

**Report of the Trustees and**  
**Unaudited Financial Statements**  
**for the Year Ended 31 March 2022**  
**for**  
**Wiltshire Mind**

Monahans  
Chartered Accountants  
Fortescue House  
Court Street  
Trowbridge  
Wiltshire  
BA14 8FA

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**for the Year Ended 31 March 2022**

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**Wiltshire Mind**

**Chair's Report**  
**for the Year Ended 31 March 2022**

The year has been extremely challenging for the charity. The funding gap caused by the pandemic has had a serious knock-on effect in all areas of the business.

Depleted income has necessitated the charity to significantly delve into our reserves to keep the business providing our range of services. As we come out of the pandemic, multiple grant applications have been submitted and fund raising resumed, so it is hoped that our funding situation will continue to improve going forward.

Another casualty of the pandemic was the closure of the Charity Shop in February 2022. As it became clear that the shop was unable to cover its costs, the staff and volunteers were fully consulted at every step of the process to determine if this was the best way forward. My personal thanks go to all of them for their sterling service.

Work began to relocate the offices to more suitable premises from Melksham to Trowbridge in January/February 2022. This move will allow access to all our facilities on one level and provide much needed upgraded meeting space. It is anticipated the move will have taken place by early Summer 2022. The charity will be renting the accommodation in Trinity House Trowbridge from Wiltshire Citizens Advice. This location is central for bus and train transport giving a much wider access to the Wiltshire community.

Against the backdrop of the pandemic, the need for mental health support increases locally. We continue to provide much needed support, and where necessary, adapt to the changing needs. The adaptation to hybrid working remains a significant benefit to our team and also our beneficiaries through online support.

From a personal perspective I would like to place on record my thanks to all of the team, staff, volunteers and Trustees for their unswerving support during this difficult time.

Jim Donald Chair - Wiltshire Mind

**Wiltshire Mind**  
**Report of the Trustees**  
**for the Year Ended 31 March 2022**

**Report of the Trustees**  
**For the year ended 31 March 2022**

The trustees present their report and the examined financial statements for the year ended 31 March 2022.

Reference and administrative information set out on page 8 forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities (published in October 2019).

**OBJECTIVES AND ACTIVITIES**

**Objectives and aims**

Wiltshire Mind's vision is of a society that promotes and supports good mental health for all.

Our objects are: "to promote 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."

Our mission is to provide independent advice and support to empower anyone experiencing a mental health problem in Wiltshire.

The needs and experience of people with mental distress drive our work and we make sure their voice is heard by those who influence change. Our independence gives us the freedom to stand up and speak out on the real issues that affect daily lives.

We provide information, advice and support, campaign to improve policy and attitudes, and develop local services. We do all this to make it possible for people who experience mental distress to live full lives and play their full part in society.

Our charitable purposes are set out as Aims in our Strategic Plan. Our organisation provides benefit to the public of Wiltshire by:

- Supporting good mental health for people who live and work in Wiltshire;
- Empowering people who experience a mental health problem to make informed choices about how they live and recover;
- Improving services and support to ensure people get the right services and support at the right time to help their recovery and enable them to live with their mental health problem;
- Enabling social participation for people with experience of mental health problems and allowing them to participate fully in society;
- Removing inequality of opportunity to afford equality of treatment for people who experience both mental health and other forms of discrimination; and
- Making the most of our assets by building a professional, efficient and sustainable organisation.

The trustees and managers review the charity's aims, objectives and activities each year, ensuring that these remain focused around its charitable purposes. The trustees are aware of the requirement by the Charity Commission to provide public benefit when reviewing these aims and objectives, and in planning future activities.

In 2021-22 these aims and objectives were met by offering peer support groups, counselling and information and well-being services to people in Wiltshire with their mental health and emotional distress.

In addition we have been able to provide the following outcomes:

- An increased ability amongst those suffering mental distress to manage daily tasks and lead fulfilling lives;
- Better chances in life for those in need of support, and playing a full part in society including the possibility of a return to employment or undertaking voluntary work;
- Support for young people to ensure early intervention, reducing the need for mental health support later in life
- A reduction in isolation amongst residents suffering mental distress - better access to support and services and stronger communities with citizens working together to tackle mental health problems;
- An increased awareness of a wide spectrum of mental disorders leading to increased understanding, reduced stigma and community support for sufferers - healthier communities;
- Enabling of social participation and empowerment by providing access to information, advice, peer support networks and personalised services;
- Helping people with mental health issues build confidence and resilience; and
- Our activities will also help service users build self-esteem, become more active citizens, have improved wellbeing and find support and friendship.

