions and charities

During the year the team engaged with 2,500 people to share their experiences of health and social care services with us in different community settings to help us to raise awareness of issues and improve care. An additional 1,505 residents came to us for clear information and topics such as mental health and the cost of living.

Top three priorities for 2023-24 are:

1. Reviewing the experiences of local people trying to access NHS dentists.

2. Highlighting the impact of the cost of living on access to services.

3. Looking at the low take-up of cancer screening in the borough.

Personal Health Budgets

The NHS Long Term Plan published in January 2019 made a clear commitment to expand personalised care and Personal Health Budgets, with a specific expectation that these will be offered within mental health services as part of plans for up to 200,000 people to benefit by 2023/24. One of the key drivers behind Personal Health Budgets is giving people greater choice and control over the support they access to manage their mental health as this increases their prospects of recovery. The South London Mental Health & Community Partnership (SLP) commissioned Mind in Bexley and East Kent in 2021 to develop a programme of engagement to draw on the expertise of people with lived experience of mental health difficulties regarding Personal Health Budgets. The research provided valuable information for commissioners and service providers in designing a pathway and as a result, the SLP commissioned MIND to work in partnership to support the uptake of Personal Health Budgets across the SLP with a view to increasing recovery outcomes, choice and control. This is an exciting initiative and we are looking at implementing a similar model in line with the Transformation Hub in Bexley.

Revival Food and Mood, Whit stable, East Kent

Revival Food & Mood was set up as a self-funded social enterprise by Mind in Bexley and East Kent in 2016, with the first Whitstable Cafe hub opening in the summer of 2017 in Oxford Street, run as a community café and mental health hub for families, young people and adults.
An innovative model combining food, community and wellbeing, premised on access for all in a purposefully visible, accessible, central High Street location supporting our community's wellness journey with an emphasis on prevention and proactive self-care. Revival provides support and information as well as facilitated peer support and mentoring, workshops, talks & discussion groups, wellness activities, referral pathways, signposting and space for the community to meet, upskill, train, volunteer and work.

Revival Food & Mood has had a challenging couple of years but its resilience, commitment and community support has been unwavering. Having received a no-fault eviction notice from its premises within a community arts centre in February 2021 a new building was identified in winter 2021 as suitable for a new Revival café and wellbeing hub on the High Street in Whitstable.

Revival Food and Mood, Whit stable, East Kent (continued)

After a considerable engagement and consultation campaign led by MIBEK with the Revival Management and locally led Strategic Committee, in addition to a comprehensive feasibility study, the decision was made by Trustees to invest in the identified property in Whitstable; it would be an asset for the Charity and provide a secure base for its social enterprise Revival Food & Mood. The purchase was completed in March 2022 and much of 2022/23 was spent fundraising for its renovation. Building works commenced in January 2023. This was only possible thanks to the hard work of the Revival Executive Director who facilitated a successful application for matched funding from the UK.

Government's Levelling Up Community Ownership Fund. This funding recognised Revival as a sustainable asset of community value and has ensured that 58 High Street, Whitstable is Revival' permanent home and its unique happy place. During the year Revival facilitated a variety of outreach peer support groups throughout the week every week in local community settings, these included:

MenTalk, MenTalkWalk, Women's Wellness, Make, Mend & Motivate and Walking for Wellbeing. MenTalk is a drop in for men where individuals can unwind, talk, listen and make local connections in a friendly supportive social space. Walking for wellbeing is open to all. It is a friendly relaxed group helping residents to connect with nature, the community and the local area. The Revival Community Quilt Project, *Stitch Together* in partnership with local artist Nicole Bates, was a huge success. Over 230 local schoolchildren and adults contributed culminating in a highly acclaimed community quilt exhibition. Throughout the year, Revival worked with WMP on a Street Health Pop-Up, partnered with East Kent Mind on a successful mentoring project, delivered Wild-Well-being Workshops at the University of Kent Community Oasis Garden and participated in several raising awareness events in Whitstable including two in Tesco's Whitstable. Revival is planning to re-open in April 2023.

Research - COVID STORIES

After two years of living with COVID-19, Mind in Bexley and East Kent has sought to explore the impact of Covid-19 on mental health from the perspectives of individual residents and has established an 'Oral History' project in order to explore experiences and trends and share learning. The purpose of the 'COVID STORIES Oral History' project is to create unique, lengthy exchanges between interviewers and narrators, and conversations that yield a richness of detail and a sense of character not available through data or other primary sources. Each interview provides a first-hand account of, and unique individual insights into, resident's struggles, worries and anxieties, resilience, coping mechanics, support, and triumphs from March 2020 onwards. Participants involved had a range of mental health conditions including depression and anxiety (including social anxiety and postnatal depression), Post Traumatic Stress Disorder (PTSD), Borderline Personality Disorder (BPD), Agoraphobia, Bipolar Disorder and Schizoaffective Disorder. Others spoke of accessing support for mild depression and anxiety. Some residents also presented with a range of physical health conditions including Chronic Obstructive Pulmonary Disease (COPD), Asthma and Irritable Bowel Syndrome (IBS). Autism and dyslexia were also issues raised by some participants.

With more than fifteen hours of recorded audio, the project bears witness to an unprecedented era as it unfolded in real time. The main themes were:

- Anxiety and Isolation
- Working through the pandemic, challenges of home schooling and family life
- Strategies for managing mental health
- Support from Mind and the wider Bexley community
- Accessing Digital Services

Research - COVID STORIES (continued)

The project has highlighted some of the challenges and coping mechanisms encountered by residents during the pandemic.

The project was exhibited in Hall Place, Bexley throughout in January 2023. An information booklet was created to accompany both the online and physical exhibition to generate awareness and share learning.

During the year, we researched the Impact that accessing our Crisis Cafes had on individuals mental health. We are currently finalising an academic paper for publication which is based on the analysis of the testimonies of residents who had accessed the Mind Crisis Café's in Ramsgate and Bexley.

Research: Crisis Café Provision

The main remit of a crisis café is to provide a place other than hospital emergency departments where people in crisis can go to for support and signposting to other crisis services. They are often referred to as 'safe havens' or 'recovery cafés' and are typically provided by voluntary sector organisations.
The Bexley and Ramsgate Crisis Café were set up to provide out of hours crisis café provision which offers both a safe place for Bexley and Ramsgate Residents who are experiencing a mental health crisis to attend and socialise in a quiet non-judgemental atmosphere and /or to have access to one to one mental health support or peer support. The café's aim to provide an environment which feels safe and welcoming for people in distress, and to help people feel less isolated. Once individuals have accessed the Crisis Café, they are supported to access an array of holistic activities at Mind in order to improve and maintain their well-being. Both café's operate on a similar non-clinical staffing structure café's, are open 7 nights per-week and are managed by Mind in Bexley and East Kent.
The aim of this research was to evaluate the benefits of both Cafés over a 12-month period and this work forms the main body of the study. The key message of the analysis of themes is that face-to-face, non-medical care for people experiencing a mental health crisis, staffed by local people trained in mental health who listen, who are non-judgemental, and who care has had a significant impact on attendees. With this in place, people experiencing a mental health crisis feel more respected, and more able to speak about their difficulties, feeling unburdened, thus experiencing a decline in their crisis symptoms. As a result of this, there would be cost and resource savings for A&E departments: at least 65% of those interviewed said they would have gone to A&E had the Crisis Café not been there. A more remarkable saving would be the saving of lives. For many visiting the Crisis Café, the severity of crisis symptoms abated afterwards, and negative coping mechanisms such as taking an overdose or self-harming behaviour were prevented.

Engagement: To explore and gain insights into the impact of the Crisis Café has on participants, a qualitative inductive research design was employed. Various qualitative methods were used including ethnographic observations, focus groups and open- ended, semi structured interviews with residents (N=22 Bexley and 18 Ramsgate) who had attended the Cafe, which allowed for 'thick description' (Geertz 1973) through the narratives that emerged. Great care was taken to ensure that this evaluation was non-obtrusive and supportive. Voluntary participation, and confidentiality were emphasised and the researcher team made it clear that participants could withdraw at any stage. Interviews were undertaken on-line and face to face at a time convenient to the participant. The purpose of the evaluation was clarified, and informed consent was obtained, from all participants.

Research: Crisis Café Provision (continued)

The research highlighted that Crisis Café's offer greater choice and flexibility in managing crises, and the model which offer non-clinical forms of support in a less formal setting than a hospital emergency department appears from the participants perspective to facilitate earlier help-seeking, for example for people who may be at risk of harming themselves if they become severely distressed. It is however important to acknowledge the limitations of this study as it focuses on a small number of participants and therefore focuses on self-reported individual outcomes and experiences. This study does however add to the very limited research undertaken on individual experiences of accessing Crisis Cafes and support. An economic analysis would be beneficial to ensure that models make effective and efficient use of limited resources. Future research which helps better understand the role of people with lived experience in the development, and delivery (as peer support workers), of emerging crisis café's and services will also help inform future planning of services

STRUCTURE, GOVERNANCE AND MANAGEMENT

Affilation

Mind in Bexley and East Kent is affiliated to National Mind, and this has been codified in a Mind Federation Agreement. This defines the relationship between National Mind and local Minds, as well as the relationship the 100 plus Local Mind Associations have with each other. This affiliation brings with it the advantages of a known and valued brand name, cooperative mutual help across the network, access to financially advantageous Insurance and Human Resources expertise, and regular quality audits. The parties agree to promote Mind's values (informed, determined, diversity, integrity and partnership) and to work to make it possible for people who experience mental distress to live full lives and play their full part in society.

We work closely with our local statutory partners the London Borough of Bexley, South East London ICB, Oxleas NHS Foundation Trust, Kent County Council and Porchlight.

Constitution and organisational structure

The organisation is a charitable company limited by guarantee. The Charitable Company was established under a Memorandum of Association, which established the objects and powers of the charitable company, and is governed by its Articles of Association. In the event of the Charitable Company being wound up members are required to contribute an amount not exceeding £1.

The Board of Trustees consists of 7 members who govern the Charity. The Board meets quarterly and some members are involved with project steering groups and co-production of new ideas.

Trustee Recruitment, Induction and Training

The charity encourages local people and service uses with lived experiences to join the Board. Recruitment is an ongoing task. Once elected, new Trustees are provided with an induction pack, which includes the most recent annual accounts, organisational chart and a portfolio of current policies and procedures. A face-to-face meeting is held so as to give new Trustees an introduction to the Charity, meet the senior management team and understand its public benefit activities. Board meetings and training for Trustees takes place regularly through the year. All Board members are welcome to take up any of the charities training offers.

Trustee Recruitment, Induction and Training (continued)

The current Chief Executive Officer (CEO) appointed by the Trustees to manage the day-to-day operations of the Charity. To facilitate effective operations, the CEO has delegated authority, within terms of delegation approved by the Trustees, for operational matters including finance, employment and staff training. The CEO is supported by the Senior Management Team, which includes Head of Departments, IT, Finance and HR managers.

Risk Management

The Board of Trustees carried out the annual risk review to assess the impact of any identified risks and uncertainties may have upon the business and operation of the charity. They decided on how best to manage and mitigate potential risks with the probability of each risk happening at regular quarterly board meetings and with quarterly performance reports.

FINANCIAL REVIEW

The Charity's income was £4,743,159 in the year ended 31 March 2023 compared to £5,108,620 in the year ended 31 March 2022. A decrease of some 7.7%. The principal sources of funding continue to be grants received from the NHS South East London CCG and the London Borough of Bexley. The total expenditure amounted to £4,095,019 in the year to 31 March 2023 compared to £3,826,104 in the year ended 31 March 2022. The fund balance carried forward at 31 March 2023 was £1,327,635 on general funds and £2,576,349 on designated funds. The balance carried forward on restricted funds was £1,239,550 on 31 March 2023. The full Statement of Financial Activities is set out in these accounts.

The trustees are not aware of any issues that create an immediate threat to the charity continuing as a going concern.

Reserves policy

The Board of Trustees aim to maintain a level of unrestricted reserves which ensures that there are adequate funds to meet current and known future liabilities. In order to fulfil its responsibility to secure

Mind in Bexley and East Kent's viability beyond the immediate future, and in order to protect the charitable company against serious disruption to its charitable work, we need to build reliable funds against future uncertainty, to absorb setbacks, and to take advantage of change and opportunity over the long term.

The Trustees' policy aims to have free reserves to a minimum of 3 months (and preferably a maximum of 6 months) of core costs. At current levels of expenditure this amounts to between £600,000 to £1,200,000. The free reserves are unrestricted reserves excluding those amounts tied up in tangible fixed assets or designated for particular purposes. At the year-end free reserves amounted to £1,327,635. The board of Trustees is looking to build up free reserves to achieve the desired expansion programme as described in its future plans.

Investment policy and performance

The Memorandum & Articles of Association provides that the organisation invests monies not immediately required for its own purposes in or upon such investments, securities or property, as may be thought fit. At the present time, the Trustees' policy is to maintain all such monies on deposits earning a market rate of interest.

PLANS FOR THE FUTURE

Throughout 2023/4, Mind in Bexley and East Kent's performance will be assessed through a number of performance measures.

The key indicators (KPI's) are: Work with our funders to deliver quality services to achieve value for money

- Review our running costs to ensure cost value and maintain sufficient reserves
- Explore further the impact of the Crisis Café Provision and share learning
- Work with colleagues in South East London ICB to further develop our Talking Therapies services via digital means in Bexley in order to improve access and reduce waiting times
- Co-design in partnership with Oxleas a Transformation Hub based on co-production, co-delivery and learning-person Centred model of care including Personalisation
- Improve our communication and social digital mechanisms across all services
- Work closely with BVSC and Bexley consortia on future Adult Social Work contracts in Bexley
- Explore diversifying income streams with corporate partners, donors and trusts
- Host the Kent and Medway Mental Health and Well-being awards
- Expand the Barbers Suicide Prevention Initiative to Bexley
- Develop services in East Kent – mentoring, peer support and services for young people
- Promote the IT Digital Hub so that residents can be supported to access digital offers
- Develop volunteer services at Kent Community Open Gardens
- Retender for Live Well Contracts and expand provision in Canterbury District
- Explore opportunities with the Canterbury Umbrella to develop services in Herne Bay East Kent
- Explore Personal Health Budgets with service users who may be eligible
- Be actively involved in the development of Integrated Care Partnerships in South East London and East Kent
- Continue to offer tailored bereavement support for those affected by suicide
- Develop a pilot project with Charlton Athletic museum which explores reminiscence and aims to reduce isolation
- Enhance the mental health mentoring schemes in the area
- Open and Launch Revival Food and Mood
- Risk management – more rigorous monitoring of our own rising costs with high inflation.

ACKNOWLEDGEMENTS

The Charity's principle funding sources during the last year have been:

- NHS South East London ICB
- London Borough of Bexley
- Kent County Council
- Porchlight
- Greenwich and Bexley Community Hospice
- Thanet District Council
- Canterbury City Council
- Bromley, Greenwich and Lewisham Mind (Suicide Bereavement)
- University of Kent

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Mind in Bexley and East Kent Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

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

AUDITORS

The auditors, Moracle Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

APPROVAL

On behalf of the Board of Trustees:

S C Westcombe – Chair

15th December 2023

Opinion

We have audited the financial statements of Mind in Bexley and East Kent Limited (the 'charity') for the year ended 31 March 2023, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees 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 its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2023 and of its results for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.
We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 4), the trustees 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

Auditor’s responsibilities for the audit of the financial statements

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

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

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

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

.....

Morlai Kargbo (Senior Statutory Auditor)
For and on behalf of Moracle Limited
Statutory Auditor
960 Capability Green
Luton
England
LU1 3PE

15th December 2023

Mind in Bexley and East Kent Limited

Statement of Financial Activities
For the year ended 31 March 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	*Total Funds 2022* £
Income and endowments from:					
Donations and legacies	2	30,200	1,965	32,165	36,911
Investments	3	6,298	-	6,298	642
Other trading activities	4	7,986	-	7,986	4,299
Charitable activities: Mental health preservation	5	1,050,541	3,646,169	4,696,710	5,066,768
Total Income		1,095,025	3,648,134	4,743,159	5,108,620
Expenditure on:					
Raising funds	6	38,771	-	38,771	28,924
Charitable activity Mental health preservation	7	452,314	3,603,934	4,056,248	3,797,180
Total expenditure		491,085	3,603,934	4,095,019	3,826,104
Net income	9	603,940	44,200	648,140	1,282,516
Transfer between funds	18	-	-	-	-
Net movement in funds	18	603,940	44,200	648,140	1,282,516
Total funds brought forward		3,300,044	1,195,350	4,495,394	3,212,878
Total funds carried forward		3,903,984	1,239,550	5,143,534	4,495,394

All the charity's activities are continuing.

The accompanying notes form part of these financial statements.

Mind in Bexley and East Kent Limited

Balance Sheet
For the year ended 31 March 2023

	Notes	2023 £	*2022 £*
FIXED ASSETS			
Intangible assets	12	-	-
Tangible assets	13	1,496,349	1,384,592
CURRENT ASSETS			
Debtors	14	222,820	519,362
Cash at bank and in hand		3,721,524	2,905,373
		3,944,344	3,424,735
CREDITORS			
Amounts falling due within one year	15	(62,674)	(83,533)
NET CURRENT ASSETS		3,881,670	3,341,202
TOTAL ASSETS LESS CURRENT LIABILITIES		5,378,019	4,725,794
Creditors: Amounts falling due after more than one year	16	(234,485)	(230,400)
NET ASSETS		5,143,534	4,495,394
FUNDS	18		
Unrestricted funds			
General funds		1,327,635	1,170,452
Designated funds		2,576,349	2,129,592
Restricted funds		1,239,550	1,195,350
TOTAL FUNDS		5,143,534	4,495,394

The financial statements were approved and authorised by the Board of Trustees on 15th December 2023 and signed on their behalf, by:

……

S C Westcombe - Trustee

The accompanying notes form part of these financial statements

Mind in Bexley and East Kent Limited

Statement of Cash flows
For the year ended 31 March 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	969,231	1,234.728
Net cash provided by (used in) operating activities		969,231	1,234.728
Cash flows from investing activities:			
Investment income		6,298	4,299
Purchase of tangible fixed assets		(159,378)	(678,105)
Net cash provided by (used in) investing activities		(153,080)	(673,806)
Change in cash and cash equivalents in the reporting period		816,151	560,923
Cash and cash equivalents at the beginning of the reporting period	2	2,905,373	2,344,450
Cash and cash equivalents at the end of the reporting period	2	3,721,524	2,905,373

Notes to the Statement of Cash flows
For the year ended 31 March 2023

1 RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVIITES

	2023	*2022*
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	648,140	1,282,516
Adjustments for:		
Depreciation charges	47,621	35,035
Investment income	(6,298)	(4,299)
(Increase)/decrease in debtors	296,542	44,396
Increase/(decrease) in creditors	(16,774)	(122,920)
Net cash provided by (used in) operating activities	969,231	1,234,728

2 ANALYSIS OF CASH AND CASH EQUIVALENTS

	2023	*2022*
	£	£
Cash in hand	3,721,524	2,905,373
Notice deposits (less than 30 days)	-	-
Total cash and cash equivalents	3,721,524	2,905,373

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Charities Act 2011 and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The trustees consider there are no material uncertainties about the Charity's ability to continue as a going concern. The financial statements have therefore been prepared on a going concern basis.

1.2 Charitable Company status

The Charitable Company is a company limited by guarantee. The members of the Charitable Company are the Trustees named on page 1. In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charitable company.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charitable Company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charitable Company for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income and endowments

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grant, whether capital grants or revenue grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

1.5 Expenditure

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources.