**Wiltshire Mind**  
**Report of the Trustees**  
**for the Year Ended 31 March 2022**

**OBJECTIVES AND ACTIVITIES**

**Significant activities**

**Progress April 2021- March 2022**

**Covid-19 pandemic and charity activities**

The COVID-19 pandemic has led to significant social and economic changes in daily life, with impacts on mental health of the general population showing increased levels of anxiety, stress and depression.

These effects continued to impact both the income of the charity, and the demand for our services through the year. Where demand for mental health services continued to grow, our charitable income reduced significantly.

The pandemic continued to drive changes in the needs of our beneficiaries. Our online and face to face support services evolved in year, resulting in a continuation of the hybrid model of counselling and support delivery for the people of Wiltshire. We launched a new Trauma Counselling service too, with the financial support of a local grant funder.

We recognise that many of our costs are rising, including a gradual increase in venue costs for our face-to-face support groups, along with noted increased insurance and administrative costs as a result of the changing economy. Where possible, efficiency measures have been introduced including the development of a new digital Client Management System which will help reduce overall administrative costs going forward.

The importance of providing mental health support is underlined by the work of the NHS, government and health and social care agencies during the reporting year. However, our charity continued to operate without financial support from either commissioners or statutory sources and therefore we remain reliant on voluntary donations and the support of our local community and grant funders.

**Funding Overview**

The pandemic resulted in the continued cancellation of many local fundraising events and general lack of fundraising opportunities that support our income generation activity. We therefore used a determined amount of our unrestricted reserves to maintain services against the backdrop of declining income.

Trustees and Management agreed that core service delivery (counselling and peer support) must continue where possible to support the increasing mental health service demand locally, reducing any further community shortfall in mental health service provision and disadvantaging the health and care system further.

Our local community in Wiltshire continued to support the charity and local businesses continued to donate throughout 2021/22 albeit at a reduced level. Fundraising remains a key component of the overall funding. Adapting to changing local fundraising activity meant driving greater engagement with organisations, clubs and other charities this year to help us create sustainable income streams. Securing funding for a new Trauma Counselling service trial for example from a local charitable trust was a notable outcome.

A review of the retail operation was undertaken in year, which resulted in the closure of our local charity shop based in Melksham at the end of the financial year. With its intermittent closure during the pandemic, the changing customer footfall on the high street and general decline in sales were significant contributing factors to its underperformance.

A stronger, more focussed grant funding strategy was developed to help maintain local peer support groups and counselling services. The Trustees and Management are grateful for this financial assistance from those funders who have supported us during the year and into the future. We were successful in securing funding for our Support Groups from The National Lottery Community Fund. We are also grateful to Mind for supporting our Digital Transformation with a small grant, enabling us to continue to innovate in the delivery of our services.

**Commercial income challenges**

The largest affected area of our activity during the year was the provision of Mental Health Awareness Training. Before Covid-19 and the pandemic, this commercially successful product had been an income source for the charity, and a valuable corporate offer for local businesses. The market has changed considerably in the last 18 months, commoditising and resulting in lower incomes due to saturation of the market from online providers who are offering vastly discounted CPD or one-off training packages. Finding a replacement product with significant income levels has remained a challenge. Strategically we remain determined to develop a replacement income offer.

**Wiltshire Mind**  
**Report of the Trustees**  
**for the Year Ended 31 March 2022**

## **OBJECTIVES AND ACTIVITIES**

### **Mental health support services for our community**

#### **Overview of Services provided in 2021/2022**

At the start of the financial year, the UK was coming out of a lockdown, which enabled us to resume face-to-face services from July 2021 on a staggered approach. Social restrictions ended formally during the summer.

We are pleased to report that we continued our Young People's Counselling Service during the pandemic - via video call and face-to-face at our Melksham office. Operating three afternoons/evenings per week, providing specialist young people's counsellors for our local population of young people, this service bridges the gaps in local statutory provision and enables young people to be seen at the earliest point. In year we have identified the need for greater engagement with schools and this will roll into our strategic plans in the future.

Our Adult Counselling Service provides an accessible counselling support service for anyone experiencing mental health problems or emotional distress. During 2021/22 we were able to continue to provide this virtually in the same way we were able to in 2020/21, and also face to face when pandemic social restrictions allowed. Our 16 active counselling volunteers continue to be flexible in helping to support our service users during these challenging times.

At the start of the year we established trial Trauma Counselling service for adults. Using the skills of a trained trauma counsellor, sessions are offered in a similar way to our adult counselling.

Our Peer Support Groups across Wiltshire remain a vital support network for those who attend. With the pandemic and associated social restrictions, some groups remained online via video calls. Those attending groups may be disadvantaged and suffering from mental ill health and struggling with emotional distress. Members support each other by sharing experiences and most importantly sharing coping mechanisms. Attendees of the groups benefit from social integration in the format of group activities when possible. Groups are run by a trained facilitator and with a volunteer at each session.

Peer Support Groups traditionally operate out of local venues which are held in county towns. Those attending help shape the content of the sessions held. Historically attendees have contributed a small financial contribution per visit towards refreshment costs, but this has been sporadic due to the inconsistent nature of the groups during the year. Part funding for these groups is sought from local councils where possible. We reviewed our venues during 2021/22 in light of health and safety and social restrictions. This led to changes in all of our venues, ensuring better facilities for groups, and better locations geographically for each community.

During the reporting year, we provided the following services and opportunities for the community:

- Adult Counselling
- Children and Young People's Counselling (Aged 11+)
- 6 local Peer Support Groups. These groups were held online, moving to face-to-face groups at the following times:
  - Chippenham - October 2021
  - Devizes - October 2021
  - Trowbridge - February 2022
  - Melksham - March 2022
  - Salisbury - March 2022
  - Tidworth - March 2022
- Online Support Group held during the evening for those unable to attend during daytime
- Mental Health Awareness and Mental Health First Aid Training for local businesses and organisations
- Volunteering opportunities for 31 people (counselling, support group and retail volunteering roles)

### **Partnerships and Projects**

The **Building Bridges** programme supports people across Swindon and Wiltshire who are facing significant challenges in being able to develop their skills, access education or move towards the world of work. We continued to work in partnership with the National Lottery Funded programme to deliver mental health support to a number of individuals across the year.

Our new **Trauma Counselling service** was successfully trialled throughout the year and, funded by the Sarah Jayne Charitable Trust, demand for trauma counselling remains high across our county, and we hope this service will receive full funding in due course and enable expansion across our military and civilian community.

**Wiltshire Mind**  
**Report of the Trustees**  
**for the Year Ended 31 March 2022**

**OBJECTIVES AND ACTIVITIES**

The **Army Welfare Service** provides professional welfare support and services to our armed forces and their families. In 2021/22 we developed a new relationship with this vital stakeholder in Wiltshire, opening up opportunities to develop a new support group in Tidworth for local residents in the garrison town. The group uses garrison shared venues and we participate in the work of the Army Welfare Service across the county and have representation at their regular quarterly meetings.

**Organisational Overview**

**Staff and Leadership**

The Chief Executive Officer works closely with the Trustees and Senior Leadership Team to lead the organisation, strategy delivery, commissioning, funding, awareness, safeguarding, and oversees the charity's budgets and management accounts. The Board and CEO are supported by the extended Leadership Team, who oversee the policies and working procedures, Health and Safety, Human Resources, and ensuring that all services are delivered to the highest quality and managed appropriately.

Our staff team are predominantly part time workers, and collectively equate to 5.4 Full Time Equivalent. We are indebted to their commitment to the charity.

**Volunteers**

Our volunteers add significant value to what we do, particularly in the delivery of our counselling and peer support services. 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 2021/2022 we were again fortunate in having our volunteers by our side as we dealt with the effects of the pandemic. Their flexibility and support ensured we were able to stand-up services including volunteering, support groups and providing retail support in our charity shop.

In particular we reference our 16 volunteer counsellors, (10 qualified, 6 in training) who deliver our adult counselling, underpinning our core services.

We were sorry to see our 6 charity shop volunteer roles end following the closure of our Melksham shop, but the volunteers themselves remain part of the Wiltshire Mind stakeholder group. Volunteers form the backbone of Wiltshire Mind in the community.

During 2021/2022 we had an average of 4 support group volunteers, 6 shop volunteers and around 16-20 volunteers providing counselling support - an average of 27 volunteers in total throughout the year. During the year, our volunteers contributed approximately 1000 hours to Wiltshire Mind in helping deliver our aims.