1. ACCOUNTING POLICIES (CONTINUED)

1.5 Expenditure (continued)

Overheads and other salaries are allocated between the expense headings on the basis of head count. Liabilities are recognised when there is a legal or constructive obligation committing the charity to the expenditure.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and are allocated on the basis of staff cost. Governance costs which form part of Support costs and are those incurred in connection with enabling the Charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutory duties.

1.6 Depreciation

Assets costing more than £1,000 are capitalised. Depreciation is provided using the following rates and bases to reduce by annual instalments the cost, less estimated residual values, of tangible assets over their estimated useful lives.

- Goodwill - Amortised over 10 years
- Freehold land & buildings - 2% straight line. The land element is not depreciated.
- Furniture & equipment - 25% on written down value
- Computer equipment - 25% on written down value

1.7 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred.

1.8 VAT

The Charity is registered for VAT.

1.9 Pension scheme

The charity operates a defined Contribution Pension Scheme for its employees. The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

1.91 Judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors including expectations of future events that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

2. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £	*2022 Total Funds £*
	30,200	1,965	32,165	36,911

3. INCOME FROM INVESTMENTS

	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £	*2022 Total Funds £*
Deposit account interest	6,298	-	6,298	642

4. OTHER TRADING ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £	*2022 Total Funds £*
Trading Café	7,986	-	7,986	4,299

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2023 £	*2022 £*
Grants and other income	Mental health preservation	4,696,710	5,066,768

Grants received, included in the above, are as follows:

	2023 £	*2022 £*
Crisis Café Bexley	113,000	100,000
Ramsgate Wellbeing Café	59,199	59,199
IPS Employment	106,854	79,464
Hospital Discharge	-	99,618
DWP Employment Advisers	189,000	189,000
Digital Accelerator	5,835	30,000
East Kent Living Well	108,395	84,000
Community Connect	60,500	121,000
IMHA Advocacy	164,396	139,992
Breathing Space	-	374,834
Peer Support	-	80,000
Recovery, Wellbeing and Employment Support	727,697	715,177
Transformation Hub	275,919	69,087
Bexley Talking Therapies (IAPT)	2,288,990	2,278,123
HEE Bexley Talking Therapies (IAPT)	77,270	251,658
Healthwatch	107,398	107,574
Carers in Mind	26,520	42,500
Small Grants	362,108	182,114
Other Grants	-	63,428
	4,673,081	5,066,768

6. RAISING FUNDS

	2023 £	*2022 £*
Direct costs	13,932	7,302
Support costs (Note 8)	24,839	21,622
	38,771	28,924

7. CHARITABLE ACTIVITY

- Mental health preservation

	2023 £	*2022* *£*
Direct costs	179,292	*102,767*
Staff costs	3,263,375	*3,137,181*
Support costs (Note 8)	613,581	*557,232*
	4,056,248	*3,797,180*

8. SUPPORT COSTS:

	Charitable activity £	Raising funds £	2023 £	*2022* *£*
Premises costs	90,182	-	90,182	70,212
Staff costs	249,423	24,839	274,262	232,560
Office costs	79,536	-	79,536	88,114
Other costs	136,532	-	136,532	116,280
Governance costs	57,908	-	57,908	71,688
Total	613,581	24,839	638,420	578,854

9. NET INCOME

Net income is stated after charging/ (crediting)

		2023 £	2022 £
Depreciation - owned assets		47,621	35,035
Amortisation - goodwill		-	-
Audit remuneration -	audit services (excluding VAT)	10,000	10,000
-	other services (excluding VAT)	5,000	4,440

10. TRUSTEES' REMUNERATION AND BENEFITS

During the year, no Trustees received any remuneration (2022: Nil)
During the year, no Trustees received any benefits in kind (2022: Nil)
During the year, no Trustees received any reimbursements of expenses (2022: Nil).

11. STAFF COSTS

	2023 £	2022 £
Wages and salaries	2,607,780	2,552,993
Social security costs	255,604	224,971
Pension costs	121,390	113,104
	2,984,774	2,891,068
Other staff costs	552,863	478,673
	3,537,637	3,369,741

The average monthly headcount of staff during the year was 119 (2022: 127) and the average number of full time equivalent employees during the year was as follows:

	2023	2022
Charitable activities	75.0	72.0
Support activities	3.0	3.0
	78.0	75.0

The number of employees receiving remuneration between £60,000 - £70,000 is 1 (2022: Nil). Between £90,000 - £100,000 is Nil (2022: 1). Between £110,000 - £120,000 is 1 (2022: Nil).

The total employee benefits of the senior management team were £422,518 (2022: £343,948).

12. INTANGIBLE FIXED ASSETS - GOODWILL

	£
COST	
At 1 April 2022	*30,000*
Additions	-
Disposal	*(30,000)*
At 31 March 2023	-
AMORTISATION	
At 1 April 2022	*30,000*
Charge for the year	-
Disposal	*(30,000)*
At 31 March 2023	-
NET BOOK VALUE	
At 31 March 2023	-
At 31 March 2022	-

The Goodwill related to the purchase of Revival 2 Café in Whitstable, which has now been surrendered.

13. TANGIBLE FIXED ASSETS

	Freehold Building	Leasehold properties	Fixtures and fittings	Computer equipment	Total
	£	£	£	£	£
COST					
At 1 April 2022	1,381,822	32,000	96,218	149,898	1,659,938
Additions	140,637	-	3,480	15,261	159,378
Disposal	-	(32,000)	-	-	(32,000)
At 31 March 2023	1,522,459	-	99,698	165,159	1,787,316
DEPRECIATION					
At 1 April 2022	58,426	32,000	70,866	114,054	275,346
Charge for year	27,636	-	7,209	12,776	47,621
Disposal	-	(32,000)	-	-	(32,000)
At 31 March 2023	86,062	-	78,075	126,830	290,967
NET BOOK VALUE					
At 31 March 2023	1,436,397	-	21,623	38,329	1,496,349
At 31 March 2022	1,323,396	-	25,352	35,844	1,384,592

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	*2022*
	£	*£*
Trade debtors	217,666	498,836
Other debtors	5,154	20,526
	222,820	519,362

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	*2022*
	£	*£*
Trade creditors	38,346	72,992
Other creditors	24,328	10,541
	62,674	83,533

16. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2023	*2022*
	£	*£*
Bank loan	234,485	230,400

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR

	General funds	Designated funds	Restricted funds	Total funds 2023	*Total funds 2022*
	£	**£**	**£**	**£**	*£*
Intangible fixed assets	-	-	-	-	-
Tangible fixed assets	-	1,496,349	-	1,496,349	1,384,592
Current assets	1,624,794	1,080,000	1,239,550	3,944,344	3,424,735
Current liabilities	(62,674)	-	-	(62,674)	(83,533)
Long term liabilities	(234,485)	-	-	(234,485)	(230,400)
	1,327,635	2,576,349	1,239,550	5,143,534	4,495,394

17.1 ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR

	General funds	Designated funds	Restricted funds	Total funds 2022	*Total funds 2021*
	£	£	£	£	£
Intangible fixed assets	-	-	-	-	-
Tangible fixed assets	-	1,384,592	-	1,384,592	741,523
Current assets	1,484,385	745,000	1,195,350	3,424,735	2,908,208
Current liabilities	(83,533)	-	-	(83,533)	(436,853)
Long term liabilities	(230,400)	-	-	(230,400)	-
	1,170,452	2,129,592	1,195,350	4,495,394	3,212,878

18. MOVEMENT IN FUNDS - CURRENT YEAR

	At 01.04.22	Income	Expenditure	Transfers between funds	At 31.03.23
	£	£	£	£	£
Unrestricted funds					
General funds	1,170,452	1,095,025	(491,085)	(446,757)	1,327,635
	1,170,452	1,095,025	(491,085)	(446,757)	1,327,635
Designated funds					
Management recruitment	135,000	-	-	(35,000)	100,000
Legal Fees	45,000	-	-	(25,000)	20,000
Research	10,000	-	-	(10,000)	-
Tangible Fixed Assets	1,384,592	-	-	111,757	1,496,349
Building acquisition	-	-	-	300,000	300,000
Accounting systems	15,000	-	-	5,000	20,000
Building refurbishment	180,000	-	-	70,000	250,000
Marketing	15,000	-	-	-	15,000
Training	10,000	-	-	-	10,000
Minibus	15,000	-	-	-	15,000
Computers/IT	30,000	-	-	-	30,000
Staff salary	120,000	-	-	30,000	150,000
Recruitment & advertising	20,000	-	-	-	20,000
Loan repayment	150,000	-	-	-	150,000
	2,129,592	-	-	446,757	2,576,349
Total unrestricted funds	**3,300,044**	**1,095,025**	**(491,085)**	**-**	**3,903,984**

Restricted funds					
Community Connect	28,898	60,500	(89,398)	-	-
Bexley Talking Therapies (IAPT)	978,132	2,366,260	(2,351,598)	-	992,794
Healthwatch	36,919	107,398	(105,358)	-	38,959
Employment Recovery	96,508	727,697	(713,035)	-	111,170
Transformation Hub	65,841	275,919	245,133	-	96,627
East Kent Live Well	(10,948)	110,360	(99,412)	-	-
	1,195,350	3,648,134	3,603,934	-	1,239,550
TOTAL FUNDS	4,495,394	4,743,159	4,095,019	-	5,143,534

18.1 MOVEMENT IN FUNDS - PRIOR YEAR

	At 01.04.21	Income	Expenditure	Transfers between funds	At 31.03.22
	£	£	£	£	£
Unrestricted funds					
General funds	1,379,379	1,335,407	(646,265)	(898,069)	1,170,452
	1,379,379	1,335,407	(646,265)	(898,069)	1,170,452
Designated funds					
Management recruitment	120,000	-	-	15,000	135,000
Fundraising	15,000	-	-	(15,000)	-
Legal Fees	45,000	-	-	-	45,000
Research	10,000	-	-	-	10,000
Tangible Fixed Assets	741,523	-	-	643,069	1,384,592
Accounting systems	15,000	-	-	-	15,000
Building Refurbishment	20,000	-	-	160,000	180,000
Marketing	20,000	-	-	(5,000)	15,000
Staff	15,000	-	-	(15,000)	-
Training	10,000	-	-	-	10,000
Minibus	15,000	-	-	-	15,000
Computers/IT	30,000	-	-	-	30,000
Digital Support for IAPT	150,000	-	-	(150,000)	-
Health and Safety	25,000	-	-	(25,000)	-
Staff salary	-	-	-	120,000	120,000
Recruitment & advertising	-	-	-	20,000	20,000
Loan repayment	-	-	-	150,000	150,000
	1,231,523	-	-	898,069	2,129,592

Restricted funds					
Community Connect	40,096	121,000	(132,198)	-	28,898
BCT IMHA Advocacy	31,860	139,992	(171,852)	-	-
Bexley Talking Therapies (IAPT)	419,016	2,529,784	(1,970,668)	-	978,132
Healthwatch	32,513	107,574	(103,168)	-	36,919
Employment Recovery	78,488	715,177	(697,157)	-	96,508
Transformation Hub	-	69,087	(3,246)	-	65,841
East Kent Live Well	-	90,602	(101,550)	-	(10,948)
	601,976	3,773,213	(3,179,839)	-	1,195,350
TOTAL FUNDS	3,212,878	5,108,620	(3,826,104)	-	4,495,394

Designated funds purposes – current year:

Management recruitment - Recruitment to organisational and senior management incl specialism for in house HR support in Bexley and East Kent and additional operations support due to significant growth and the development of East Kent Mind in recent years

Fundraising - Recruitment fundraising support to develop Revival and explore diversifying income, now no longer required

Legal fees – for purchased of the building

Research - Research East Kent/Bexley exploring the impact of COVID on MH, printing boards and exhibiting in order to raise awareness, monies spent and exhibited Jan 23

Tangible Fixed Assets - Designated Fixed assets - additional monies spent for the improvement of the East Kent – Revival premises

Building acquisition - Additional premises to improve reach, access, support residents mental health, and wellbeing

Accounting system - Allocated for software development, training, additional support and preparation for quality standards

Building refurbishment - £30k for maintenance works at Bexleyheath and Thanet premises and £220k costs towards (quoted) building works for East Kent

Marketing - IT and integrated website support Bexley & East Kent in order to improve reach

Mini Bus - Agreed by trustees in order to improve reach, challenge stigma and improve access into Talking Therapies

Computers/IT - Computer equipment and an additional IT Support

Staff costs - Cost of living increases and financial support for staff to assist with retention and wellbeing

Recruitment & advertising - Agencies fees for recruitment (Talking Therapies and Transformation Hub)

Loan repayment - Reduce loan repayments due to rising interest rates national and concern about long-term liabilities

Restricted funds purposes – current year:

Community Connect – a new social prescribing service in Bexley that aims to connect local people with non-clinical sources of support in the community to improve their health and wellbeing. The service finished during this year

Bexley Talking Therapies (IAPT) – Carried forward £300k for staff salaries uplift, additional data support, recruit a deputy clinical lead support and an additional external digital support with access due to national challenges with recruitment £690k

Healthwatch – staff recruitment and restructure to additional full time post – carried forward to 2023/24

Recovery, Wellbeing & Employment Support Service – Carried forward additional management due to staff restructure as a result of the Transformation agenda, additional fundraising and marketing support, support for residents via our community pantry provision

Transformation Hub (Stay Well in Bexley) - This community mental health service aims to deliver excellent integrated, recovery focused and effective evidence-based health and social care. The hub will make it easy for Bexley residents and anyone who is a carer to access a wide range of clinical and wellbeing services. Carried forward of £15k personal health budgets. Also, to spend in 2023/24 due to new service set-up. IT including Website and Design and recruitment

19. OPERATING LEASE COMMITMENTS

At 31 March 2023 the Charitable Company had lease commitments under non-cancellable operating lease as follows:

	2023	*2022*
	£	*£*
Not later than one year	22,000	19,039
Later than one year and not later than five years	66,000	117,500

20. SHARE CAPITAL

Mind in Bexley and East Kent Limited is a company limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the Charity being wound up.

21. TAXATION

Under the provision of TA 1988 sections 505 and 506, the Charitable Company is not liable to tax on its charitable grants, donations or fee income earned in the course of its charitable activities, so long as the income is applied for the purposes of the company's charitable aims.

MIND IN BEXLEY AND EAST KENT LTD

England & Wales - Charity number 1110130

Accounts

Registered Company Number: 5393807 (England & Wales)
Registered Charity Number: 1110130

Report of the Trustees and

Audited Financial Statements for the Year Ended

31 March 2022

For

Mind in Bexley and East Kent Limited

Mind in Bexley and East Kent Limited

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For the year ended 31 March 2022

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Mind in Bexley and East Kent Limited

Report of the Trustees for the year ended 31 March 2022

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
5393807 (England and Wales) (A company limited by guarantee)

Registered Charity number
1110130

Registered office
2a Devonshire Road
Bexleyheath
Kent DA6 8DS

Trustees
S C Westcombe (Chair)
I Guerrini
J A Hofmann
M A Magho
N Mahama
E Mason
A M F Rashid – resigned April 2022

Adviser

R. Pendlebury (Adviser to the Board)

Company Secretary and Chief Executive
D Palmer

Senior Management Team

D Palmer	Chief Executive
B Goyal	Finance Manager
G Holmes	Senior Support Manager
E Collings	IAPT Clinical Lead
L Rey	Recovery and Prevention Lead
H Johnston	Strategic and Operations Lead
B Reader	IT Manager

Auditors
Moracle Limited
Chartered Certified Accountants & Registered Auditors
960 Capability Green, Luton, England LU1 3PE

Bankers
Barclays Bank
6 Market Place, Bexleyheath
DA6 7DY

Report of the Trustees for the year ended 31 March 2022

The Trustees present their annual report together with the audited financial statements of the company for the year ended 31 March 2022. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019)

OBJECTIVES AND ACTIVITIES

Mind in Bexley and East Kent's Memorandum of Association sets out the organisations principle objectives, which are for public benefit and compatible with the Charities Act 2006. These are 'to promote the preservation and the safeguarding of mental health and the relief of persons suffering from mental disorder'. We promote health and well-being and work to reduce poor mental health and the stigma associated with it. We support people in their recovery and campaign for better services for everyone.

The charity met these objectives by undertaking a wide range of therapeutic and non-clinical preventative mental health activities within Bexley and East Kent, including direct therapeutic support of individuals, advice, advocacy and signposting, recovery and employment services, and campaigning to reduce the stigma of mental health issues and to raise awareness of mental health issues. In the year, we delivered support to individuals through more than 45 different community-based projects and we highlight the public benefit and impact of our work. We delivered contractual funded services in partnership with NHS England and local authority commissioning organisations. During 2021-2022, we continued post Covid services including the wellbeing support line, an IT access HUB for those digitally excluded and a community food pantry, which complemented and enhanced our existing services, and allow us to support more people with enduring mental health issues.

Public Benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's objectives and activities and in planning future activities All our charitable activities focus on the provision of accessible and effective mental health support, education and campaigning for people in Bexley and East Kent. Our programme of activities is invaluable by contributing to healthy active citizens, family and community cohesion and increased social inclusion.

Our work prevents the escalation levels of mental health issues. We offer a fully accessible service to all diverse community groups in our area. Our staffing reflected the community we service and we can enable a range of different languages. We offer a safe, effective and enabling environment to vulnerable adults so are very cost effective in our medium and long-term plans.

The charity has raised awareness and trained over 1300 people in the community on Mental Health First Aid. Our advocacy support team engaged with the community to improve access, share concerns and campaign for better care through the new integrated health care model.

The Board recorded our sincere thanks to all our management, staff and volunteers, whose commitment and support to service users is incredible and lifesaving. Post COVID, our staff have determination and full commitment to establishing creative and flexible ways to support our service users. The demand for digital support, telephone wellbeing helpline, out of hours 365 day Crisis Cafe from 6-10pm and basic food supply from the Pantry have significantly increased. Working collaboratively with our funders, sponsors, partners, food stores and corporate bodies we have pooled shared resources to maximise local impact and level up local services so that we can all thrive together.

STRATEGIC REPORT – ACHIEVEMENTS AND PERFORMANACE

In April 2021, some of the COVID lockdown restrictions lifted but there was considerable uncertainty about health safety. In line with other services, the Board agreed that the majority of services would remain digital and that staff could continue to work from home with laptops and mobile phones following DSE assessments of homework stations, if staff were able to work effectively from home. This strategy helped us to keep all our staff and service users safe with extra cleaning and PPE equipment available to all staff at all the sites, initially on a day rota basis.

The Charity introduced a new training programme for Mental Health First Aid available to all staff and Emergency First Aid with 18 staff attending a half day course on site. Our staff hold enhanced DBS clearances to safeguard our service users and have access to digital learning through the Bexley Council E-Learning and NHS Health Education England- E-Learning for Healthcare. Completion of these online courses have helped all staff to improve our awareness around data security, GDPR, Domestic Violence, Diversity, Equality and Inclusion and the Mental Health Care Act. Our training to outside corporate bodies with Mental Health First Aid training to March 22 raised over £37,000.

The Board agreed in April 2021 to invest in a low cost, intuitive cloud based HR software called Breathe HR for all staff. This investment allowed managers and staff to store HR documents safely in the cloud, manage staff annual leave and absence requests, plan staff appraisals, monitor performance, run reports, share new open vacancies and upload staff announcements. The staff have access to their own personal data and can update and upload documents to their own personal dashboard as required. This has been cost effective in time for managers and staff.

Volunteers

The Charity recruited, trained and was supported by volunteers in this post COVID period to help others improve their self-esteem and confidence through the Mentoring programme. They assisted as co-facilitators on workshop and courses; mentors for our mentoring projects, with activity groups in parks and community settings; on Open Spaces project with our allotment and walking groups; with the food pantry supporting over 100 local families and with administrative tasks throughout the organisation. Our heartfelt thanks go to each one of them for all the hard work over the year.