**Organisational Aspects**

Wiltshire Mind is affiliated to National Mind and a 'local Mind' and associated only through the federation agreement. There is no financial or managerial connection other than payment of the membership fee. Active involvement with the Mind Federation's Quality Mark scheme enables organisational improvement through the Mind Quality Mark (MQM) and we are duly accredited.

Our IT system is cloud based, resilient and networked, with appropriate cyber security. During the year we started development work on our new Client Management Record system, which will vastly improve counselling and peer support processes and procedures, resulting in efficiencies in the next financial year.

**OBJECTIVES AND ACTIVITIES**

**Covid-19**

We have prepared this report at a time when Covid-19 is continues to be a global pandemic. The situation continues to develop for our beneficiaries, service users, staff, and partner organisations. Where possible, we have mitigated any risks through effective risk management, ensuring good practice and a close working relationship between the management of the charity and Trustees.

**Wiltshire Mind**  
**Report of the Trustees**  
**for the Year Ended 31 March 2022**

**OBJECTIVES AND ACTIVITIES**

**Our impact in 2021/22**

**Adult Counselling Service**

During the year we provided 1,074 counselling sessions for adults. During this period we helped (after assessment) 121 adults across Wiltshire.

**Children and Young People's Counselling Service**

In total, we provided 477 counselling sessions for Children and Young People, helping 22 individuals.

**Peer Support Groups**

Our groups traditionally operate out of local premises or which are formed and held in populated towns. With the need to run this service online, the groups held during 2020/2021 had fewer geographic boundaries. In total, we held 122 peer support groups helping 73 people.

We were able to gain grant funding to help support this service during the year from The Community Fund of The National Lottery.

**FINANCIAL REVIEW**  
**Financial commentary**  
**Income**

Total income from all sources in the year was £153,447 (2020/21: £99,876).

**Expenditure**

Total expenditure from all sources was £212,356 (2020/21: £184,197) resulting in a deficit for the year of £58,909 (2020/21: £84,319 deficit).

**Banking and investments**

We continued to bank and invest with The Co-operative Bank. Our working funds were managed in the Community Direct Plus current account. We also have a current account with NatWest and a United Trust Bank Deposit Account.

**Budget 2022/23**

Due to the ongoing uncertainties around the pandemic and the general economic situation, the trustees approved a deficit budget for the year 2022/23 of £34,000 noting uncertainties around income, especially donations and grant availability.



**Wiltshire Mind**  
**Report of the Trustees**  
**for the Year Ended 31 March 2022**

**FINANCIAL REVIEW**

**Reserves policy**

The Trustees regularly examine the charity's requirements for reserves with regard to the main risks to the organisation. General reserves are held at an appropriate level in relation to the financial risks and to ensure that funds are available to manage unexpected challenges. (General reserves exclude restricted funds and reserves invested in tangible fixed assets). We also try to ensure that the charity has sufficient liquid reserves (cash and investments less restricted funds) to operate efficiently and manage any shortfalls in planned fundraising and other contributions.

The trustees have previously agreed that Wiltshire Mind's reserve policy is to hold three to six months of planned expenditure as a general reserve to be available with immediate access. The Trustees are aware of the need for reserves and aim to increase the reserve fund as and when conditions allow. As at the end of 2021/22, the unrestricted reserves stand at £112,503 and liquid reserves at £134,077.

The trustees view that this figure is in excess of the policy of three to six months of planned expenditure (£52,000 to £103,000) but due to ongoing uncertainties about future charity income and a deficit budget planned for 2022/23 of £34,000, it is prudent to keep a slightly higher level of reserves at this time. All of the unrestricted reserves and general funds, the trustees considered designated funds are no longer required.

During the year, due to the severe impact of Covid-19, Wiltshire Mind has had to draw on its reserves significantly due to lack of income and disruption to services during the lockdown and post-lockdown periods. The trustees can report that although significantly depleted from previous years, current general unrestricted reserves are still in line with six months of future planned expenditure (£103,000).

The reserves policy will be agreed on an annual basis drawing on updated budgets and business plans and, if this level is maintained as we emerge post Covid-19, further plans will be drawn up to increase expenditure in key areas in line with our stated objectives.

We sincerely thank the following organisations who made donations or awarded grants to us:

**£200 to £10,000 grants**

The National Lottery Community Fund (for the benefit of our Peer Support Groups)

Sarah Jayne Charitable Trust (for the benefit of Trauma Counselling trial)

Mind (for our digital Client Management System)

Walter Guinness Charitable Trust (for the benefit of the Peer Support Groups)

Chippenham Borough Lands Trust (for the benefit of the local Peer Support Group)

Tidworth Town Council (for the benefit of the local Peer Support Group)

Trowbridge Town Council (for the benefit of the local Peer Support Group)

Samuel William Farmer Trust (for the benefit of local Peer Support Groups)

Melksham Without Parish Town Council (for the benefit of local Peer Support Group)

Albert Hunt Trust (for the benefit of our Children and Young People's service)

Devizes Town Council (for the benefit of our clients in Devizes, Peer Support Group)

Wiltshire Community Fund (for the benefit of our Children and Young People's service)

We also thank the many individuals and donors who have supported Wiltshire Mind during the year, particularly during these challenging times.

## **Wiltshire Mind**

### **Report of the Trustees** **for the Year Ended 31 March 2022**

#### **FUTURE PLANS**

##### **Plans for the future**

A strategy was produced in 2019 taking us through to 2023. Following the pandemic, we are reviewing our strategy in July 2022, ensuring we remain focussed on our strategic aims and that we have the necessary organisational structure to take us forward successfully into the post Covid-19 future.

We will continue to focus on our Strategic Goals:

- To increase our service provision, offering as wide a service footprint as possible and improving service effectiveness amongst our community.
- Raise the profile of Wiltshire Mind
- Help to overcome the stigma associated with mental health by influencing an engaging with key stakeholders
- Achieve sustainable funding base and sustainability for Wiltshire Mind

The effects of the pandemic and Covid-19 mean we have to continue to adapt to the way we operate our services, and raise income to remain sustainable. We must remain flexible, working to our strategic goals.

As the demand for mental health services increases across the county, we see our position in the new Integrated Care System becoming more important. Efforts to establish ourselves as a chosen provider and work with other providers locally will be a priority, and we aim to secure some commissioned income during the lifetime of the current strategic plan.

We continue to work in partnership with others across Wiltshire to provide the very best care and support for those needing mental health support. We will continue to promote 'good mental health' and our work through the local press, media and through attendance at events - raising the profile of the charity at every opportunity.

Identified opportunities which have become evident this year include:

- Early intervention for school children - helping those at an early age with their mental health
- Developing stronger ties with the military and civilian communities around our county to offer support through adult, children and trauma counselling and support groups
- The need to provide specific groups, which may focus on anxiety, depression, and other mild to moderate conditions.
- The need to continue to offer both online and face to face services
- The need to further adapt our funding model in light of declining voluntary donations/income
- Review of our commercial offer of training packages

These opportunities will be built into our future strategic plan.

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

Wiltshire Mind, originally established in 1993, is a company limited by guarantee (No. 5498430) incorporated on 4 July 2005, and a registered charity (No. 1113751) registered with the Charity Commission on 11 April 2006. The charitable company is established under its Memorandum of Association and governed under its Articles of Association.

##### **Recruitment and appointment of new trustees**

###### **Appointment of Trustees**

The directors of the company are also charity trustees. Trustees are elected at the AGM by a majority of those attending, or voting by proxy and may serve for a maximum of three years after which they must stand for re-election. Trustees may normally serve for a maximum of three terms after which they are ineligible for two years.

###### **Induction of Trustees**

Prospective trustees are sent an induction pack which outlines the role of the trustee along with the various Charity Commission publications on the subject. He or she will then attend a meeting with other trustees to discuss these issues further. The prospective trustee will be invited to attend meetings of the Trustees as an observer. If he or she wishes to proceed they may be co-opted to serve as a Trustee until the next Annual General Meeting at which members may vote to allow them to be full members. We constantly seek to improve the induction and training of our trustees to enable and empower them in their roles.

**Wiltshire Mind**  
**Report of the Trustees**  
**for the Year Ended 31 March 2022**

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Organisational structure**

The Trustees meet at least eight times per year. They are responsible for the strategic direction, policies, activities and assets of the charity. At present the Trustees' meeting consists of seven elected trustees and they come from a variety of backgrounds including being at some time users of the service provided by the charity. Sub committees are appointed, consisting of trustees and relevant staff, to examine specific issues such as finance, strategy and fundraising, and report back to the full meeting of Trustees when required.

The main responsibilities of principal staff include management and delivery of high-quality services and service support, development of new services and management systems, meeting performance targets where set, and supervision and training of staff and volunteers. Wiltshire Mind uses the services of a variety of qualified or trained personnel as required. At 31 March 2022 there were 12 part-time staff and 27 volunteers including trustees and charity shop volunteers.