Principal activities

Our aims and objectives were achieved by various projects/services including our Recovery and Employment Hub, Improving Access to Psychological Therapies (IAPT) Employment Support (IPS), Crisis Cafes, Carers Support, Advocacy plus many other preventative services.

Our principle services are:

- Advocacy Support Service
- Breathing Space (National Project) - Ceased in February 2022
- Carers Support
- Community Connect/ Social Prescribing
- Community Pantry
- Crisis Café
- Digital Inclusion Hub
- Live well Kent
- Kent Community Oasis Garden (University of Kent)
- Research
- Hosting Healthwatch Bexley
- Improving Access to Psychological Therapies (IAPT)
- IPS Employment Support
- Peer Mentoring Support
- Recovery Services based on Co-Production/Volunteering and Peer Support
- Revival Food and Café Whitstable, East Kent
- Wellbeing Telephone Help Line
- Welfare Rights

Performance and Impact in 2021-22

Advocacy Support Service.

The Mind in Bexley Advocacy Service was the umbrella term for three separate advocacy provisions provided by Mind in Bexley.

Generic Advocacy Service. This service provided general advocacy to over 220 mental health service users who were resident in the Borough of Bexley and the team have gad in excess of 1300 contacts. The service covered both hospital and community settings. During the year the service continued to provide digital and face to face support on wards and with home visits and in community settings.

Independent Mental Health Advocacy (IMHA). Provided statutory advocacy to residents of Bexley Borough who are detained under the mental health act whilst in hospital or when in the community on a CTO or supervised discharge. We also provided Forensic Independent Mental Health Advocacy (IMHA) to all Residents at the Medium Secure Bracton Centre and the Memorial and secure settings of Greenwood and Hazelwood. The team also provided teaching sessions for staff to increase their knowledge and understanding of what advocacy is and staff attended the bi-monthly Service User Forum at the Bracton Unit, raising collective issues for residents detained in the forensic unit and assisted with challenging decisions when necessary. Staff also attended the monthly Acute Care Forum at the Woodlands Unit to provide patient feedback to the care service provider who in turn frequently implement changes to encompass these.

Breathing Space – National Project

This innovative mental wellbeing project - funded by Orbit Housing Group - has supported both Orbit and non-Orbit residents. Mind in Bexley and East Kent (MiBEK) managed the project and is the central point of administration and management of referrals from across the country including the London Borough of Bexley and also Warwickshire, Thanet, Coventry, Kettering, Northampton, Rugby, Stratford-upon-Avon, Norfolk, Hastings, and Rother. We worked in partnership with Orbit and with our colleagues across various branches of Mind in those areas, including East Kent Mind, Springfield Mind, Coventry and Warwickshire Mind, Kettering Mind, Northampton and District Mind, Norfolk and Waveney Mind, and Mind in Brighton and Hove. The structure of the Breathing Space Project also means that MIBEK is directly responsible for managing over 50% of all referrals through direct line management of three of the areas - one of which, Lot 9, receives over one third of all referrals.

To the end of February 2022, 1,400 referrals had been received, with an 98% client engagement rate across the varied 'Lots' or branches of Mind. The various Mind partners innovated a blended approach of digital and face-to-face support for individuals, many of whom have complex mental health needs. This has included not only weekly telephone support to assess and devise individual SMART action plans with specific wellbeing goals, but also the opportunity to participate in varied activities including peer support activity groups; physical 'Get-Set-to-Go' activity sessions; wellbeing walks; partnering with community gardens to facilitate peer support groups; 'Scrapbooking for Wellbeing'; LGBTQ+ Pride events; and library drop-in sessions all alongside the Recovery College model of face-to-face and digital support.

Key achievements during the year included

- **98%** engagement rate of those individuals suitable for the service.
- **83%** evidenced an improvement in mental wellbeing
- **81%** evidenced a reduction in social isolation
- **99%** satisfaction with the service received
- **21%** engaged in training, volunteering or were successful in securing a job.
- Overall net benefit of Social Value - **£2,074,835**

The project won Orbit Housing's, 'Thriving Community Award – Stronger Together category' in February 2022. The Board with the Mind consortia decided not to re tender for the service.

Carers Support and Peer Support (Carers in Mind)

The Carer's Support Service existed to improve support for anyone living with the challenges of caring for a family member or friend who has mental health and/or addiction problems whether in hospital or the community. The service supported ways of coping and responding and opportunities were created to explore and enhance care support and social networks with peer support, a carer's advice line, health and well-being activities, counselling and access to our recovery college services and services within the wider community. We also provided support via our community pantry and provided specific targeted information and advice on carers' rights, carers' benefits and allowances.

A total number of 375 carers accessed support during April 2021 - March 2022.

Community Connect

Community Connect is the social prescribing service in Bexley led by the Bexley Voluntary Service Council (BVSC) in partnership with Mind in Bexley. Social prescribing is a way of linking patients in primary care with sources of support within the community to help improve their health and well-being. Individuals will often go to their GP or local hospital to ask for non- clinical support and are unaware of the wide range of voluntary and community services throughout Bexley or how to access them. Community Connect supported the local residents to improve their wellbeing by connecting people with activities and support services. Our Wellbeing Coordinators were able to support over 700 Bexley residents during the year to jointly develop bespoke well-being plans to promote social integration and/or social reactivation. Community Connect has successfully supported clients to gain qualifications, start volunteering, seek counselling support and engage with local community activities such as local lunch clubs and exercise groups.

Community Pantry

As part of our work, tackling the causes and consequences of mental health issues were determined to ensure no one unnecessarily suffers from food insecurity. Our innovative service aims to empower individuals to make a difference to their life. We aim to work with individuals by offering good quality, healthy and nutritious food through our low-cost membership. The Mind Community Pantry offer access by memberships, where for a small weekly contribution, members receive food to a significantly higher value. The pantry refers also individuals to Mind services, which provides a wraparound support services and social interaction for those who are isolated. The Bexley pantry began on 1st December 2020, and by March 2022, we were seeing on average 135 clients per month.

The food bank was created in response to local need to address household poverty. During the year we developed relationships with donors which includes Hovis, Ferndale foods, Welling Morrisons, Sidcup Morrisons, Bexleyheath Asda and Crook Log and Trinity Church. We are developing a new school uniform and IT exchange in the New Year.

Crisis Café

The Crisis Café is a safe and secure environment where distressed people can go outside of normal working hours, instead of A&E or other urgent out of hours services, if they are feeling emotionally distressed, during relapse or are in a 'mental health crisis'.

We delivered the following key outcomes:

- Prevented escalation of mental health problems and thereby avoided a mental health crisis
- Prevented unnecessary referrals to secondary mental health services, A&E departments and other emergency and out of hours services
- Provided emotional support and resilience building to improve mental health and wellbeing
- Increased independence and self-management
- Reduced social isolation
- Signposted to appropriate services to be accessed within an acceptable time frame
- Actively encouraged those who attend the cafe to act as role models to others on their own personal recovery journey

The café was open every evening from 6pm to 10pm and offered face-to-face support throughout the year. We worked with over 900 individuals during this year.

During the year, many users accessing the Crisis Café presented with complex needs and included:

- Social factors including financial hardship, social isolation, family trauma, poor housing conditions drug misuse and relationship problems.

Digital Inclusion Hub (DIH)

The Charity was committed to reduce the wide digital divide and address the health inequities that digital exclusion generates. Post Covid we developed the Digital Inclusion Hub (DIH). The Charity created this initiative to enable people to come into the offices to access two rooms on the ground floor. These rooms had full internet connections, with large computer screens and headphones. A new member of staff was appointed during the year to support people with their digital skills and empower them to maximise the global resources online at their own pace. Our DIH is open and accessible for Mind in Bexley service users to have access to digital devices in a safe environment, engage with others online and can also be supported by a Digital Champion if required. Our volunteer Digital Champions helped residents to understand the benefits of accessing services online and can spend some time showing them how to use digital online services. Digital Champions supported people to complete a range of simple things, which made a big difference to people who struggled with or did not use the internet at home.

Live Well Thanet and additional services (East Kent Mind)

East Kent Mind supports clients across Thanet Council and Canterbury Council Districts. Funding for 2021-22 was received from Live Well Kent and Medway, Kent and Medway CCG, Canterbury City Council, University of Kent, Kent Community Foundation, The Loveday Family Fund, Albert Burns Trust Fund, Breathing Space and public donations. East Kent Mind services include individual client support, mentoring, Crisis Café (Friday, Saturday, Sunday evenings), psychoeducational and psychosocial groups (online and in person), Kent Community Oasis Garden, Young People's project and suicide prevention training,

Between April 2021 to March 2022, East Kent Mind supported over 380 clients, 30% with serious mental illness and 70% with common mental illness. Over 80% of clients are from the highest areas of deprivation. East Kent Mind had 44 volunteers providing over 2,000 hours of their time. Most were volunteer mentors (n=30), committing 6 months to mentoring clients. The Kent Community Oasis Garden has University students, staff and community members whose wellbeing is improved through involvement in the gardening, green spaces and mental health workshops at the project. Clients support by the mentoring service have shown significant improvement in their mental health and wellbeing. Volunteers, many of whom have lived experience, also report benefiting from have the opportunity to support others in this way.

Hosting Healthwatch Bexley

The last year has continued to be an extremely challenging time for all of us, with patients, service users and carers particularly affected. The grief and loss of the last two years still weighs heavy, despite the more recent lifting of restrictions and a return for most of us to the freedoms we had previously enjoyed. However, there is still a huge amount of work to be done. Many health services have a significant backlog, especially elective procedures, which may take months or years to clear. Some care homes are struggling from the sheer exhaustion and stress of the last two years, but also financially and operationally due to reduced occupancy and nationwide staffing shortages. GP services are as pressured as ever, with appointments and access remaining some of the biggest issues people contact us about.

The team carried out a significant piece of research, identifying and describing the problems local people have had accessing GPs. These findings were published in our comprehensive GP Access Report and were discussed at the Bexley Health and Wellbeing Board, Bexley Strategic Board and local authority Scrutiny Panels. We will be revisiting the recommendations in the report over the coming year to identify changes and improvements in access and to ensure patients are kept informed of the rapid changes the local health economy has and is continuing to go through

During the year the team engaged with 4,535 people to share their experiences of health and social care services with us in different community settings to help us to raise awareness of issues and improve care

We published four reports about the improvements people would like to see to health and social care services and produced one commissioned report for Public Health Bexley

We provided information and advice to 17,396 people through improved communication on social media sites.

IAPT (Improving Access to Psychological Therapies)

We have now been delivering these services for 10 years and we structure our delivery on a core of permanent therapeutic staff supplemented by a range of self-employed Sessional workers. We have maintained recovery rates in this service at 49% and are pleased to report that 90% of our clients who have a first session return for further sessions against a national target of 70%. With high demand for this service, we took decisive action to manage this, by signposting to other digital service providers. Factors such as social isolation as a result of the pandemic, job and financial insecurity, housing insecurity and quality, stressors associated with working in front-line services, loss of normal coping mechanisms, and lack of access to mental health services have affected our local population. We expect this will impact on demand for IAPT services going forward and our working closely with our colleagues in South East London (SEL) on strategies to deal with future demands.

The IAPT workforce consisted of low-intensity practitioners (i.e. PWPs) and high-intensity IAPT therapists who together deliver the full range of NICE-recommended interventions for people presenting with mild to moderate, depression and anxiety disorders, operating within the stepped-care model. Referral sources into the Bexley IAPT service was very similar across South East London with services receiving referrals online (via their individual websites), email, and telephone referrals. These referrals are a combination of self-referrals and referrals from professionals.

The total number of referrals to the service in 2021-22 was 4983. Despite the challenges in the year, we achieved a recovery rate of 49% in the year ending March 2022. The number of clients who received a first treatment appointment was 3368. The impact of the pandemic led to a decrease in cancellation and DNA rates, and engagement was high. National waiting time targets (18 and 16 weeks) were met. The remote therapy options (telephone and telemedicine) were, and continue to be, well received by our clients.

The IAPT team have previously worked alongside the Health Innovation Network (HIN) to develop referral pathways for older adults. We also provide a DWP led project, which helps clients to find new employment, retain employment and manage difficulties in the workplace. We have a team of Employment Advisers who offer career support whilst our clients receive therapy.

Alongside our SEL colleagues, we developed the 'Keeping Well in South East London' scheme, to offer Wellbeing and Psychology services, to provide priority care to NHS and Social Care staff.

Once again, the ever-increasing targets coupled with the post COVID implications and recruitment challenges have presented us with a number of difficult challenges, despite this, we have been able to achieve huge success in all areas. This was attributed to the hard work and commitment of the IAPT team, and their ability to adapt and respond effectively, during unprecedented times.

We have established a new BAME services officer to work more actively with BAME community members to raise awareness and explore making access and engagement with the service more culturally appropriate.

Individual placement support (IPS)

The IPS service is a successful project which supported individuals to gain or even retain paid employment. This service was provided in partnership with Oxleas NHS Foundation Trust and the service is available for adults living in the Borough of Bexley, who are accessing Oxleas NHS Foundation Trust Mental Health services. Individuals receive regular, one-to-one support from our employment specialist to create a 'Journey to Work' plan, tailored to individual needs and interests. This is followed by a rapid job search, support throughout the recruitment process and, once in work, time-unlimited, individualised support for both the individual and their employer. In February 2022, we completed our fidelity review which has been a significant undertaking for the team. This extensive work has been further strained by capacity issues. We have devised a development action plan with IPS Grow and will be working with Oxleas NHS Trust on this throughout 2022/23. We are also looking at increasing the team during the forthcoming year.

Digital Accelerator Project

In February 2021, Digital First released a 'Digital Accelerator' funding opportunity. This was for £60,000 for a year-long project with the aim of demonstrating engagement with patients who might be excluded from the current drive for digitalisation of healthcare. The Bexley Local Care Partnership (LCP) had identified digital inclusion as one of the local system priorities. The LCP established a Digital Inclusion Working Group to bring together local partners and try to improve digital access within Bexley. The LCP submitted a joint bid for the Digital First funding from NHS South East London CCG, London Borough of Bexley, Bexley Voluntary Services Council (BVSC), Mind in Bexley and Bexley Mencap. This was awarded in February 2021. The delivery of the project was led by two providers: Mind in Bexley (£30,000) and Bexley Mencap (£30,000) and was delivered between April 2021 and March 2022. The Mind in Bexley project focused on clients experiencing Severe Mental Ill health (or "on SMI register"). Mind in Bexley recruited a Digital Health Project Co-ordinator into post end June 2021, induction took place in July and work kicked off in earnest in August. The objectives were: 1) Make existing pathways more accessible 2) Provide support (for targeted practices) to help improve their digital engagement with SMI patients, including training and potentially dedicated champion support on a fixed term basis for surgeries with particularly low take up rates 3) Provide training and tools (e.g. FAQs, social support stories) for social prescribers 4) Supporting carers to navigate the healthcare system more easily"

We recruited and trained 5 out of the anticipated 6 volunteers with the help of Digital Unite recruitment assets (e.g. recruitment posters). We created a new and robust training program of which the Digital Unite platform and training content was key. We established a robust referral pathway that allowed all referrers and participants to clearly understand the process and next steps. The co-ordinator stablished a digital skills questionnaire that allowed us to capture data on key digital challenges facing this particular cohort and simplified the existing referral pathway so that GPs could refer directly in from their DSX system rather than via the MIB website. We recruited 13 clients from a particularly hard-to-reach audience at a time when they were even harder-to-reach owing to the Covid pandemic restrictions and the absence of usual opportunities and touchpoints. The project delivered 27 hours training to clients experiencing severe mental illness and embedded the pilot program into the newly established Digital Network Digital/Champions program hosted by Bexley Voluntary Sector Council.

Peer Mentoring support

We provided mentoring support for those who had experienced distress and for individuals who are mental health carers. We also set up a young persons mentoring scheme during the year. Mentoring focuses on an individuals' strengths and works towards the individual's wellbeing and recovery. Peer support has also benefits for the 40 peer support mentors themselves, increasing levels of self-esteem, confidence and positive feelings that they are doing good. Peer support mentors also tell us that they often experience an increase in their own ability to cope with mental health problems. We worked with over 110 mentors and mentees across Bexley and East Kent throughout the year.

Recovery Services

The recovery college offers a learning and strength-based model rather than a clinical approach. We follow the guiding principles for recovery colleges as defined by Implementing Recovery through Organisational Change (ImROC). Our resources are developed, shaped and co-delivered with people with lived experience. Our services delivered an integrated, centered approach to mental health care. Our principles are:

1) It is possible to recover from a mental health condition
2) The most effective recovery is client -directed

We followed the four phases of learning in our curriculum. That means our interventions follow these concepts as a roadmap to learning:

- Explore: Students discover a concept
- Learn & Practice: Students apply their discoveries
- Reflect: Students review what they've learned
- Reinforce: Students apply theory, concepts, and materials to scenarios and problems

The Recovery College has a diverse and creative digital and face-to-face range of activities where individuals can engage with:

- Psychoeducational workshops and courses
- Peer Support
- Green Spaces and Eco-Allotment
- Physical Activities

Activity has remained continual throughout the year with many people welcoming the return of face-to-face meetings in quarter four.

This financial year we delivered:

- 1239 online sessions inclusive of workshops and courses
- 108 face to face activities
- 3761 telephone support sessions

In February 2022, we exhibited Painting the Pandemic at Hall Place. This was delivered in partnership with Mind in Bexley Young Adults Group and Gallery 32, a local artist led gallery. The exhibition had an opening event where we had over 50 visitors from various health and social care settings, service users and their families. It was a very rewarding experience for all involved. The exhibition was displayed in Hall Place for 2 weeks during February and there were over 200 visitors. The exhibition has been selected to be part of the moving display for local Bexley libraries.

In March 2022, we completed our external Advice Quality Standard (AQS accreditation) which again was another rigorous process including redrafting processes and guidance. This has been passed and we are awaiting certification.

We work alongside many partners agencies within South East London including both statutory and third sector providers. Mind in Bexley are the leading VSC Mental Health provider within local; strategic boards and operational meetings. These forums enabled us to develop stronger relationships and facilitated collective delivery. These working relationships enabled us to continuously upskill to improve positive outcomes for local residents.

Personal Health Budgets

The NHS Long Term Plan published in January 2019 made a clear commitment to expand personalised care and Personal Health Budgets, with a specific expectation that these will be offered within mental health services as part of plans for up to 200,000 people to benefit by 2023/24. One of the key drivers behind Personal Health Budgets is giving people greater choice and control over the support they access to manage their mental health as this increases their prospects of recovery. The South London Mental Health & Community Partnership (SLP) and South East London CCG Personalisation lead commissioned Mind in Bexley to develop a programme of engagement to draw on the expertise of people with lived experience of mental health difficulties regarding Personal Health Budgets. The research provided valuable information for commissioners and service providers in designing a pathway and as a result, the SLP commissioned Mind in Bexley to support the uptake of Personal Health Budgets across the SLP with a view to increasing recovery outcomes, choice and control. This is an exciting initiative and we are looking at implementing a similar model in line with the Transformation Hub in Bexley.

Revival Café Whitstable East Kent

Revival Food & Mood has had a challenging 2021/22 but its resilience, commitment and community support has been unwavering. Having received a no-fault eviction notice from its premises within a community arts centre in February 2021, it finally moved out in May 2021 after a short legal challenge to the first illegal notice period. The local community response to the eviction was incredibly strong and supportive of Revival with genuine shock and outrage at the actions of the Trustees of the local Whitstable Art's Centre, with a signed petition of nearly 4000 demanding the centre withdraw its lockdown eviction. Whilst the costs of legally challenging the eviction were prohibitive, the community rallied around and helped Revival move out, two local businessmen offered free storage for the furniture and equipment and several businesses offered their space for Revival to be able to continue their support groups and initiatives. This time also resulted in Revival becoming a membership organisation, the local campaign inspired a new funding and support scheme whereby local residents invest £10 a year to become a Revival Proud Member (RPM), the resultant income aimed to help Revival to relocate to a High Street position and bridge the gap between affordable and expected rent payments. Within a matter of weeks, Revival had nearly 300 RPM's and a subsequent bank of supporters and volunteers wanting to be involved in the Revival relocation project. The viability and local support for relocating Revival was very clearly established, Revival was both wanted and needed.

Whilst the search for new premises was underway, Revival staff were busy with preparations for its Ways to Wellbeing exhibition based on several projects it had undertaken in response to the needs of the community after Covid19. It was becoming more and more evident from the interactions with the community and service users that local residents were fatigued, motivation was low and wellbeing was suffering from increased anxiety, fear and loss. Revival responded with its positive Ways to Wellbeing campaign whereby the community shared and celebrated all their different, unique and often similar ways that they looked after their wellbeing. This campaign was also a positive endeavour for Revival staff and motivated them to support others within the community as well as thinking about and prioritising their own wellbeing.

Revival connected with local groups and organisations who volunteered their time to allow local residents to try different activities, we also worked with trained mentors and mindful practitioners to develop mindfulness courses for local residents looking for new ways to support their wellbeing. These courses included creative mindfulness art sessions with local school children, Mindful photography 4-week courses and work with the Slow Stitch Community. This campaign provided opportunities for people to connect, support each other and try new ways to improve their own wellbeing. These were shared and celebrated on Revival's social media and other networks, and eventually in an exhibition in July 2021 that ran for four days and welcomed 296 visitors.

A big part of the Ways to Wellbeing campaign was also the 'Three Little Words' project whereby Revival engaged with the entire community via social media, local press, advertising, working with local schools and other organisations to start a conversation about wellbeing asking people to think about the Three Little Words that explained how they supported their wellbeing. We had a fantastic response with over 3000 words shared. These words were displayed at the exhibition in the form of a wellbeing tree with the leaves representing the children's words, a full-size graffiti art work by students at the Far Skate Academy, and a community artwork by local artist Ben Dickson who donated his time to create a piece that incorporated all of these wellbeing words into the shape of an Oyster.

Whilst Revival unfortunately lost many staff due to its eviction, a core number of staff remained and the Autumn of 2021 focused on the upskilling and retraining of these staff so that they could continue to work within East Kent Mind. The focus also very much remained on searching for new premises and maintaining its vital support work. The loyal and dedicated staff worked tirelessly to continue to support the community and was able to sustain five support groups throughout the week, every week.

It was with much excitement that in the winter of 2021 a potential building was identified as suitable for a new Revival café and wellbeing hub on the High Street in Whitstable. After a considerable engagement and consultation campaign led by MIBEK with the Revival Management and locally led Strategic Committee, in addition to a comprehensive feasibility study, the decision was made by the MIBEK Trustees to invest in the identified property in Whitstable, it would be an asset for the Charity and provide a secure base for its social enterprise Revival Food & Mood. The purchase was completed in March 2022 and the challenge of fundraising for its renovation and refit was begun. Revival was a community led, community asset that the community wanted to save, it was a challenge but certain funding streams were identified and the Revival Executive Director began working non-stop to secure the necessary funding, something that would extend well into 2022. There was also an exciting project under development as part of the 'Lets Create Jubilee Celebrations', 2022 was looking to be a very busy year ahead.

Wellbeing Line

Set up during Covid, our team are experienced in understanding mental health and provide a confidential “safe space” for people to talk about their mental health and wellbeing. We support individuals with a wide range of mental health issues impacting on their professional and personal life:

• COVID-related concerns such as long COVID, anxiety or stress related to factors caused by the pandemic.

• Work-related concerns.

• Emotional wellbeing/mental health concerns, including exhaustion/burnout, trauma, depression, anxiety.

• Personal circumstances such as bereavement, relationship issues, lifestyle changes, underlying health conditions.

The vision for The Wellbeing Line is to destigmatise mental health, normalise conversations around mental health and wellbeing and to encourage people to reach out and connect with each other and with Mind services, rather than struggle alone. The Wellbeing Line puts connection with others at the heart of its work, providing a safe space, a listening ear, a supportive person to help the individual find the most appropriate support for themselves

The Wellbeing Line operated Monday to Friday between 9am-6pm. Over the reported year we had taken over 900 calls on a wide range of personal, benefits and debt, family and health issues. Over 40% of callers were referred into the Mind Recovery College, Carers and IAPT services. From the calls received we found:

- Rates of Depression doubled during the coronavirus pandemic.
- Significant Digital poverty
- Individuals reported resorting to unhelpful coping methods during this time e.g. drinking more alcohol during lockdown
- GP referrals decreased due to individuals not attending GP appointments
- Increase in domestic violence and relationship issues
- Home schooling and anxiety on returning to education increased significant pressure on parents
- Employment concerns
- Financial worries
- Anxiety regarding vulnerable family members and carers
- People unable to access GP and secondary services
- Negative impact of social media and news programmes on anxiety

Welfare Rights

The current Benefits system is still difficult to understand and navigate, with a constant element of ‘fighting’ and pushing for help. Individuals with mental health difficulties were least well placed to work with this. The devastating impact of the benefits cap for families with children, the freezing of benefits at a time of inflation, and the cutting of benefits for those with mental ill health are putting claimants under terrible mental and financial strain.

Our Welfare Rights team secured over 1 million pounds in financial gain for our clients during 2022 this success has been down to establishing great rapport and trusting relationships with clients and the DWP.

Research - COVID STORIES Oral History'

After two years of living with COVID-19 the physical toll of the pandemic is self-evident in terms of actual cases, hospitalisations, and deaths but the legacy mental health impacts on residents are less well understood. Frontline workers, older and younger people, and residents from black and minority ethnic communities have been some of the hardest hit, but no one has escaped the impact of the pandemic. Mind in Bexley has sought to explore the impact of Covid-19 on mental health from the perspectives of individual residents and has established an 'Oral History' project in order to explore experiences and trends and share learning. The purpose of the 'COVID STORIES Oral History' project is to create unique, lengthy exchanges between interviewers and narrators, and conversations that yield a richness of detail and a sense of character not available through data or other primary sources. The oral history recordings chronicle the individual journeys and document the cascade of mental and in some cases physical health challenges, social, and other worries but also highlight innovation and some of the coping mechanisms set in motion by COVID-19. Conducted virtually, the COVID STORIES project features twenty in depth recorded interviews with a diverse group of Bexley residents. Each interview provides a first-hand account of, and unique individual insights into, residents struggles, worries and anxieties, resilience, coping mechanics, support, and triumphs from March 2020 onwards.

Participants involved had a range of mental health conditions including depression and anxiety (including social anxiety and postnatal depression), Post Traumatic Stress Disorder (PTSD), Borderline Personality Disorder (BPD), Agoraphobia, Bipolar Disorder and Schizoaffective Disorder. Others spoke of accessing support for mild depression and anxiety. Some residents also presented with a range of physical health conditions including Chronic Obstructive Pulmonary Disease (COPD), Asthma and Irritable Bowel Syndrome (IBS). Autism and dyslexia were also issues raised by some participants.

The project was advertised widely, and participants were recruited by Mind via social media, its website and individuals who were accessing support from services. Three participants had long-term relationships with Mind and had been accessing its services for a number of years. Five participants had used Mind's services in the past and were returning to Mind during the pandemic. One participant had only just began working with Mind, not long before the pandemic started. Eight participants were totally new to Mind's services.

With more than fifteen hours of recorded audio, the project bears witness to an unprecedented era as it unfolded in real time. Data analysis followed the 'Framework' approach (Ritchie and Spencer, 1994) a content analysis technique widely used in qualitative research. Thus, a set of categories were obtained which described the main themes arising from the interviews with individual 'voices' narrating stories, expressing opinion, and therefore contributing to the on-going discourse within the field of COVID-19 and mental health in general. The main themes were:

- Anxiety and Isolation
- Working through the pandemic, challenges of home schooling and family life
- Strategies for managing mental health
- Support from Mind and the wider Bexley community
- Accessing Digital Services

The project has highlighted some of the challenges and coping mechanisms encountered by Bexley residents during the pandemic. It is apparent that the findings of this project concur with wider recent research findings, highlighting that Covid related isolation and anxiety can create and exacerbate psychological distress. In addition, the strength, creativity, and resilience of participants have been inspiring and the openness with which people have shared their stories and experiences during the Covid pandemic has been humbling.

The project will result in an audio-visual digital online 'exhibition' using extracts from interviews together with the images that have been provided by participants. It is also planned for a physical exhibition to take place at Hall Place in January 2023. An information booklet will be created to accompany both the online and physical exhibition to generate awareness and share learning.

STRUCTURE, GOVERNANACE AND MANAGEMENT

Affiliation

Mind in Bexley and East Kent is affiliated to National Mind, and this has been codified in a Mind Federation Agreement. This defines the relationship between National Mind and local Minds, as well as the relationship the 125 Local Mind Associations have with each other. This affiliation brings with it the advantages of a known and valued brand name, cooperative mutual help across the network, access to financially advantageous Insurance and Human Resources expertise, and regular quality audits. The parties agree to promote Mind's values (informed, determined, diversity, integrity and partnership) and to work to make it possible for people who experience mental distress to live full lives and play their full part in society.

We work closely with our local statutory partners the London Borough of Bexley, NHS South East London, CCG, Bexley Care and Oxleas NHS Foundation Trust, Kent County Council.

Constitution and organisational structure

The organisation is a charitable company limited by guarantee. The Charitable Company was established under a Memorandum of Association, which established the objects and powers of the charitable company, and is governed by its Articles of Association. In the event of the Charitable Company being wound up members are required to contribute an amount not exceeding £1.

The Board of Trustees consists of 7 members who govern the Charity. The Board meets quarterly and some members are involved with project steering groups and co-production of new ideas.

Trustee Recruitment, Induction and Training

The charity encourages local people and service uses with lived experiences to join the Board. Recruitment is an ongoing task. Once elected, new Trustees are provided with an induction pack, which includes the most recent annual accounts, organisational chart and a portfolio of current policies and procedures. A face-to-face meeting is held so as to give new Trustees an introduction to the Charity, meet the senior management team and understand its public benefit activities. Board meetings and training for Trustees takes place regularly through the year. All Board members are welcome to take up any of the charities training offers.

The current Chief Executive Officer (CEO) appointed by the Trustees to manage the day-to-day operations of the Charity. To facilitate effective operations, the CEO has delegated authority, within terms of delegation approved by the Trustees, for operational matters including finance, employment and staff training. The CEO is supported by the Senior Management Team, which includes Head of Departments, IT, Finance and HR managers.

Risk management

The Board of Trustees carried out the annual risk review to assess the impact of any identified risks and uncertainties may have upon the business and operation of the charity. They decided on how best to manage and mitigate potential risks with the probability of each risk happening at regular quarterly board meetings and with quarterly performance reports.

FINANCIAL REVIEW

The Charity's income was £5,108,620 in the year ended 31 March 2022 compared to £4,803,138 in the year ended 31 March 2021. An increase of some 6.4%. The principal sources of funding continue to be grants received from the NHS South East London CCG and the London Borough of Bexley. The total expenditure amounted to £3,826,104 in the year to 31 March 2022 compared to £3,805,188 in the year ended 31 March 2021. The fund balance carried forward at 31 March 2022 was £1,170,452 on general funds and £2,129,592 on designated funds. The balance carried forward on restricted funds was £1,195,350 on 31 March 2022 The full Statement of Financial Activities is set out in these accounts.

The trustees are not aware of any issues that create an immediate threat to the charity continuing as a going concern.

Reserves policy

The Board of Trustees aim to maintain a level of unrestricted reserves which ensures that there are adequate funds to meet current and known future liabilities. In order to fulfil its responsibility to secure

Mind in Bexley and East Kent's viability beyond the immediate future, and in order to protect the charitable company against serious disruption to its charitable work, we need to build reliable funds against future uncertainty, to absorb setbacks, and to take advantage of change and opportunity over the long term.

The Trustees' policy aims to have free reserves to a minimum of 3 months (and preferably a maximum of 6 months) of core costs. At current levels of expenditure this amounts to between £600,000 to £1,200,000. The free reserves are unrestricted reserves excluding those amounts tied up in tangible fixed assets or designated for particular purposes.

At the year-end free reserves amounted to £1,170,452. The board of Trustees is looking to build up free reserves to achieve the desired expansion programme as described in its future plans.

Investment policy and performance

The Memorandum & Articles of Association provides that the organisation invests monies not immediately required for its own purposes in or upon such investments, securities or property, as may be thought fit. At the present time, the Trustees' policy is to maintain all such monies on deposits earning a market rate of interest.

PLANS FOR THE FUTURE

The long-term impact of COVID-19 lead to significant growth in demand for our services. Research indicators suggest a doubling in the number of people who are experiencing depression or other forms of mental ill health. Our own experiences confirm this, as we see the proportion of the population not meeting their emotional needs on average has also doubled since the beginning of lockdown. With inflation, rising costs national disquiet around strikes, it makes sense to predict a big increase in demand for mental health services in the future.

Throughout 2022-23, Mind in Bexley and East Kent's performance will be assessed through a number of performance measures.

The key indicators (KPI's) are: Work with our funders to deliver quality services to achieve value for money

- Review our running costs to ensure cost value and maintain sufficient reserves
- Explore the impact of the Crisis Café and the possible need for an out of hours service each evening in Thanet
- Work with colleagues in South East London CCG to further develop our IAPT services via digital means in Bexley in order to improve access and reduce waiting times
- Co-design in partnership with Oxleas a Transformation Hub based on co-production, co-delivery and learning-person Centred model of care including Personalisation.
- Improve our communication and social digital mechanisms across all services with new post
- Work closely with BVSC and Bexley consortia on future Adult Social Work contracts in Bexley
- Explore diversifying income streams with corporate partners, donors and trusts
- Develop services in East Kent – mentoring, peer support and services for young people
- Promote the IT Digital Hub so that residents can be supported to access digital offers
- Develop volunteer services at Kent Community Open Gardens
- Retender for Live Well Contracts
- Explore opportunities to develop services in Herne Bay East Kent
- Explore Personal Health Budgets with service users who may be eligible
- Be actively involved in the development of Integrated Care Partnerships in South East London and East Kent
- Purchase a mini bus in order to improve access and reach
- Offer tailored bereavement support for those affected by suicide
- Embrace digitally changes more and work with software providers to improve access to all including a redesign of our website
- Develop a pilot project with Charlton Athletic museum which explores reminiscence and aims to reduce isolation
- Enhance the mental health mentoring schemes in the area
- Fundraise and secure Capital building costs for our Revival Cafe
- Risk management – more rigorous monitoring of our own rising costs with high inflation.
- Undertake Quality Assurance (Quality Mark) for Mind

ACKNOWLEDGEMENTS

The Charity's principle funding sources during the last year have been:

- NHS South East London CCG
- London Borough of Bexley
- Kent County Council
- Porchlight
- Orbit Housing
- Greenwich and Bexley Community Hospice
- Thanet District
- Canterbury City Council
- Bromley, Greenwich and Lewisham Mind (Suicide Bereavement)
- University of Kent

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Mind in Bexley and East Kent Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

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

AUDITORS

The auditors, Moracle Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

APPROVAL

On behalf of the Board of Trustees:

S C Westcombe – Chair

20th December 2022

Opinion

We have audited the financial statements of Mind in Bexley and East Kent Limited (the 'charity') for the year ended 31 March 2022, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees 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 its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its results for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.
We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 4), the trustees 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

Auditor’s responsibilities for the audit of the financial statements

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

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

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

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

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Morlai Kargbo (Senior Statutory Auditor)
For and on behalf of Moracle Limited
Statutory Auditor
960 Capability Green
Luton
England
LU1 3PE

20th December 2022

Mind in Bexley and East Kent Limited

Statement of Financial Activities
For the year ended 31 March 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	*Total Funds 2021* £
Income and endowments from:					
Donations and legacies	2	35,450	1,461	36,911	43,626
Investments	3	642	-	642	1,101
Other trading activities	4	4,299	-	4,299	30,129
Charitable activities: Mental health preservation	5	1,295,015	3,771,752	5,066,768	4,728,282
Total Income		1,335,407	3,773,213	5,108,620	4,803,138
Expenditure on:					
Raising funds	6	28,924	-	28,924	40,465
Charitable activity Mental health preservation	7	617,341	3,179,839	3,797,180	3,764,723
Total expenditure		646,265	3,179,839	3,826,104	3,805,188
Net income	9	689,142	593,374	1,282,516	997,951
Transfer between funds	18	-	-	-	-
Net movement in funds	18	689,142	593,374	1,282,516	997,951
Total funds brought forward		2,610,902	601,976	3,212,878	2,214,927
Total funds carried forward		3,300,044	1,195,350	4,495,394	3,212,878

All the charity's activities are continuing.

The accompanying notes form part of these financial statements.

Mind in Bexley and East Kent Limited

Balance Sheet
For the year ended 31 March 2022

	Notes	2022 £	2021 £
FIXED ASSETS			
Intangible assets	12	-	-
Tangible assets	13	1,384,592	741,523
CURRENT ASSETS			
Debtors	14	519,362	563,758
Cash at bank and in hand		2,905,373	2,344,450
		3,424,735	2,908,208
CREDITORS			
Amounts falling due within one year	15	(83,533)	(436,853)
NET CURRENT ASSETS		3,341,202	2,471,355
TOTAL ASSETS LESS CURRENT LIABILITIES		4,725,794	3,212,878
Creditors: Amounts falling due after more than one year	16	(230,400)	-
NET ASSETS		4,495,394	3,212,878
FUNDS	18		
Unrestricted funds			
General funds		1,170,452	1,379,379
Designated funds		2,129,592	1,231,523
Restricted funds		1,195,350	601,976
TOTAL FUNDS		4,495,394	3,212,878

The financial statements were approved and authorised by the Board of Trustees on 20th December 2022 and signed on their behalf, by:

……

S C Westcombe - Trustee

The accompanying notes form part of these financial statements

Mind in Bexley and East Kent Limited

Statement of Cash flows
For the year ended 31 March 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	1,234.728	1,496,374
Net cash provided by (used in) operating activities		1,234,728	1,496,374
Cash flows from investing activities:			
Investment income		4,299	1,101
Purchase of tangible fixed assets		(678,105)	(17,336)
Net cash provided by (used in) investing activities		(673,806)	(16,235)
Change in cash and cash equivalents in the reporting period		560,923	1,480,139
Cash and cash equivalents at the beginning of the reporting period	2	2,344,450	864,311
Cash and cash equivalents at the end of the reporting period	2	2,905,373	2,344,450

Notes to the Statement of Cash flows
For the year ended 31 March 2022

1 RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVIITES

	2022	*2021*
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	1,282,516	997,951
Adjustments for:		
Depreciation charges	35,035	79,843
Investment income	(4,299)	(1,101)
(Increase)/decrease in debtors	44,396	63,194
Increase/(decrease) in creditors	(122,920)	356,487
Net cash provided by (used in) operating activities	1,234,728	1,496,374

2 ANALYSIS OF CASH AND CASH EQUIVALENTS

	2022	*2021*
	£	£
Cash in hand	2,905,373	2,344,450
Notice deposits (less than 30 days)	-	-
Total cash and cash equivalents	2,905,373	2,344,450

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Charities Act 2011 and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The trustees consider there are no material uncertainties about the Charity's ability to continue as a going concern. The financial statements have therefore been prepared on a going concern basis.

1.2 Charitable Company status

The Charitable Company is a company limited by guarantee. The members of the Charitable Company are the Trustees named on page 1. In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charitable company.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charitable Company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charitable Company for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income and endowments

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grant, whether capital grants or revenue grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

1.5 Expenditure

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources.