**Risk management**

The Trustees are aware of the requirement to consider the major risks to which Wiltshire Mind is exposed. To this end, an on-going process has been established to identify risks and draw up a risk register, which is reviewed annually. It is therefore possible to mitigate or eliminate these risks either by ensuring that present policies and procedures are sufficiently robust or by the introduction of new strategies and practices. Risks already identified have led to ongoing organisational changes, and development of strategies to reduce dependence on single-source funding and to meet the ongoing challenges of radical change in funding methods and service delivery.

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company number**

5498430 (England and Wales)

**Registered Charity number**

1113751

**Registered office**

Part 1st Floor/2nd Floor  
21-23 High Street  
Melksham  
Wiltshire  
SN12 6JY

**Trustees**

Jim Donald	Chair	Re-appointed December 2020
Geoffrey Brown	Vice Chair	Re-appointed November 2021 (re-appointed yearly)
Brian Stables	Treasurer	Re-appointed November 2021
Joe McTiernan		Re-appointed December 2020
Nigel Carter		Re-appointed November 2021
Cora Gallagher		Re-appointed December 2021 (re-appointed yearly)
James Colquhoun		Appointed November 2021

**PRINCIPAL STAFF**

Paul Mills	Chief Executive Officer (appointed September 2020)
Phillippa Collins	Head of Service Delivery
Michelle Brichard	Head of Operations (appointed November 2020)
Claire Selway	Finance assistant/bookkeeper
Jennie Stoddart	Support Group Facilitator and Training Products Co-ordinator
Ann Marie Neil	Support Group Facilitator
Chris Thorpe	Support Group Facilitator
Karen Miller	Office Co-ordinator
Natalia Maiseyeva	Service Delivery Assistant (appointed January 2021)
Laura Oatley	Community Fundraiser/Counselling Coordinator

**Independent Examiner**

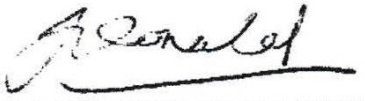
Monahans  
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**Wiltshire Mind**

**Report of the Trustees**  
**for the Year Ended 31 March 2022**

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 2 November 2022 and signed on its behalf by:

A handwritten signature in black ink, appearing to read 'Jim Donald', with a long horizontal line extending from the end of the signature.

Jim Donald - Trustee

**Independent Examiner's Report to the Trustees of  
Wiltshire Mind**

**Independent examiner's report to the trustees of Wiltshire Mind ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



James Gare FCA DChA  
Monahans  
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Fortescue House  
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Trowbridge  
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Date: 21 November 2022

**Wiltshire Mind**

**Statement of Financial Activities**  
**(Incorporating an Income and Expenditure Account)**  
**for the Year Ended 31 March 2022**

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and voluntary income	2	99,840	29,910	129,750	81,709
<b>Charitable activities</b>					
Charitable activities		5,018	434	5,452	5,108
Other trading activities	3	17,000	-	17,000	9,514
Investment income	4	<u>1,245</u>	<u>-</u>	<u>1,245</u>	<u>3,547</u>
<b>Total</b>		<u>123,103</u>	<u>30,344</u>	<u>153,447</u>	<u>99,878</u>
 <b>EXPENDITURE ON</b>					
Raising funds	6	44,340	-	44,340	33,194
<b>Charitable activities</b>	7				
Charitable activities		<u>146,491</u>	<u>21,525</u>	<u>168,016</u>	<u>151,003</u>
<b>Total</b>		<u>190,831</u>	<u>21,525</u>	<u>212,356</u>	<u>184,197</u>
 <b>NET INCOME/(EXPENDITURE)</b>		(67,728)	8,819	(58,909)	(84,319)
 <b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		<u>180,231</u>	<u>13,558</u>	<u>193,789</u>	<u>278,108</u>
 <b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>112,503</u></u>	<u><u>22,377</u></u>	<u><u>134,880</u></u>	<u><u>193,789</u></u>