1. ACCOUNTING POLICIES (CONTINUED)

1.5 Expenditure (continued)

Overheads and other salaries are allocated between the expense headings on the basis of head count. Liabilities are recognised when there is a legal or constructive obligation committing the charity to the expenditure.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and are allocated on the basis of staff cost. Governance costs which form part of Support costs and are those incurred in connection with enabling the Charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutory duties.

1.6 Depreciation

Assets costing more than £1,000 are capitalised. Depreciation is provided using the following rates and bases to reduce by annual instalments the cost, less estimated residual values, of tangible assets over their estimated useful lives.

- Goodwill - Amortised over 10 years
- Freehold land & buildings - 2% straight line. The land element is not depreciated.
- Furniture & equipment - 25% on written down value
- Computer equipment - 25% on written down value

1.7 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred.

1.8 VAT

The Charity is registered for VAT.

1.9 Pension scheme

The charity operates a defined Contribution Pension Scheme for its employees. The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

1.91 Judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors including expectations of future events that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

2. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	2022 Total Funds £	*2021 Total Funds £*
	35,450	1,461	36,911	43,626

3. INCOME FROM INVESTMENTS

	Unrestricted Funds £	Restricted Funds £	2022 Total Funds £	*2021 Total Funds £*
Deposit account interest	642	-	642	1,101

4. OTHER TRADING ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	2022 Total Funds £	*2020 Total Funds £*
Trading Café	4,299	-	4,299	30,129

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2022 £	*2021 £*
Grants	Mental health preservation	5,066,768	4,728,282

Grants received, included in the above, are as follows:

	2022 £	*2021 £*
Crisis Café Bexley	100,000	96,000
Ramsgate Wellbeing Café	59,199	59,199
IPS Employment	79,464	77,944
Resource Centre	-	197,900
Hospital Discharge	99,618	-
DWP Employment Advisers	189,000	183,000
Digital Accelerator	30,000	-
East Kent Living Well	84,000	92,000
Community Connect	121,000	121,000
IMHA Advocacy	139,992	139,990
Breathing Space	374,834	413,910
Peer Support	80,000	-
Recovery, Wellbeing and Employment Support	715,177	479,200
Transformation Hub	69,087	-
Bexley IAPT	2,278,123	1,973,953
HEE Bexley IAPT	251,658	187,993
Healthwatch	107,574	101,000
Carers Support	-	36,000
Carers in Mind	42,500	34,000
Small Grants	182,114	282,846
Other Grants	63,428	252,347
	5,066,768	4,728,282

6. RAISING FUNDS

	2022 £	*2021 £*
Direct costs	7,302	18,843
Support costs (Note 8)	21,622	21,622
	28,924	40,465

7. CHARITABLE ACTIVITY

- Mental health preservation

	2022 £	*2021* *£*
Direct costs	102,767	105,303
Staff costs	3,137,181	3,122,338
Support costs (Note 8)	557,232	537,082
	3,797,180	3,764,723

8. SUPPORT COSTS:

	Charitable activity £	Raising funds £	2022 £	*2021* *£*
Premises costs	70,212	-	70,212	155,243
Staff costs	210,938	21,622	232,560	232,337
Office costs	88,114	-	88,114	103,343
Other costs	116,280	-	116,280	83,215
Governance costs	71,688	-	71,688	18,715
Total	557,232	21,622	578,854	592,853

9. NET INCOME

Net income is stated after charging/ (crediting)

		2022 £	*2021 £*
Depreciation - owned assets		*35,035*	*55,843*
Amortisation - goodwill		-	*24,000*
Audit remuneration -	audit services (excluding VAT)	10,000	8,200
-	other services (excluding VAT)	4,440	3,000

10. TRUSTEES' REMUNERATION AND BENEFITS

During the year, no Trustees received any remuneration (2021: Nil)
During the year, no Trustees received any benefits in kind (2021: Nil)
During the year, no Trustees received any reimbursements of expenses (2021: Nil).

11. STAFF COSTS

	2022 £	*2021 £*
Wages and salaries	2,552,993	2,425,754
Social security costs	224,971	215,626
Pension costs	113,104	103,915
	2,891,068	2,745,295
Other staff costs	478,673	609,380
	3,369,741	3,354,675

The average monthly headcount of staff during the year was 119 (2021: 127) and the average number of full time equivalent employees during the year was as follows:

	2022	*2021*
Charitable activities	72.0	75.1
Support activities	3.0	3.0
	75.0	78.1

1 employee received remuneration between £90,000 - £100,000 (2021: 1).
No employee received remuneration between 60,000 - £70,000 (2021: 1).
The total employee benefits of the senior management team were £368,807 (2021: £343,948).

12. INTANGIBLE FIXED ASSETS

	Goodwill
	£
COST	
At 1 April 2021	*30,000*
Additions	-
At 31 March 2022	*30,000*
AMORTISATION	
At 1 April 2021	*30,000*
Charge for the year	-
At 31 March 2022	*30,000*
NET BOOK VALUE	
At 31 March 2022	-
At 31 March 2021	-

The Goodwill relates to the purchase of Revival 2 Café in Whitstable.

13. TANGIBLE FIXED ASSETS

	Freehold Building	Leasehold properties	Fixtures and fittings	Computer equipment	Total
	£	£	£	£	£
COST					
At 1 April 2021	731,822	32,000	83,995	134,016	981,834
Additions	650,000	-	12,222	15,882	678,104
At 31 March 2022	1,381,822	32,000	96,218	149,898	1,659,938
DEPRECIATION					
At 1 April 2021	43,789	32,000	62,416	102,106	240,311
Charge for year	14,636	-	8,451	11,948	35,035
At 31 March 2022	58,426	32,000	70,866	114,054	275,346
NET BOOK VALUE					
At 31 March 2022	1,323,397	-	25,352	35,844	1,384,592
At 31 March 2021	688,033	-	21,580	31,910	741,523

The freehold property purchased in the year was not brought into full use in the year under review as the building was undergoing extensive refurbishment until September 2022. Accordingly, no depreciation charge was made in the year under review.

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	*2021*
	£	*£*
Trade debtors	498,836	534,355
Other debtors	20,526	29,403
	519,362	563,758

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	*2021*
	£	*£*
Trade creditors	72,992	50,583
Other creditors	10,541	386,270
	83,533	436,853

Other creditors include short-term bank loan of £9,600 (2021: £Nil); deferred income of £Nil (2021: £386,270) relating to grants received in 2022 for projects to be undertaken in 2023. Deferred income of £386,270 was released in the year under review.

16. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2022	*2021*
	£	*£*
Bank loan	230,400	-

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR

	General funds	Designated funds	Restricted funds	Total funds 2022	*Total funds 2021*
	£	£	£	£	*£*
Intangible fixed assets	-	-	-	-	-
Tangible fixed assets	-	1,384,592	-	1,384,592	741,523
Current assets	1484,385	745,000	1,195,350	3,424,735	2,908,208
Current liabilities	(83,533)	-	-	(83,533)	(436,853)
Long term liabilities	(230,400)	-	-	(230,400)	-
	1,170,452	2,129,592	1,195,350	4,495,394	3,212,878

17.1 ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR

	General funds	Designated funds	Restricted funds	Total funds 2021	*Total funds 2020*
	£	£	£	£	£
Intangible fixed assets	-	-	-	-	24,000
Tangible fixed assets	-	741,523	-	741,523	780,030
Current assets	1,816,232	490,000	601,976	2,908,208	1,491,263
Current liabilities	(436,853)	-	-	(436,853)	(80,366)
	1,379,379	1,231,523	601,976	3,212,878	2,214,927

18. MOVEMENT IN FUNDS - CURRENT YEAR

	At 01.04.21	Income	Expenditure	Transfers between funds	At 31.03.22
	£	£	£	£	£
Unrestricted funds					
General funds	1,379,379	1,335,407	(646,265)	(898,069)	1,170,452
	1,379,379	1,335,407	(646,265)	(898,069)	1,170,452
Designated funds					
Management recruitment	120,000	-	-	15,000	135,000
Fundraising	15,000	-	-	(15,000)	-
Legal Fees	45,000	-	-	-	45,000
Research	10,000	-	-	-	10,000
Tangible Fixed Assets	741,523	-	-	643,069	1,384,592
Intangible Fixed Assets	-	-	-	-	-
Accounting systems	15,000	-	-	-	15,000
Building refurbishment	20,000	-	-	160,000	180,000
Marketing	20,000	-	-	(5,000)	15,000
Staff	15,000	-	-	(15,000)	-
Training	10,000	-	-	-	10,000
Minibus	15,000	-	-	-	15,000
Computers/IT	30,000	-	-	-	30,000
Digital Support for IAPT	150,000	-	-	(150,000)	-
Health and Safety	25,000	-	-	(25,000)	-
Staff salary	-	-	-	120,000	120,000
Recruitment & advertising	-	-	-	20,000	20,000
Loan repayment	-	-	-	150,000	150,000
	1,231,523	-	-	898,069	2,129,592

Restricted funds					
Community Connect	40,096	121,000	(132,198)	-	28,898
BCT IMHA Advocacy	31,860	139,992	(171,852)	-	-
Bexley IAPT	419,016	2,529,784	(1,970,668)	-	978,132
Healthwatch	32,513	107,574	(103,168)	-	36,919
Employment Recovery	78,488	715,177	(697,157)	-	96,508
Transformation Hub	-	69,087	(3,246)	-	65,841
East Kent Live Well	-	90,602	(101,550)	-	(10,948)
	601,976	3,773,213	(3,179,839)	-	1,195,350
TOTAL FUNDS	3,212,878	5,108,620	(3,826,104)	-	4,495,394

18.1 MOVEMENT IN FUNDS - PRIOR YEAR

	At 01.04.20	Income	Expenditure	Transfers between funds	At 31.03.21
	£	£	£	£	£
Unrestricted funds					
General funds	542,910	1,781,160	907,199	(37,493)	1,379,379
	542,910	1,781,160	907,199	(37,493)	1,379,379
Designated funds					
Management recruitment	65,000	-	-	55,000	120,000
Fundraising	15,000	-	-		15,000
Legal Fees	-	-	-	45,000	45,000
Research	10,000	-	-	-	10,000
Building Improvement	20,000	-	-	(20,000)	-
Tangible Fixed Assets	780,030	-	-	(38,507)	741,523
Intangible Fixed Assets	24,000	-	-	(24,000)	-
Accounting systems	25,000			(10,000)	15,000
Building refurbishment	10,000	-	-	10,000	20,000
Marketing	10,000	-	-	10,000	20,000
Staff	15,000	-	-	-	15,000
Training	10,000	-	-	-	10,000
Minibus	15,000	-	-	-	15,000
Computers/IT	50,000	-	-	(20,000)	30,000
Digital Support for IAPT	120,000	-	-	30,000	150,000
Health and Safety	25,000	-	-		25,000
	1,194,030	-	-	37,493	1,231,523

Restricted funds					
Community Connect	20,786	121,000	101,690	-	40,096
BCT IMHA Advocacy	24,086	139,990	132,216	-	31,860
Bexley IAPT	348,090	2,161,945	2,091,019	-	419,016
Healthwatch	32,110	101,000	100,597	-	32,513
Employment Recovery	46,174	479,200	446,886	-	78,488
Other	6,739		6,739		-
	477,987	3,003,135	2,879,146	-	601,976
TOTAL FUNDS	2,214,927	4,784,295	3,786,345	-	3,212,878

Designated funds purposes:

Management recruitment - Recruitment to organisational and senior management incl specialism for HR support in Bexley and East Kent in addition to additional IT and Marketing support, support with narrative and quantitative data support and an operations lead due to significant growth and the development of East Kent in recent years

Fundraising - Recruitment fundraising support to develop Revival and explore diversifying income, now no longer required.

Legal Fees – Including Horsebridge eviction and on new premises for Revival in East Kent.

Research - Research East Kent/Bexley exploring the impact of Covid on MH, printing boards and exhibiting in order to raise awareness.

Tangible Fixed Assets - Designated fixed assets - an additional premise purchased in East Kent for service provision.

Accounting system - Allocated for software development, training, additional support and preparation for quality standards.

Building refurbishment - £30k for installation of new windows on the first floor, services & replacements of the air conditioning units and other maintenance works at Bexleyheath and Thanet premises and £150k costs towards quoted building works at East Kent - Revival Premises.

Marketing - IT and integrated website support Bexley & East Kent in order to improve reach

Staff - Allocated to cost of living support.

Training - Staff training and investment in new Breathe HR database.

Minibus - Agreed by trustees in order to improve reach, challenge stigma and improve access into IAPT/ C/F due to Covid.

Computers/IT - Digital investment including Digital Hub

Digital Support for IAPT - Allocated from Bexley IAPT services for service user support with access

Health and Safety - Covid specific Health and Safety, monies spent and no longer required.

Staff salary - Cost of living increases and financial support for staff to assist with retention and wellbeing.

Recruitment & advertising - Agencies fees for recruitment (IAPT).

Loan repayment - Reduce mortgage loan due to rising interest rates national and concern about long-term liabilities.

Restricted funds:

Community Connect – a new social prescribing service in Bexley that aims to connect local people with non-clinical sources of support in the community to improve their health and wellbeing.

IMHA Advocacy – Funding to provide independent advocacy to those under section and in specialist forensic units in Bexley.

Bexley IAPT – Monies received to provide stepped care IAPT and counselling provision for residents with a Bexley GP and undertake exercise discharge planning. £400k for digital support with access due to national challenges with recruitment approved by SEL CCG in addition to staff recruitment costs and additional Data Support with IAPTus from SLAM. £574k C/F 22/23.

Healthwatch – In partnership with Age UK to represent views of local residents re Healthcare in Bexley. Staff recruitment C/F 22/23.

Recovery, Wellbeing & Employment Support Service – Recovery College and peer support initiatives to support residents in their recovery, help them to remain independent and support towards accessing employment and education.

Transformation Hub (Stay Well in Bexley) - This community mental health service aims to deliver excellent integrated, recovery focused and effective evidence-based health and social care. The hub will make it easy for Bexley residents and anyone who is a carer to access a wide range of clinical and wellbeing services. C/F to spend in 22/23 with the set-up of the Hub.

19. OPERATING LEASE COMMITMENTS

At 31 March 2022 the Charitable Company had lease commitments under non-cancellable operating lease as follows:

	2022	*2021*
	£	*£*
Not later than one year	19,039	31,357
Later than one year and not later than five years	117,500	122,463

20. SHARE CAPITAL

Mind in Bexley and East Kent Limited is a company limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the Charity being wound up.

21. TAXATION

Under the provision of TA 1988 sections 505 and 506, the Charitable Company is not liable to tax on its charitable grants, donations or fee income earned in the course of its charitable activities, so long as the income is applied for the purposes of the company's charitable aims.

MIND IN BEXLEY AND EAST KENT LTD

England & Wales - Charity number 1110130

Accounts

Registered Company Number: 5393807 (England & Wales)
Registered Charity Number: 1110130

Report of the Trustees and

Audited Financial Statements for the Year Ended

31 March 2021

For

Mind in Bexley and East Kent Limited

Mind in Bexley and East Kent Limited

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For the year ended 31 March 2021

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Mind in Bexley and East Kent Limited

Report of the Trustees for the year ended 31 March 2021

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
5393807 (England and Wales)

Registered Charity number
1110130

Registered office
2a Devonshire Road
Bexleyheath
Kent DA6 8DS

Trustees
I Guerrini
N Mahama
A M F Rashid
E Mason
J A Hofmann
M A Magho
S C Westcombe (Chair)

Adviser

R. Pendlebury (Adviser to the Board)

Company Secretary and Chief Executive
D Palmer

Senior Management Team

D Palmer	Chief Executive
B Goyal	Finance Manager
G Holmes	Senior Support Manager
E Collings	IAPT Clinical Lead
L Rey	Recovery and Prevention Lead

Auditors
Moracle Limited
Chartered Certified Accountants & Registered Auditors
Ashley House, Ashley Road
Tottenham
London, N17 9LZ

Bankers
Barclays Bank
6 Market Place, Bexleyheath
DA6 7DY

Report of the Trustees for the year ended 31 March 2021

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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).

AIMS, OBJECTIVES AND ACTIVITIES

Mind in Bexley and East Kent is a local Mind mental health charity offering an extensive range of support, advice, and information to communities in Bexley and East Kent. The purpose and objects of the charity is 'to promote the preservation and the safeguarding of mental health and the relief of persons suffering from mental disorder'. We promote well-being and work to reduce poor mental health and the stigma associated with it. We support people in their recovery and champion better services for everyone.

We seek to meet these purposes by undertaking a wide range of therapeutic and non-clinical mental health activities within Bexley and East Kent, including direct therapeutic support of individuals, advice, advocacy and signposting, recovery and employment services, and campaigning to reduce the stigma of mental health and to raise awareness of mental health issues. During the year in question we delivered support to individuals through more than 40 different community-based projects and we highlight some of our established, newer and innovative projects later in this Report. Much of our work comprises delivering contractual services for NHS and local authority commissioning organisations and deliver many services in partnership. We currently have several funded partnerships in place. During 2020/21, we have developed a number of innovative initiatives due to the Covid pandemic including a wellbeing support line, an IT access HUB for those who digitally excluded and a community pantry, which complement and enhance existing provision, and allow us to support more people with impaired mental health. We also invested in our digital offer and provided support via an IT hub to support those who are individually excluded.

We would like to record our thanks to our management and staff team, whose commitment to service users often goes way beyond what we are entitled to expect from them. We are also grateful for the support we receive from our volunteers and the local community. Since the beginning of the pandemic, our staff have responded with courage and resilience, finding innovative and flexible ways to support our service users. Most of our services have continued at similar levels to pre-pandemic, whilst the demand for other services – notably the telephone support helpline and our Crisis Cafe – have experienced significantly increased demand. We are proud we were able to respond to the needs of local people, and proud of the way staff and volunteers responded.

Organisational Fitness

During the period we have continued to upgrade our Information Systems recognising that many of our organisational processes needed to be improved to enhance organisational fitness within our increasingly competitive environment. Work has continued on the development of bespoke client management systems for all of our major services. We have also continued to invest in up-to-date equipment and software to promote and take full advantage of the benefits of mobile working whilst also increasing IT system security and resilience. During the year we have worked with staff to implement a new HR system Breathe and have worked with an external agency in order to improve our overall HR offer.

Volunteers

Bexley and East Kent Mind know that volunteers add value to what we do in many different ways. Volunteers bring vital experience, knowledge and skills to the organisation. They champion our vision and values, and help us to ensure that the voices of people with lived experience are at the core of everything we do. During the year we worked with over 100 volunteers including 40 mentors across Bexley and East Kent. We also trained 12 volunteers in East Kent who worked closely with staff to deliver well-being support via our wellbeing line which started in April 2020.

Volunteers including mentoring are a key part of our invaluable network of supporters; serving as ambassadors for the organisation as well as being likely donors and possible future employees. We are developing volunteering to ensure that volunteering at Mind is a meaningful experience for everyone involved, and we will continuously develop and offer further opportunities for volunteers at Bexley and East Kent Mind.

Principal activities

Our objectives are achieved by various projects/services including our Recovery and Employment Hub, Improving Access to Psychological Therapies (IAPT) Employment Support (IPS), Crisis Cafes, Carers, Advocacy plus many others.

Our principle services are:

- Social Prescribing/Community Connect
- Recovery Services based on Co-Production/Volunteering and Peer Support
- Welfare Rights
- Improving Access to Psychological Therapies (IAPT)
- Counselling
- Carers Support
- Mentoring
- Health promotion and prevention initiatives
- The Crisis Café
- Hosting Healthwatch Bexley with Age UK Bexley
- Social Enterprise Café
- IPS Employment Support
- Breathing Space (National Project)
- Revival Social Enterprise Café
- IT Support Access Hub
- Community Pantry
- Research

Public benefit

The Trustees confirm that in setting these objectives they have considered the Public Benefit guidance issued by the Charity Commission and conclude that all of the activities undertaken by Mind in Bexley and East Kent Limited meet those requirements. The remainder of this report outlines the areas in which the Charity works and draws attention to the benefits to the general public.

COVID 19

At Mind in Bexley and East Kent we work to make sure everyone can get mental health support, whoever they are, whatever their race, gender, sexuality, disability or beliefs. It means we design our services together with the people who use them. It means we stand up to the injustices that make life harder for people with mental health problems. It means we build on the incredible power of National Mind and the local Mind.

When a global pandemic was recorded in March 2020 it created a mental health emergency. We acted quickly to do all we can to make sure everyone with a mental health problem got support and maintained their health and well The coronavirus urgent need to tackle racial disparities within mental health also defined our work going forward. Last year the world has seen much loss, uncertainty, turmoil, and change. At Mind we are familiar with these sorts of challenges. Our mantra is to make 'a difference every day' and not stop until everyone has access to the mental health support they need. With this in mind and knowing how important consistency is for our clients, we rapidly responded to the country's first lockdown by moving the majority of our services to remote working by April 2020. Our café staff were furloughed.

The success of our response meant that we not only managed to exceed our KPIs, but we also saw a 30% increase in demand for some of our services. We began to explore innovative new ways of working and new partnerships that would help us further enhance how we connect and engage with our clients and the communities we served. From this, we successfully evolved our services during the year to grow our peer-led and co-produced programmes, increase our support for bereavement and tailor our advice and resources to help our clients with their housing and employment challenges. Thanks to the help of additional Covid funding, we were also able to broaden our reach and extend some of our services in East Kent.

Our world has changed, but our commitment to do everything we can to support better mental health has never been stronger. We continue to work towards achieving the goals set out in our current business plan. We are currently on target to reach all the key milestones within this plan and in many cases have far exceeded what we had expected. We plan to continue to expand the work of Mind in Bexley and East Kent, particularly in relation to early intervention and prevention. We wanted to further develop and expand our offer for digital platforms and as we come to the end of this financial year we have been hit by the Coronavirus Pandemic, which means that we will have to re-think the way that we deliver many of our service going forward.

The use of digital will be a primary part of this and we will continue to work with our staff and volunteers to ensure that no one should face a mental health problem on their own – even during lockdowns. We would again like to thank our staff for their dedication and support during this difficult period. It's been truly inspiring, for example, to see how staff and volunteers across our services have responded since the coronavirus began to spread.

The Trustees continue to closely monitor the effects of the pandemic on our ongoing financial resilience and our strategic priorities. We have learnt from our experience of the various changes to how we operate and respond to the pandemic, and this will inform us as we continue through the pandemic and beyond. Home working has in some cases increased the amount of support we offer beneficiaries, and some service users have enjoyed improving outcomes because of the frequency and style of contact and support. Remote working has also strengthened links across the organisation, bringing together staff that are normally geographically dispersed.

ACTIVITIES AND THEIR POSITIVE IMPACT DURING THE YEAR 2020/21

IAPT (Improving Access to Psychological Therapies)

Background: The Improving Access to Psychological Therapies (IAPT) programme began in 2008 and has transformed the treatment of adult anxiety disorders and depression in England. IAPT is widely recognised as the most ambitious programme of talking therapies in the world and in the past year alone more than one million people accessed IAPT services for help to overcome their depression and anxiety, and better managed their mental health.

Plans set out in the NHS Long Term Plan build on the ambitions of the Five Year Forward View for Mental Health, and will see the number of people with anxiety disorders or depression who can access talking therapies through IAPT increase by an additional 380,000 per year to reach 1.9 million by 2023/24. The NHS Mental Health Implementation Plan 2019/20 – 2023/24 provides a new framework to ensure delivery, at the local level, on the commitment to pursue the most ambitious transformation of mental health care in England.

IAPT services are characterised by three things:

From April 2018 all clinical commissioning groups are required to offer IAPT services integrated with physical healthcare pathways. The IAPT Pathway for People with Long-term Physical Health Conditions and Medically Unexplained Symptoms4 guidance is intended to help with implementation and sets out the ideal pathway for IAPT services.

Routine outcome monitoring: so that the person having therapy and the clinician offering it have up-to-date information on an individual's progress. This supports the development of a positive and shared approach to the goals of therapy and as this data is anonymised and published this promotes transparency in service performance encouraging improvement.

Regular and outcomes focused supervision so practitioners are supported to continuously improve and deliver high quality care.

The priorities for service development are:

• Expanding services so that nationally 1.9m adults access treatment each year by 2024

• Focusing on people with long term conditions. Two thirds of people with a long-term physical health problem also have a common mental health problem, greatly increasing the cost of their care by an average of 45% more than those without a mental health problem. By integrating IAPT services with physical health services the NHS can provide better support to this group of people and achieve better outcomes.

• Supporting people to find or stay in work. Good work contributes to good mental health, and IAPT services can better contribute to improved employment outcomes.

• Improving quality and people's experience of services. Improving the number of people who recover, reducing geographic variation between services, and reducing inequalities in access and outcomes for particular population groups are all important aspects of the development of IAPT services.

The contract with Mind in Bexley was tendered and awarded in 2016/17 with the contract commencing on 1 April 2017 on a 3-year + 2-year basis. In April 2019 Bexley CCG's Commissioning Strategy Committee agreed to the 2-year extension from 1 April 2020 and the contract will therefore run to 31 March 2022.

IAPT services and the COVID-19 pandemic: The Covid-19 pandemic brought significant changes to IAPT services across England. At the start of the first national lockdown, IAPT services across the country including Bexley's IAPT services moved to a 100% digital service provision overnight. Initially, services mainly offered one-to-one interventions virtually as well as cCBT but by the end of April 2020. we also started to offer group interventions virtually and now have a portfolio of groups running online. During the first wave of the pandemic, access rates to IAPT dropped significantly both locally and nationally.

Despite a decrease in referrals, IAPT services were asked to step in and support clients who would usually be supported by other teams. Many Secondary MH staff, were seconded into COVID response services and other Mental Health services, did not have the infrastructure to operate remotely. As a result, IAPT worked to support a number of vulnerable clients, who would not usually be seen in primary mental health settings. In addition to receiving and working with complex clients, we also recognised the need to work alongside other teams, such as Domestic Abuse and Drug and alcohol services. We quickly had to adapt our working practices to accommodate these changes.

Factors such as social isolation, job and financial losses, housing insecurity and quality, working in front-line services, loss of normal coping mechanisms, and lack of access to mental health services have affected our local population. This resulted - in demand for IAPT services going forward.

The IAPT workforce consists of low-intensity practitioners (ie PWPs) and high-intensity IAPT therapists who together deliver the full range of NICE-recommended interventions for people presenting with mild to moderate, depression and anxiety disorders, operating within the stepped-care model. Referral sources into the Bexley IAPT service was very similar across South East London with services receiving referrals online (via their individual websites), email, and telephone referrals. These referrals are a combination of self-referrals and referrals from professionals.

The total number of referrals to the service in 2020/21 was 3,808. A decrease on the previous year, due to the impact of the pandemic. Despite the challenged, we achieved a recovery rate of 53.8% in the year ending March 2021, which exceeded the national target of 50%. The number of clients who received a first treatment appointment was 3,071. The impact of the pandemic lead to a decrease in cancellation and DNA rates, and engagement was high. National waiting time targets (18 and 16

weeks) were met. The remote therapy options (telephone and telemedicine) were, and continue to be, well received by our clients.

The IAPT team have previously worked alongside the Health Innovation Network (HIN) to develop referral pathways for older adults. We also provide a DWP led project, which helps clients to find new employment, retain employment and manage difficulties in the workplace. We have a team of Employment Advisers who offer career support whilst our clients receive therapy.

Alongside our SEL colleagues, we developed the 'Keeping Well in South East London' scheme, to offer Wellbeing and Psychology services, to provide priority care to NHS and Social Care staff.

Once again, the ever-increasing targets coupled with the pandemic have presented us with a number of difficult challenges, despite this, we have been able to achieve huge success in all areas. This can largely be attributed to the hard work and commitment of the IAPT team, and their ability to adapt and respond effectively, in unprecedented times

Recovery Services

The Recovery College model arrived in UK in 2010 and there are now over 80 recovery colleges across the country. The Mind in Bexley Recovery College has been fully operational for 7 years and is a well establish community recovery - based resource center. The Recovery College develops and delivers learning and tools to support wellbeing and the self-management of mental health difficulties. We work with those experiencing challenges in their own mental health and wellbeing and their families. We also are accessible for any Bexley workforce to enroll. The college offers a learning and strength-based model rather than a clinical approach. We follow the guiding principles for recovery colleges as defined by Implementing Recovery through Organisational Change (ImROC). Our resources are developed, shaped and co-delivered with people with lived experience.

Our services delivered a holistic, person centered approach to mental health care. Our principles are:

1) It is possible to recover from a mental health condition
2) The most effective recovery is client -directed

We followed the four phases of learning in our curriculum. That means our interventions follow these concepts as a roadmap to learning:

- Explore: Students discover a concept
- Learn & Practice: Students apply their discoveries
- Reflect: Students review what they've learned
- Reinforce: Students apply theory, concepts, and materials to scenarios and problems

We aspired to empower people to actively take control of their wellbeing journey of discovery through providing opportunity, connectedness and hope.

The Recovery College in Bexley has a multi-faceted, diverse and innovation timetable where individuals can engage with:

- Psychoeducational workshops and courses
- Peer Support
- Green Spaces and Eco-Allotment
- Physical Activities

During the year we delivered on average over 50 activities weekly,

We work alongside many agencies within Bexley including both statutory and voluntary sector. Mind in Bexley are the leading VSC Mental Health provider within operational and strategic boards and

meetings. These forums enabled us to develop strong relationships and encouraged collective responsibility. These relationships enabled us to continuously upskill our workforce to improve outcomes for Bexley residents

Crisis Café

The aim of the Crisis Café was to be a safe, welcoming place where people can go outside of normal working hours, instead of A&E or other urgent services, if they are feeling emotionally distressed or are in a 'mental health crisis'

The Bexley model aimed to deliver the following key outcomes:

- Prevent escalation of mental health problems and thereby avoid a mental health crisis
- Prevent unnecessary referrals to secondary mental health services, A&E departments and other emergency and out of hours services
- Provide emotional support and resilience building to improve mental health and wellbeing
- Increase independence and self-management
- Reduce isolation
- Signpost to appropriate services to be accessed within an acceptable time frame
- Actively encouraging/recruiting those who attend the cafe to act as role models to others on their own personal recovery journey

The café was open every evening from 18.00 – 22.00hrs and offered face to face support throughout Covid. We worked with over 700 individuals during the reported year.

During the year many users accessing the Crisis Café presented with complex needs and included:

- Multimorbidity (the coexistence of 2 or more chronic diseases, and a common phenomenon especially in those in older age groups)
- Social factors including
    - poverty
    - social isolation
    - trauma
    - housing
    - substance misuse
    - financial problems
    - history of traumatic experiences
    - relationship problems

The Crisis Café has worked, and continues to work, with many customers who display complex needs as outlined above with many ‘presenting in crisis’.

Users informed us that project has helped when in crisis. Several individuals (well over 30%) informed us that they would have attended A&E whilst a significant amount stated they would have contacted Primary Care the following day.

All services in Bexley were disrupted in some way during COVID , with most closed or offering very limited support. The effects of this were seen clearly in clients, particularly those who faced more challenging mental health issues. It is difficult to communicate clearly what this has meant but to give some insight, these are a sample of some of the issues the pandemic has created:

- Supporting clients who had family members contact covid19 and the related impact of this. Over 20 presented with bereavement issues

- 'Shielding' clients who faced extended periods of time alone and experienced a decline in their mental health as a result
- Supporting clients who were confused over the changing government guidelines and worried about the impact of this on their mental health
- Higher numbers of clients reported self-harm, suicidal ideation, and severe isolation
- Offered support to carers.
- Clients reported challenges accessing secondary care, and the impact this had on the clients already fragile mental health and therefore presented in Crisis
- Drug and alcohol support
- Parents of children with special needs and anxiety and home schooling. Some were physically exhausted and drained by this experimce. It was common to hear parents stating that they found it virtually impossible to successfully work on their own mental health whilst the mental health of their child and the world they live in was in such turmoil
- Significant concerns about Furlough and future personal income streams

Additions to services post Covid 19.

Digital Inclusion Hub (DIH)

The effects of digital exclusion on health are mostly the result of difficulties in obtaining information and acting on it. More than half of the people surveyed in the 2019 ONS report listed "looking for health-related information" as one of the key uses of the internet.

A lack of access to digital technologies during lockdowns has implications beyond daily practicalities. "It has consequences for wellbeing and mental health," says Milner. "Being able to connect with other people is critical."

At Mind in Bexley we are committed to reduce the digital divide and address the health inequities that digital exclusion generates. In the wake of Covid 19, this became more prevalent than we could have ever anticipated. In January 2021, we developed the Digital Inclusion Hub (DIH). The DIH, was located in the Mind in Bexley office in the heart of the Bexleyheath.

According to NHS Digital the main barriers for digital inclusion are:

- Access - not everyone has the ability to connect to the internet and go online.
- Skills - not everyone has the ability to use the internet and online services.
- Confidence - some people fear online crime, lack trust or don't know where to start online.

Out DIH is open and accessible for any Mind in Bexley service user have access to digital devices in a safe environment, engage with others online and a be supported by a Digital Champion if required. Our Digital Champions helps others to understand the benefits of being online and can spend some time showing them how use digital online services. Digital Champions do a range of simple things that can make a big difference to people who can't, struggle with or don't use the internet.

Wellbeing Line

In April 2020 Mind in Bexley opened a free, confidential wellbeing for Bexley residents. The aim of the Wellbeing Line is to listen, offer reassurance, support and advice. . The Wellbeing Line not only ensures that people are given support to access mental health services such as those offered by Mind in Bexley, callers are also given information, depending on individual needs, about local services such as Mutual Aid Groups, Covid19 support and food banks. The Wellbeing Line is not a Crisis Support Line. The Wellbeing Line operates Monday to Friday between 9am-6pm. Over the reported year we have taken over 1600 calls.

During the year we worked collaboratively with key agencies in Bexley and that offer housing, education, employment, benefits and social support. These social economic factors are included in our recovery planning with clients. During the year we also co-designed and developed both the Young Adults Project and Pride not Prejudice group with great success.

Typically, mental health problems and financial difficulties can create a spiralling vicious circle where one compounds the other. We have found that when individuals have poor mental health, organising and managing financial issues becomes more challenging. In turn this creates a sense of fear, anxiety and worry, once again affecting our overall mental health. Within the vicious cycle of financial problems and mental health effects are the nature of the financial problems themselves. If individuals are unable to work for any period of time, and don't have income protection in place, then times can become financially difficult. Other mental health problems can exacerbate financial problems, for example, when individuals turn to spending to cheer themselves up, or to feel better. Maintaining motivation for managing financial situations can be hard work at the best of the times, but can become a positively uphill battle with poor mental health. Once financial problems have taken root then the effects on mental health become even more complex. The current Benefits system is difficult to navigate, and frequently requires an element of 'fighting' and pushing for help. Individuals with mental health difficulties are the least well placed to work with this. The devastating impact of the benefits cap for families with children, the freezing of benefits at a time of inflation, and the cutting of benefits for those with mental ill health are putting claimants under terrible mental and financial strain.

Our Welfare Rights team secured over 1 million pounds in financial gain for our clients during 2021– this success has been down to establishing great rapport and trusting relationships with clients and the DWP.

Carers Support and Peer Support (Carers in Mind)

Mind in Bexley Carers Support Service exists to improve support for anyone living with the challenges of caring for a family member or friend who has mental health and/or addiction problems whether in hospital or the community. The Service works closely with the Family Support Service at the Pier Road Project (Drug & Alcohol Team). This support takes several forms including:

- Providing specific psychoeducation: metal health awareness addiction and cycle of change
- Discussing ways of coping and responding: boundaries, managing challenging behavior
- Carers health & well-being – self-care/ help, stress reduction, CBT tools.
- Explore and enhance support and social networks
- Contingency planning/ Planning for the future
- Move on support options: peer support, carers advice line, health & well-being activities, counselling, recovery college, wider community.

We provided specific targeted information & advice:

- Carers Rights
- Confidentiality and Information sharing.
- Carers Allowance

During this year we have continued to develop community support for Carers in order to strengthen support networks and build friendships based on mutual understanding. We have developed a number of new ways to support carers as a result of the impact of caring during Covid. A total number of 368 carers accessed support during April 2020 - March 2021

Carers reported to us during the pandemic that they experienced:

- An increase in isolation & feelings of loneliness
- An increase in domestic abuse
- An increase in stress & anxiety
- An increase in psychological distress and mental health worsened, thus impacting on physical health.
- Worry about the person they care for catching Covid and spreading to carer through necessary caregiving contact.
- Frequent episodes of burnout
- Ongoing Trauma
- Cared for persons challenging behaviour posing increased risk of harm to carers
- Cared for persons relapse (mental health & Addiction)
- Not able to take a break from caring
- Relationship breakdowns
- Financial difficulties
- An increase in pressure and caring role duties
- Additional caring roles for other relatives, friends and neighbours'
- Bereavement

As a result of the impact of Covid we developed:

- Extended opening hours:
- A Carers Advice line accessed by over 100 individuals
- Matched 20 carers who provided peer and emotional telephone support to one another during lockdowns
- We provided 8 sessions on 1-1 tailored support with a carers support worker which included; specialist advice and information, personalised support planning, mental health interventions, emotional support, safety and crisis planning, carers health and well-being plan and carers advocacy.
- Weekly wellbeing telephone calls to isolated carers
- Psychoeducation workshops on self-care/coping/resilience/boundaries and carers safety first

Peer Mentoring support

We provided mentoring support for those who had experienced distress and for individuals who had experienced dual diagnosis (i.e. mental health and addictions). Mentoring focuses on an individual's strengths not weaknesses, and works towards the individual's wellbeing and recovery.

Peer support has also benefits for the 40 peer support mentors themselves, increasing levels of self-esteem, confidence and positive feelings that they are doing good. Peer support mentors also tell us that they often experience an increase in their own ability to cope with mental health problems. We worked with over 100 mentors and mentees across Bexley and East Kent throughout the year.

Revival Whitstable (East Kent) and Bexleyheath

As with all charities and businesses Revival had an extremely challenging 2020-21. March 2020 saw the first COVID lockdown within the UK and Revival had to respond quickly and professionally ensuring staff and customers were safe and secure. At this point so much was unknown so the priority was working with the Landlord and funders to develop a strategy to maintain our services and retain staff. The first three months of this financial year were spent fundraising and planning strategically for the year ahead and the strategic management team maintained this focus for the rest of the year. Revival was able to secure Local Authority Government Business recovery funds,

maintained staff levels via furlough and were instrumental in applying for Charity funds for the organisations, to include Revival, as part of grant funders emergency COVID response.

Resilience was key to enable the Revival staff to responded positively with commitment and dedication. A small café provision was moved online and family cooking and craft activity packs, wellbeing packs and small treat packs were developed for local delivery. It was most important to try and maintain the established and much needed mental health support work at some level in the absence of the drop in and informal support the café offered when open. The lockdown provided time to review staff training and roles and allowed staff to upskill and retrain in order to formalize the mental health and wellbeing provision offered. Our newly trained staff facilitators were able to offer online peer support groups including a MenTalk, Women's Wellness and an anxiety group, the Walking for Wellbeing group was able to continue outside and saw the biggest participant growth of all groups. Throughout April-July 2020 Revival was supporting up to 40 local residents in its peer support groups and staff were supporting 40+ East Kent wide residents via the East Kent Mind Wellbeing line.