The notes form part of these financial statements

**Wiltshire Mind**

**Balance Sheet**  
**31 March 2022**

	Notes	2022 £	2021 £
<b>FIXED ASSETS</b>			
Tangible assets	14	803	1,205
<b>CURRENT ASSETS</b>			
Debtors	15	171	1,955
Investments	16	105,000	140,000
Cash at bank and in hand		<u>43,632</u>	<u>71,918</u>
		148,803	213,873
<b>CREDITORS</b>			
Amounts falling due within one year	17	(14,726)	(21,289)
<b>NET CURRENT ASSETS</b>		<u>134,077</u>	<u>192,584</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		134,880	193,789
<b>NET ASSETS</b>		<u>134,880</u>	<u>193,789</u>
<b>FUNDS</b>	19		
Unrestricted funds		112,503	180,231
Restricted funds		<u>22,377</u>	<u>13,558</u>
<b>TOTAL FUNDS</b>		<u>134,880</u>	<u>193,789</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

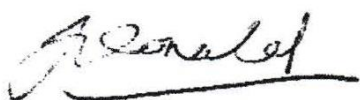
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 2 November 2022 and were signed on its behalf by:



Jim Donald - Trustee



Brian Stables - Trustee

The notes form part of these financial statements

**Notes to the Financial Statements**  
**for the Year Ended 31 March 2022**

**1. ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

Wiltshire Mind is an incorporated charity registered in the England and Wales. The principal address of charity is given within the reference and administration details on page seven of these financial statements. The nature of the charity's operations and principal activities are provided in the Report of the Trustees.

The charity constitutes a public benefit entity as defined by FRS 102. 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, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland, the Charities Act 2011 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £1.

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

**Income**

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

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**Tangible fixed assets**

Depreciation is provided as rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows;

Computer and office equipment	4 years
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Items of equipment are capitalised where the purchase price exceeds £1,000.

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.



**Wiltshire Mind**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2022**

**2. DONATIONS AND VOLUNTARY INCOME**

	2022	2021
	£	£
Donations	78,175	49,728
Grants	<u>51,575</u>	<u>31,981</u>
	<u>129,750</u>	<u>81,709</u>

**3. OTHER TRADING ACTIVITIES**

	2022	2021
	£	£
Shop income	15,230	8,014
Training income	<u>1,770</u>	<u>1,500</u>
	<u>17,000</u>	<u>9,514</u>

**4. INVESTMENT INCOME**

	2022	2021
	£	£
Deposit account interest	<u>1,245</u>	<u>3,547</u>

**5. INCOME FROM CHARITABLE ACTIVITIES**

	2022 Charitable activities £	2021 Total activities £
Support groups	434	324
Counselling	<u>5,018</u>	<u>4,784</u>
	<u>5,452</u>	<u>5,108</u>

**6. RAISING FUNDS**

**Other trading activities**

	2022	2021
	£	£
Staff costs	14,193	13,402
Shop expenditure	<u>17,890</u>	<u>11,831</u>
	<u>32,083</u>	<u>25,233</u>

**7. CHARITABLE ACTIVITIES COSTS**

	Direct Costs (see note 8) £	Support costs (see note 9) £	Totals £
Charitable activities	<u>112,341</u>	<u>55,675</u>	<u>168,016</u>

**Wiltshire Mind**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022**

**8. DIRECT COSTS OF CHARITABLE ACTIVITIES**

	2022	2021
	£	£
Staff costs	88,684	51,536
Other staff costs	10,021	11,030
Sessional workers	812	590
Volunteer costs	528	499
Premises costs	2,260	360
Administration costs	1,807	30
Professional fees	<u>8,229</u>	<u>6,755</u>
	<u>112,341</u>	<u>70,800</u>

**9. SUPPORT COSTS**

	Management £	Other £	Governance costs £	Totals £
Charitable activities	<u>53,389</u>	<u>402</u>	<u>1,884</u>	<u>55,675</u>

Support costs, included in the above, are as follows:

**Management**

	2022 Charitable activities £	2021 Total activities £
Wages	13,643	28,901
Premises costs	12,269	8,201
Administration costs	21,256	27,935
Professional fees	<u>6,221</u>	<u>13,012</u>
	<u>53,389</u>	<u>78,049</u>

**Other**

	2022 Charitable activities £	2021 Total activities £
Depreciation of tangible fixed assets	<u>402</u>	<u>402</u>

**Governance costs**

	2022 Charitable activities £	2021 Total activities £
Accountancy and legal fees	<u>1,884</u>	<u>1,752</u>

**10. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

	2022 £	2021 £
Depreciation - owned assets	402	402
Independent examination	2,000	1,752
Leasing of photocopier	<u>7,920</u>	<u>7,920</u>

**Wiltshire Mind**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2022**

**11. TRUSTEES' REMUNERATION AND BENEFITS**

No trustees were remunerated in the year, nor in the previous year.