Plans for reopening were undertaken from May 2020 and were considered in relation to Government Guidance. Revival worked with the Horsebridge Centre to clarify opening plans and risk assessments and were set to reopen when Guidance permitted. Unfortunately, Revival then received notification from the Horsebridge Centre that they had, at short notice, decided not to reopen until September 2020 and were not granting permission for Revival to open as an independent business. The Board undertook nearly 3 months negotiation to allow Revival to reopen, but without an income stream it would not be able to survive. This was eventually agreed and Revival was given full responsibility of the building and had a very successful and busy summer.

During the August-November 2020 period it became apparent that levels of anxiety and stress within the community were extremely high and the general impact on wellbeing had been very negative. It was important for Revival to respond to this, which it did with its 'Ways to Wellbeing' project. Working with local wellbeing practitioners, schools, artists and volunteers Revival developed creative mindful experiences including a mindful art workshop with all materials provided for 30 local school children identified by the school's wellbeing teams, a 4 week mindful photography course for 16 local residents with qualified social worker, mentor and photographer, mindful slow stitch packs and a copper wellbeing tree with leaves decorated by 600 local school children depicting what they felt was important to their own wellbeing. This positive campaign sharing wellbeing stories and experiences and collecting three ways to wellbeing words from 3000 local residents that would be used by a local artist to create a community wellbeing artwork, would culminate in a community exhibition in our space in the Horsebridge in early spring 2021. The campaign eventually lasted much longer, and the exhibition date had to be reviewed, due to the second lockdown in December 2020.

There had also been worrying developments with Revival's Landlords, the Horsebridge Trustees from the Autumn 2020. The negotiations for summer opening had revealed the Trustees reluctance to allow Revival business autonomy within the building and planned considerable control over day-to-day decisions, and most significantly they had also yet to provide the long requested finalized lease (signed in August 2019). Plans for their own reopening (delayed until October 2020), highlighted other matters that concerned the Revival staff team, such as the Horsebridge Trustees reluctance to allow Revival's logo (that included the East Kent Mind logo) on the external parts of the building or indeed any mention of our Mental Health work in our advertising within or outside the building other than the noticeboards within our café space. This change in attitude was very concerning for the staff team, such demands were not a stipulation of the lease or any other agreement. Revival tried, to no avail, to negotiate with the trustees, when this was not progressing, we asked Canterbury City Council as head landlords to facilitate a meeting. This was arranged for 23rd February 2021.

Revival continued with its Ways to Wellbeing campaign and tried to work with the Horsebridge Centre Management to secure payment and booking for a small room next to the café space as part of the planned community exhibition to display local school children's creative mindful artwork. Unfortunately, this request was refused. Three days later and completely without warning and in the middle of lockdown Revival received a 5-week eviction notice via their solicitors (9/2/2021), and all

communication between Revival and the center was blocked. There followed a huge local campaign by residents that were outraged at the injustice (including 4000 signed petition and email campaign) and legal process. It was established that the 5 week notice period was not in fact legal but also that Revival would need to undertake a costly legal battle regarding the signed 10 year lease that, even though signed by both parties, the Horsebridge Trustees had evidently delayed completing. The heartbreaking decision was made to vacate the premises at the extended date of May 2021. Revival managed to secure free storage via two local business people who were aware of the circumstances and wanted to do what they could to support their local mental health charity.

From March 2021 the priority for Revival was to find alternative premises, unfortunately the £30,000 invested in the move and renovation of the Horsebridge café space (on the understanding of a 10 year lease) was not reimbursed so options were limited. Despite the obvious property distraction it would be busy and positive time for Revival staff who were determined to ensure that the Community 'Ways to Wellbeing' exhibition would go ahead, as a much needed focus on wellbeing and a celebration of all different and unique ways everyone can all look after their wellbeing and build connection, resilience and happiness.

Mental Health Advocacy Service. –The Mind in Bexley Advocacy Service is the umbrella term for three separate advocacy provisions provided by Mind in Bexley.

Generic Advocacy Service. The service provided general advocacy to over 90 mental health service users who were resident in the Borough of Bexley. The service covered both hospital and community settings. We continued to provide digital and face to face support during the pandemic.

Independent Mental Health Advocacy (IMHA). Provides statutory advocacy to residents of Bexley Borough who are detained under the mental health act whilst in hospital or when in the community on a CTO or supervised Discharge. Our **Forensic Independent Mental Health Advocacy (IMHA)** provided advocacy services to all Residents at the Medium Secure Bracton Centre and the Memorial and secure settings of Greenwood and Hazelwood. Over 100 individuals accessed this support during the year.

Community Connect

Community Connect is the social prescribing service in Bexley led by the Bexley Voluntary Service Council (BVSC) in partnership with Mind. The project is supported by NHS Bexley Clinical Commissioning Group and the London Borough of Bexley. 'Social Prescribing' is recognising that people's health is influenced by a range of social, economic and environmental factors and seeks to address people's needs in a holistic way. It also aims to support individuals to take greater control of their own health. Social prescribing is a way of linking patients in primary care with sources of support within the community to help improve their health and well-being. Individuals will often go to their GP or local hospital to ask for non- clinical support and are unaware of the wide range of voluntary and community services throughout Bexley or how to access them. There are many issues which can make people feel stressed, isolated or unwell and Community Connect aims to support the residents of Bexley to improve their wellbeing by connecting people with local activities and support services. Our Wellbeing Coordinators are able to speak to people over the phone or face to face, to discuss any issues they may be having or any possible support available to them. Once an individual has met with a coordinator, they will be supported to access services throughout the borough to aid their wellbeing and support them through any issues they may be having.

Community Connect has been able to support over 650 clients during the year to jointly develop bespoke well-being plans to promote social integration and or social reactivation. Community Connect has successfully supported clients to gain qualifications, start volunteering, seek counselling support and engage with local community activities such as local lunch clubs and exercise groups.

Like all services the global pandemic impacted upon the delivery and evaluation of Community Connect, requiring a rapid response in an ever-shifting landscape. During the pandemic a community volunteer force was recruited and trained to work with the team to deliver a programme of telephone support for new and existing service users. Service users experiencing multi-morbidity, combined with

mental health problems, loneliness and isolation were adversely affected physically, emotionally and socially by the national lockdown. The intervention engendered feelings of self-worth and reduced social isolation, having a positive impact on mental wellbeing of over 200 residents.

Breathing Space – National Project

Since the beginning of March 2020, Mind in Bexley and East Kent (MiBEK) has been running a project called 'Breathing Space'. This innovative mental wellbeing project - funded by Orbit Housing Group - has supported both Orbit and non-Orbit residents. MiBEK manage the project and is the central point of administration and management of referrals from across the country including the London Borough of Bexley and also Warwickshire, Thanet, Coventry, Kettering, Northampton, Rugby, Stratford-upon-Avon, Norfolk, Hastings, and Rother. We have been working in partnership with Orbit and with our colleagues across various branches of Mind in those areas, including East Kent Mind, Springfield Mind, Coventry and Warwickshire Mind, Kettering Mind, Northampton and District Mind, Norfolk and Waveney Mind, and Mind in Brighton and Hove. The structure of the Breathing Space Project also means that MIBEK is directly responsible for managing over 50% of all referrals through direct line management of three of the areas - one of which, Lot 9, receives over one third of all referrals.

During the Covid-19 pandemic, clients were assessed and then supported via regular telephone calls, signposted to appropriate specialist services and, where available and appropriate, via digital workshops. Referrals increased exponentially during the first quarter in 2020 and have continued to be steady across the two years of the Project. To the end of March 2021, 1,400 referrals had been received, with an 98% client engagement rate across the varied 'Lots' or branches of Mind.

As Covid-19 restrictions began to be lifted, the various Mind partners innovated a blended approach of digital and face-to-face support for individuals, many of whom have complex mental health needs. This has included not only weekly telephone support to assess and devise individual SMART action plans with specific wellbeing goals, but also the opportunity to participate in varied activities including peer support activity groups; physical 'Get-Set-to-Go' activity sessions; wellbeing walks; partnering with community gardens to facilitate peer support groups; 'Scrapbooking for Wellbeing'; LGBTQ+ Pride events; and library drop-in sessions all alongside the Recovery College model of face-to-face and digital support.

Key achievements to March 2021 included

- **98%** engagement rate of those individuals suitable for the service.
- **83%** evidenced an improvement in mental wellbeing
- **81%** evidenced a reduction in social isolation
- **99%** satisfaction with the service received
- **21%** engaged in training, volunteering or were successful in securing a job.
- Overall net benefit of Social Value - **£2,074,835**

Managing a complex partnership during an unprecedented pandemic proved challenging, but through regular digital meetings with our MIND partners across the country, committed and dedicated Facilitators and Managers, and strong leadership within MiBEK, the Partnership was not only nominated but won Orbit Housing's, 'Thriving Community Award – Stronger Together category' in 2021.

Our **Individual placement support** (IPS) service was another successful initiative which aims to support individuals in gaining or even retaining paid employment. We believe that having a paid job links with our overall wellbeing. Paid employment can have a positive effect on your mental health and wellbeing. Therefore, employment can also be a part of your recovery journey too. This service is

provided in partnership with Oxleas NHS Foundation Trust and the service is available for adults living in the borough of Bexley, who are using Oxleas NHS Foundation Trust Mental health services. Individuals receive regular, one-to-one support from our employment specialist to create a 'Journey to Work' plan, tailored to individual needs and interests. This is followed by a rapid job search, support throughout the recruitment process and, once in work, time-unlimited, individualised support for both the individual and their employer.

East Kent Mind

One of the most exciting developments during the year was moving into our premises in King Street, Ramsgate and further developing our Live Well Kent services for Thanet residents. Our initiatives support Thanet residents to build resilience to improve and sustain their mental and physical wellbeing. We also assist in the promotion, support and maintenance of good mental health in the community.

Accessing information and advice can play an important part in the choice individuals make about their mental wellbeing. During the year we offered a range of 1 to 1, telephone and online advice and information services to anyone affected by mental health issues including their families friends and carers. Our projects offer a range of Wellbeing workshops and taster sessions, promotes Wellness awareness, and engages the community in a host of Wellbeing activities designed with and chosen by residents. We provide an array of support including Digital Workshops, activity groups, offered one to one support, peer support groups mentoring and volunteering. East Kent Mind continued to develop programmes of activities and groups which aim to promote good mental health in friendly informal and safe environments. During the year we received funding to develop our mentoring support for young people aged over 17 years. The project is expected to start later in the year.

Kent Community Oasis Garden (East Kent)

The existing Oasis Garden and the larger area around it has the potential to become a well-used resource for teaching, learning and engagement. Situated at the University of Kent, East Kent Mind have been working very closely with the project steering group to develop the space.

The project aims to:

- Create an accessible multiuse space
- Provide opportunities for skills building and training
- Provide opportunities for work experience and apprenticeships
- Promote sustainable and healthy food
- Provide access to growing space
- Create activities and quiet spaces for wellbeing and mental health programmes
- Enhance the student experience
- Promote social enterprise
- Enhance social cohesion
- Provide an interesting space for Learning and Teaching/A Living Lab
- Provide a safe environment working within the University's processes and procedures.

East Kent Mind signed a 10-year lease in January 2020 to work in partnership with a variety of partners to develop the space and establish wellbeing initiatives for students at the University. Due to Covid the garden was closed in early January and did not reopen until late summer. We have provided digital workshops to 18 students during late summer referred into the project by the Student Wellbeing Team.

Healthwatch Bexley with Age UK

Healthwatch Bexley provides an essential service listening to residents, patients and the service users of Bexley's Health and Social Care Services. Uniquely placed at a strategic level as an independent body that seeks to identify and represent the voice of local people, Healthwatch Bexley punches way above its weight in terms of representation, engagement, and impact.

Over the last year during the Covid-19 pandemic, Healthwatch have continued to attend numerous strategic meetings. The majority of meetings have been virtual and include the Bexley Health and Wellbeing Board, Bexley Council Communities and Health Scrutiny Committees, and Local Care Partnership meetings run by the CCG. We have met with and discussed, local issues with senior decision-makers across the borough including the, Director of Public Health, Director of Adult Social Care and Health, lead councillors for Health and Social Care and senior staff at Bexley NHS Clinical Commissioning Group.

The 6 Healthwatch in the South East London, Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark collectively appointed a represent to represent them at South East London level. Attending Clinical Commissioning Meetings, the Borough Based Board and at other SEL level meetings. This agreement has worked well and will continue going forward ensuring Healthwatch have a voice in the development of the new Integrated Care System.

Despite restrictions due to the Covid-19 pandemic, last year over 4,000 people told us about their experience of a number of different areas of health and social care. We helped people get the advice and information they need by:

- Delivering 40,000 Healthwatch Bexley leaflets to local residents homes
- Providing advice and information articles on our website and through social media.
- Answering people's queries about services over the phone, by email, or online.
- When Covid restrictions allowed, talking to people in the community such as at food banks or by working with the LBB Covid-19 information bus.
- Holding Zoom and Teams events

Healthwatch Bexley have worked extensively over the past year, throughout the pandemic with both SELCCG-Bexley and the London Borough of Bexley. Thanks to people sharing their views and concerns of the Covid-19 vaccination, we were able to produce our Covid-19 Vaccine Hesitancy Report. Questions and concerns residents had were voiced to commissioners and Public Health Bexley who ensured these were addressed. As a result residents had access to simple, clear up to date information and messages about the Covid-19 vaccination.

This has been achieved through a targeted communication program and engagement plans have been tailored to local population needs and included webinars and virtual meetings to address local concerns and fears. Our report recommended the need for 'deep dives' to look at vaccination confidence amongst specific groups of the population such as the homeless, gypsies and travellers and certain minority groups. We were pleased to work with the LBB and be commissioned to carry out these deep dives. We also supported the LBB 'Let's Talk Covid' bus as it went out in the community, visiting various locations throughout the borough, going out to residents to listen to them in their own communities.

The arrival of the pandemic changed the way we access many services including visiting the GP practice. To keep both staff and service user's safe there has been an increased reliance on the use of technology as a means of communication. We engaged with over 185 residents to find out how they were being affected by this rapid move to online services. We found that although 50% of residents with digital access had used online platforms to book appointments, many had experienced

problems or did not feel confident online. We worked with SELCCG to explore ways in which access could be improved being part of the Digital Inclusion Working Group. As a result a training and support package was commissioned and this is now being provided by BVSC digital champions.

"Since working with Healthwatch Bexley we are really pleased to have received funding and training to help our members get online and join our virtual groups."

The pandemic and Covid-19 restrictions made it more difficult or impossible for our volunteers to safely engage with local people as they normally would. However, we are very grateful that our wonderful volunteers helped us to deliver 40,000 Healthwatch leaflets to Bexley homes. This allowed us to reach out to local residents who may not have digital access and as a result, we saw an increase in the number of residents contacting us by telephone to discuss their concerns or ask for help.

We adapted well to new ways of working during the pandemic and as a result our social media presence has increased and our website has greatly improved. However we remain mindful that many people do not have digital access and are aware of the need to use a blended approach to engagement when possible.

We have had a very busy year, dominated by the pandemic and as we move through ever changing stages of the pandemic, we expect to see Covid-19 continue as a priority going forward. The pandemic has exacerbated inequalities and as restrictions ease we will be looking at the impact that Covid-19 has had on the people of Bexley.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Mind in Bexley was founded in 1986 and has been actively involved in the development of mental health services in Bexley and more recently in East Kent. Mind in Bexley and East Kent are primarily supported by the London Borough of Bexley and Bexley CCG and Live Well through KCC.

Affiliation

Mind in Bexley and East Kent has a membership agreement with Mind which confirms that both parties have common charitable objectives. The parties agree to promote Mind's values (informed, determined, diversity, integrity and partnership) and to work to make it possible for people who experience mental distress to live full lives and play their full part in society.

We are affiliated to National Mind and work with our local statutory partners the London Borough of Bexley, Bexley CCG, Bexley Care and Oxleas NHS Foundation Trust, and KCC. Affiliation also entitles Mind in Bexley and East Kent to use the Mind name, logo and image in accordance with the trademark license agreement.

Constitution and organisational structure

The organisation is a charitable company limited by guarantee. The Charitable Company was established under a Memorandum of Association, which established the objects and powers of the charitable company, and is governed by its Articles of Association. In the event of the Charitable Company being wound up members are required to contribute an amount not exceeding £1.

The Board of Trustees consists of 7 members who administer the Charity. The Board meets quarterly and some members are involved in project steering groups and project development.

Recruitment and appointment of new Trustees

Membership is open to anyone who agrees and subscribes to the aims and objectives of the Charity. A Register of Members is kept showing name, address and date of membership and is available for inspection. We have a quota of trustees.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Induction and training of new Trustees

New Trustees are provided with the most recent annual accounts and report and a portfolio of current policies and procedures. A Trustees' Handbook provides Trustees with a comprehensive reference pack that includes the governing instrument, details of activities, organisation structure, assets, accounts, responsibilities and procedures of the Charity.

This handbook forms the basis for induction of new Board members, staff and or briefing of professional advisors. A meeting is held so as to give new Trustees an understanding of the Charity and its activities. Training for Trustees takes place as and when training needs are identified.

The current Chief Executive Officer (CEO) was appointed in January 2008 by the Trustees to manage the day to day operations of the Charity. To facilitate effective operations, the CEO has delegated authority, within terms of delegation approved by the Trustees, for operational matters including finance, employment and staff training.

Risk management

The Board of Trustees are responsible for assessing and managing risks in all aspects of the organisation with the objective of ameliorating the effects of predictable untoward events.

The risk management process has three aspects:

- Risk assessment to identify all the factors, events and situations that could present a risk to the organisation;
- Risk analysis to sort score and rank risks as the basis for making decisions about how to handle them; and;
- Risk management to develop strategies and methods to avert or minimise risk.
- When assessing risks, strategic, operational, financial and regulatory and people aspects of the organisation are considered.

FINANCIAL REVIEW

The Charity's income was £4,803,138 in the year ended 31 March 2021 compared to £3,731,881 in the year ended 31 March 2020. An increase of some 29%. The principal sources of funding continue to be grants received from the Bexley CCG and the London Borough of Bexley. The total expenditure amounted to £3,805,188 in the year to 31 March 2021 compared to £3,353,238 in the year ended 31 March 2020. The fund balance carried forward at 31 March 2021 was £1,379,379 on general funds and £1,231,523 on designated funds. The balance carried forward on restricted funds was £601,976 on 31 March 2021 The full Statement of Financial Activities is set out in these accounts.

The trustees are not aware of any issues that create an immediate threat to the charity continuing as a going concern.

Reserves policy

The Board of Trustees aim to maintain a level of unrestricted reserves which ensures that there are adequate funds to meet current and known future liabilities. In order to fulfil its responsibility to secure

Mind in Bexley and East Kent's viability beyond the immediate future, and in order to protect the charitable company against serious disruption to its charitable work, we need to build reliable funds against future uncertainty, to absorb setbacks, and to take advantage of change and opportunity over the long term.

The Trustees' policy aims to have free reserves to a minimum of 3 months (and preferably a maximum of 6 months) of core costs. At current levels of expenditure this amounts to between £500,000 to £1,000,000. The free reserves are unrestricted reserves excluding those amounts tied up in tangible fixed assets or designated for particular purposes.

At the year-end free reserves amounted to £1,379,379. The board of Trustees is looking to build up free reserves to achieve the desired expansion programme as described in its future plans.

Investment policy and performance

The Memorandum & Articles of Association provides that the organisation invests monies not immediately required for its own purposes in or upon such investments, securities or property, as may be thought fit. At the present time the Trustees' policy is to maintain all such monies on deposits earning a market rate of interest.

PLANS FOR THE FUTURE

Throughout 2021/22 Mind in Bexley and East Kent's performance will be assessed through a number of performance measures.

The key indicators are:

- Achieve an operational surplus;
- Explore the impact of the Crisis Café in Bexley and East Kent
- Work with service users in order to develop and record users' experience of our services during Covid;
- Work with colleagues in South East London CCG to further develop our IAPT services via digital means in Bexley in order to improve access;
- Further develop a Recovery model based on co-production and learning-Person Centred model of care including Personalisation and in particular Personal Health Budgets
- Further develop digital mechanisms across all services

- Work closely with BVSC and the consortia in Bexley on securing Adult Social Work contracts in Bexley
- Further Develop our Social Enterprise Café's and explore diversifying income streams
- Develop services in East Kent including mentoring and peer support and services for young people
- Expand our wellbeing lines in Bexley and East Kent to assist those who are isolated due to pandemic and set up a Digital Hub so that residents can be supported to access our digital offers.
- Develop services at Kent COG
- Develop services for those discharged from hospital
- Set up BAME Specific services with BAME community members and measure impact
- Undertake research on Covid and the impact on mental health and explore Personal Health Budgets with service users who may be eligible
- Be actively involved in the Transformation agenda in Bexley
- Increase the level of reserves, to take into account the rapid expansion over the last four-five years;
- Secure suitable premises for Revival in East Kent
- Purchase a mini bus in order to improve access and reach.
- Further develop the Crisis Café in East Kent and measure impact
- Further develop our community pantry in Bexley.
- Undertake academic research in the area of Personal Health Budgets
- Work with the CCG, Primary Care and Oxleas to establish a Transformation Hub in Bexley
- Provide Bereavement Support for those affected by Suicide
- Develop our services for those who are digitally excluded
- Develop a pilot project with Charlton museum which explores reminiscence and aims to reduce isolation
- Further develop our mentoring schemes

ACKNOWLEDGEMENTS

The Charity's principle funding sources during the last year have been:

- Bexley CCG
- London Borough of Bexley
- KCC
- Orbit Housing
- Julia and Hans Rausing Trust
- Charities Aid Foundation

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Mind in Bexley and East Kent Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

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

AUDITORS

The auditors, Moracle Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

ON BEHALF OF THE BOARD:

S C Westcombe – Chair

20th December 2021

Opinion

We have audited the financial statements of Mind in Bexley and East Kent Limited (the 'charity') for the year ended 31 March 2021, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees 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 its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of its results for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

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

financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.
We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 4), the trustees 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

Auditor’s responsibilities for the audit of the financial statements

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

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

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

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

.....
Morlai Kargbo (Senior Statutory Auditor)
For and on behalf of Moracle Limited
Statutory Auditor
Ashley House
Ashley Road
London
N17 9LZ

20th December 2021

Mind in Bexley and East Kent Limited

Statement of Financial Activities
for the year ended 31 March 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total funds 2021 £	*Total funds 2020* £
Income and endowments from:					
Donations and legacies	2	43,626	-	43,626	58,971
Investments	3	1,101	-	1,101	1,344
Other trading activities	4	30,129	-	30,129	179,600
Charitable activities: Mental health preservation	5	1,725,147	3,003,135	4,728,282	3,491,966
Total Income		1,800,003	3,003,135	4,803,138	3,731,881
Expenditure on:					
Raising funds	6	40,465	-	40,465	92,724
Charitable activity Mental health preservation	7	885,577	2,879,146	3,764,723	3,260,514
Total expenditure		926,041	2,879,146	3,805,188	3,353,238
					-
Net income		873,962	123,989	997,951	378,643
Net movement in funds		873,962	123,989	997,951	378,643
Total funds brought forward		1,736,940	477,987	2,214,927	1,836,283
Total funds carried forward		2,610,902	601,976	3,212,878	2,214,927

All the charity's activities are continuing.

The accompanying notes form part of these financial statements.

Mind in Bexley and East Kent Limited

Balance Sheet
for the year ended 31 March 2021

	Notes	2021 £	*2020* £
FIXED ASSETS			
Intangible assets	12	-	24,000
Tangible assets	13	741,523	780,030
CURRENT ASSETS			
Debtors	14	563,758	626,952
Cash at bank and in hand		2,344,450	864,311
		2,908,208	1,491,263
CREDITORS			
Amounts falling due within one year	15	(436,853)	(80,366)
NET CURRENT ASSETS		2,471,355	1,410,897
TOTAL ASSETS LESS CURRENT LIABILITIES		3,212,878	2,214,927
NET ASSETS		3,212,878	2,214,927
FUNDS	18		
Unrestricted funds			
General funds		1,379,379	542,910
Designated funds		1,231,523	1,194,030
Restricted funds		601,976	477,987
TOTAL FUNDS		3,212,878	2,214,927

The financial statements were approved and authorised by the Trustees on 20th December 2021 and signed on their behalf, by:

……
S C Westcombe - Trustee

The accompanying notes form part of these financial statements

Mind in Bexley and East Kent Limited

Statement of Cash flows
For the year ended 31 March 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	1,496,374	(63,445)
Net cash provided by (used in) operating activities		1,496,374	(63,445)
Cash flows from investing activities:			
Investment income		1,101	1,344
Purchase of tangible fixed assets		(17,336)	(35,791)
Net cash provided by (used in) investing activities		(16,235)	(34,447)
Change in cash and cash equivalents in the reporting period		1,480,139	(97,891)
Cash and cash equivalents at the beginning of the reporting period	2	864,311	962,203
Cash and cash equivalents at the end of the reporting period	2	2,344,450	864,311

Mind in Bexley and East Kent Limited

Notes to the Statement of Cash flows
For the year ended 31 March 2021

1 RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVIITES

	2021	*2020*
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	997,951	378,644
Adjustments for:		
Depreciation charges	79,843	38,434
Investment income	(1,101)	(1,344)
(Increase)/decrease in debtors	63,194	(476,548)
Increase/(decrease) in creditors	356,487	(2,630)
Net cash provided by (used in) operating activities	1,496,374	(63,445)

2 ANALYSIS OF CASH AND CASH EQUIVALENTS

	2021	*2020*
	£	£
Cash in hand	2,344,450	864,311
Notice deposits (less than 30 days)	-	-
Total cash and cash equivalents	2,344,450	864,311

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Charities Act 2011 and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The trustees consider there are no material uncertainties about the Charity's ability to continue as a going concern. The financial statements have therefore been prepared on a going concern basis.

1.2 Charitable Company status

The Charitable Company is a company limited by guarantee. The members of the Charitable Company are the Trustees named on page 1. In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charitable company.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charitable Company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charitable Company for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income and endowments

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grant, whether capital grants or revenue grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

1.5 Expenditure

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources.

1. ACCOUNTING POLICIES (CONTINUED)

1.5 Expenditure (continued)

Overheads and other salaries are allocated between the expense headings on the basis of head count. Liabilities are recognised when there is a legal or constructive obligation committing the charity to the expenditure.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and are allocated on the basis of staff cost. Governance costs which form part of Support costs and are those incurred in connection with enabling the Charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutory duties.

1.6 Depreciation

Assets costing more than £1,000 are capitalised. Depreciation is provided using the following rates and bases to reduce by annual instalments the cost, less estimated residual values, of tangible assets over their estimated useful lives.

- Goodwill - Amortised over 10 years
- Freehold land & buildings - 2% straight line. The land element is not depreciated.
- Furniture & equipment - 25% on written down value
- Computer equipment - 25% on written down value

1.7 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred.

1.8 VAT

The Charity is registered for VAT.

1.9 Pension scheme

The charity operates a defined Contribution Pension Scheme for its employees. The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

1.91 Judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors including expectations of future events that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

2. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	Total funds £	*2020 Total Funds £*
	43,626	-	43,626	58,971

3. INCOME FROM INVESTMENTS

	Unrestricted Funds £	Restricted funds £	2021 Total Funds £	*2020 Total Funds £*
Deposit account interest	1,101	-	1,101	1,344

4. OTHER TRADING ACTIVITIES

	Unrestricted funds £	Restricted funds £	2021 Total Funds £	*2020 Total Funds £*
Trading Café	30,129	-	30,129	179,600

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2021 £	*2020 £*
Grants	Mental health preservation	4,728,282	3,491,966

Grants received, included in the above, are as follows:

	2021 £	*2020 £*
Crisis Café Bexley	96,000	96,000
Ramsgate Wellbeing Café	59,199	4,933
IPS Employment	77,944	77,944
Resource Centre	197,900	197,900
DWP Employment Advisers	183,000	193,000
East Kent Living Well	92,000	40,000
Community Connect	121,000	121,000
IMHA Advocacy	139,990	139,990
Breathing Space	413,910	134,694
Employment & Recovery Hub	479,200	479,200
Bexley IAPT	1,973,953	1,738,133
HEE Bexley IAPT	187,993	73,747
Healthwatch	101,000	108,051
Carers Support	36,000	31,000
Carers in Mind	34,000	34,000
Personalisation	-	9,016
Small Grants	282,846	13,358
Other Grants	252,347	-
	4,728,282	3,491,966

6. RAISING FUNDS

	2021 £	*2020 £*
Direct costs	18,843	71,359
Support costs (Note 8)	21,622	21,366
	40,465	92,725

7. CHARITABLE ACTIVITY

- Mental health preservation

	2021 £	*2020 £*
Direct costs	105,303	116,948
Staff costs	3,122,338	2,572,079
Support costs (Note 8)	537,082	571,487
	3,764,723	3,260,514

8. SUPPORT COSTS:

	Charitable activity £	Raising funds £	2021 £	*2020 £*
Premises costs	74,907	-	74,907	155,243
Staff costs	201,408	21,622	223,030	232,337
Office costs	75,632	-	75,632	103,343
Other costs	171,235	-	171,235	83,215
Governance costs	13,900	-	13,900	18,715
Total	537,082	21,622	558,704	592,853

9. NET INCOME

Net income is stated after charging/ (crediting)

	2021 £	*2020 £*
Depreciation - owned assets	*55,843*	*35,434*
Amortisation - goodwill	*24,000*	*3,000*
Audit remuneration - audit services (excluding VAT)	8,200	8,200
- other services (excluding VAT)	3,000	3,000

10. TRUSTEES' REMUNERATION AND BENEFITS

During the year, no Trustees received any remuneration (2020: Nil)
During the year, no Trustees received any benefits in kind (2020: Nil)
During the year, no Trustees received any reimbursements of expenses (2020: Nil).

11. STAFF COSTS

	2021	*2020*
	£	*£*
Wages and salaries	2,425,754	2,149,863
Social security costs	215,626	184,936
Pension costs	103,915	90,344
	2,745,295	2,425,143

The average monthly headcount of staff during the year was 78 (2020: 68) and the average number of full time equivalent employees during the year was as follows:

	2021	*2020*
Charitable activities	75.1	65.0
Support activities	3.0	3.0
	78.1	68.0

1 employee received remuneration between £90,000 - £100,000 (2020: 1).
1 employee received remuneration between 60,000 - £70,000 (2020: 1).
The total employee benefits of the senior management team were £343,948 (2020: £327,227).

12. INTANGIBLE FIXED ASSETS

	Goodwill
	£
COST	
At 1 April 2020	*30,000*
Additions	-
At 31 March 2021	*30,000*
AMORTISATION	
At 1 April 2020	*6,000*
Charge for the year	*24,000*
At 31 March 2021	*30,000*
NET BOOK VALUE	
At 31 March 2021	-
At 31 March 2020	*24,000*

The Goodwill relates to the purchase of Revival 2 Café in Whitstable.

13. TANGIBLE FIXED ASSETS

	Freehold Building	Fixtures and fittings	Computer	Leasehold Properties	Totals
COST		£	£	£	£
At 1 April 2020	731,822	85,566	115,109	32,000	964,497
Additions	-	(1,571)	18,907	-	17,336
At 31 March 2021	731,822	83,995	134,016	32,000	981,834
DEPRECIATION					
At 1 April 2020	29,153	54,299	91,469	9,547	184,468
Charge for year	14,636	8,117	10,637	22,453	55,843
At 31 March 2021	43,789	62,416	102,106	32,000	240,311
NET BOOK VALUE					
At 31 March 2021	688,033	21,580	31,910	-	741,523
At 31 March 2020	702,670	31,267	23,640	22,453	780,030

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	*2020*
	£	*£*
Trade debtors	534,355	594,397
Other debtors	29,403	32,555
	563,758	626,952

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	*2020*
	£	*£*
Trade creditors	50,583	61,438
Other creditors	386,270	18,928
	436,853	80,366

Other creditors include deferred income of £386,270 (2020: £8,500) relating to grants received in 2021 for projects to be undertaken in 2022. Deferred income of £8,500 was released in the year.

16. OPERATING LEASE COMMITMENTS

At 31 March 2021 the Charitable Company had lease commitments under non-cancellable operating lease as follows:

	2021	*2020*
	£	*£*
Not later than one year	31,357	49,031
Later than one year and not later than five years	122,463	97,347

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR

	General funds	**Designated funds**	**Restricted funds**	**Total funds 2021**	*Total funds 2020*
	£	**£**	**£**	**£**	*£*
Intangible fixed assets	-	-	-	-	24,000
Tangible fixed assets	-	741,523	-	741,523	780,030
Current assets	1,816,232	490,000	601,976	2,908,208	1,491,263
Current liabilities	(436,853)	-	-	(436,853)	(80,366)
	1,379,379	1,231,523	601,976	3,212,878	2,214,927

17.1 ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR

	General funds	**Designated funds**	**Restricted funds**	**Total funds 2020**	*Total funds 2019*
	£	**£**	**£**	**£**	*£*
Intangible fixed assets	-	24,000	-	24,000	27,000
Tangible fixed assets	-	780,030	-	780,030	725,822
Current assets	623,277	390,000	477,987	1,491,263	411,849
Current liabilities	(80,366)	-	-	(80,366)	(82,996)
	542,910	1,194,030	477,987	2,214,927	1,836,284

18. MOVEMENT IN FUNDS - CURRENT YEAR

	At 01.04.20	Income	Expenditure	Transfers between funds	At 31.03.21
	£	£	£	£	£
Unrestricted funds					
General funds	542,910	1,781,160	907,199	(37,493)	1,379,379
	542,910	1,781,160	907,199	(37,493)	1,379,379
Designated funds					
Management recruitment	65,000	-	-	55,000	120,000
Fundraising	15,000	-	-		15,000
Legal Fees	-	-	-	45,000	45,000
Research	10,000	-	-	-	10,000
Building Improvement	20,000	-	-	(20,000)	-
Tangible Fixed Assets	780,030	-	-	(38,507)	741,523
Intangible Fixed Assets	24,000	-	-	(24,000)	-
Accounting systems	25,000			(10,000)	15,000
Building refurbishment	10,000	-	-	10,000	20,000
Marketing	10,000	-	-	10,000	20,000
Staff	15,000	-	-	-	15,000
Training	10,000	-	-	-	10,000
Minibus	15,000	-	-	-	15,000
Computers/IT	50,000	-	-	(20,000)	30,000
Digital Support for IAPT	120,000	-	-	30,000	150,000
Health and Safety	25,000	-	-		25,000
	1,194,030	-	-	37,493	1,231,523
Restricted funds					
Community Connect	20,786	121,000	101,690	-	40,096
BCT IMHA Advocacy	24,086	139,990	132,216	-	31,860
Bexley IAPT	348,090	2,161,945	2,091,019	-	419,016
Healthwatch	32,110	101,000	100,597	-	32,513
Employment Recovery	46,174	479,200	446,886	-	78,488
Other	6,739		6,739		-
	477,987	3,003,135	2,879,146	-	601,976
TOTAL FUNDS	2,214,927	4,784,295	3,786,345	-	3,212,878

18.1 MOVEMENT IN FUNDS - PRIOR YEAR

	At 01.04.19	Income	Expenditure	Transfers between funds	At 31.03.20
	£	£	£	£	£
Unrestricted funds					
General funds	337,208	1,031,846	796,784	(29,359)	542,910
	337,208	1,031,846	796,784	(29,359)	542,910
Designated funds					
Management recruitment	65,000	-	-	-	65,000
Fundraising	45,000	-	-	(30,000)	15,000
Legal Fees	15,000	-	-	(15,000)	-
Research	10,000	-	-	-	10,000
Building Improvement	80,000	-	-	(60,000)	20,000
Tangible Fixed Assets	779,671	-	-	359	780,030
Intangible Fixed Assets	27,000	-	-	(3,000)	24,000
Building refurbishment	20,000	-	-	(10,000)	10,000
Costal Kent	-	-	-	-	-
Training	20,000	-	-	(10,000)	10,000
Minibus	15,000	-	-	-	15,000
Computer/IT	25,000	-	-	25,000	50,000
Other Funds	63,000	-	-	(13,000)	50,000
Digital Support for IAPT	-	-	-	120,000	120,000
Health and Safety	-	-	-	25,000	25,000
	1,164,671	-	-	29,359	1,194,030
Restricted funds					
Community Connect	19,806	121,000	120,020	-	20,786
BCT IMHA Advocacy	16,499	139,990	132,403	-	24,086
Bexley IAPT	231,435	1,811,880	1,695,224	-	348,090
Healthwatch	23,335	108,051	99,276	-	32,110
Employment Recovery	43,330	479,200	476,356	-	46,174
East Kent Living Well	-	40,000	33,261		6,739
	334,405	2,700,121	2,556,540	-	477,987
TOTAL FUNDS	1,836,284	3,731,967	3,353,324	-	2,214,927

The transfers between funds were made to create the designated funds.

Designated funds purposes:

Management recruitment – Recruitment senior management with specialism for HR support in Bexley and East Kent in addition to an operations lead to assist in East Kent due to significant growth in recent years.

Fundraising – Recruitment fundraising support to develop Revival and explore diversifying income.

Legal Fees – Including Horsebridge eviction and on new premises for Revival in East Kent.

Research – East Kent/Bexley exploring the impact of Covid on MH and exploring our offer including Digital offer.

Building Improvements – Building development including monies on Covid safety.

Fixed Assets - The Designated Fixed Assets Fund represents the net book value of the charity's fixed assets. Without these assets, the charity will be unable to carry out its activities. Accordingly, a designated fund has been created to recognise this.

Training – Information Governance System/Staff training/new Breathe HR data base.

Minibus – Agreed by trustees in order to improve reach, challenge stigma and improve access into IAPT/ C/F due to Covid.

Computers/IT – Post Covid Digital working and supporting staff with remote access.

Building refurbishment – Ongoing particularly with water damage to East Kent building.

Marketing – IT and Digital Marketing support Bexley & East Kent in order to improve reach.

Staff – Staff Wellbeing particularly due to the impact of Covid and remote working.

Accounting System – Allocated for software development and training and preparation for the Mind quality standards.

Digital Support for IAPT – Digital therapies services due to national challenges with recruitment approved by the CCG.

Health and Safety – Covid special Health and Safety

Restricted funds:

Community Connect – a new social prescribing service in Bexley that aims to connect local people with non-clinical sources of support in the community to improve their health and wellbeing.

IMHA Advocacy – Funding to provide independent advocacy to those under section and in specialist forensic units in Bexley.

Bexley IAPT – Monies received to provide stepped care IAPT and counselling provision for residents with a Bexley GP and undertake exercise discharge planning.

Healthwatch – In partnership with Age UK to represent views of local residents re Healthcare in Bexley.

Employment Recovery – Recovery College and peer support initiatives to support residents in their recovery, help them to remain independent and support towards accessing employment and education.

19. SHARE CAPITAL

Mind in Bexley and East Kent Limited is a company limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the Charity being wound up.

20. TAXATION

Under the provision of TA 1988 sections 505 and 506, the Charitable Company is not liable to tax on its charitable grants, donations or fee income earned in the course of its charitable activities, so long as the income is applied for the purposes of the company's charitable aims.