**Trustees' expenses**

There were no expenses reimbursed to trustees in the year (2021 - £160 reimbursed to 1 trustee in relation to training costs).

**12. STAFF COSTS**

	2022 £	2021 £
Wages and salaries	120,606	93,911
Other pension costs	<u>954</u>	<u>785</u>
	<u><u>121,560</u></u>	<u><u>94,696</u></u>

The average monthly number of employees during the year was as follows:

	2022	2021
Average head count	<u>13</u>	<u>12</u>

No employees received emoluments in excess of £60,000.

The key management personnel of the charity comprise the Chief Executive Officer, Counselling Lead and Charity Shop Manager. The total employee benefits paid to the key management personnel were £23,815 (2021: £49,473).

**13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and voluntary income	79,883	1,826	81,709
<b>Charitable activities</b>			
Charitable activities	4,786	322	5,108
Other trading activities	9,514	-	9,514
Investment income	<u>3,547</u>	<u>-</u>	<u>3,547</u>
<b>Total</b>	<u><u>97,730</u></u>	<u><u>2,148</u></u>	<u><u>99,878</u></u>
<b>EXPENDITURE ON</b>			
Raising funds	33,194	-	33,194
<b>Charitable activities</b>			
Charitable activities	<u>136,621</u>	<u>14,382</u>	<u>151,003</u>
<b>Total</b>	<u><u>169,815</u></u>	<u><u>14,382</u></u>	<u><u>184,197</u></u>
<b>NET INCOME/(EXPENDITURE)</b>	(72,085)	(12,234)	(84,319)
<b>Transfers between funds</b>	<u>(14,816)</u>	<u>14,816</u>	<u>-</u>
<b>Net movement in funds</b>	(86,901)	2,582	(84,319)
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	267,132	10,976	278,108

**Wiltshire Mind**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2022**

**13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>180,231</u>	<u>13,558</u>	<u>193,789</u>

**14. TANGIBLE FIXED ASSETS**

		Computer equipment £
<b>COST</b>		
At 1 April 2021 and 31 March 2022		<u>2,522</u>
<b>DEPRECIATION</b>		
At 1 April 2021		1,317
Charge for year		<u>402</u>
At 31 March 2022		<u>1,719</u>
<b>NET BOOK VALUE</b>		
At 31 March 2022		<u>803</u>
At 31 March 2021		<u>1,205</u>

**15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2022 £	2021 £
Other debtors	-	983
Prepayments and accrued income	<u>171</u>	<u>972</u>
	<u>171</u>	<u>1,955</u>

**16. CURRENT ASSET INVESTMENTS**

	2022 £	2021 £
United Trust Bank account	<u>105,000</u>	<u>140,000</u>

**17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2022 £	2021 £
Social security and other taxes	1,008	274
Accruals and deferred income	<u>13,718</u>	<u>21,015</u>
	<u>14,726</u>	<u>21,289</u>

**18. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
Fixed assets	803	-	803	1,205
Current assets	126,426	22,377	148,803	213,873
Current liabilities	<u>(14,726)</u>	<u>-</u>	<u>(14,726)</u>	<u>(21,289)</u>
	<u>112,503</u>	<u>22,377</u>	<u>134,880</u>	<u>193,789</u>

**Wiltshire Mind**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2022**

**19. MOVEMENT IN FUNDS**

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
<b>Unrestricted funds</b>				
General fund	165,231	(67,728)	15,000	112,503
Redecoration	15,000	-	(15,000)	-
	180,231	(67,728)	-	112,503
<b>Restricted funds</b>				
Chippenham you-in-mind fund	2,202	554	-	2,756
Devizes you-in-mind fund	-	542	-	542
Melksham you-in-mind fund	-	541	-	541
Salisbury you-in-mind fund	2,206	(1,663)	-	543
Trowbridge you-in-mind fund	-	544	-	544
Trowbridge Polish project	7,967	-	-	7,967
Melksham evening group	723	(723)	-	-
Tidworth you-in-mind fund	460	84	-	544
Trauma Counselling	-	940	-	940
Children and Young People	-	5,000	-	5,000
CMS System	-	3,000	-	3,000
	13,558	8,819	-	22,377
<b>TOTAL FUNDS</b>	<b>193,789</b>	<b>(58,909)</b>	<b>-</b>	<b>134,880</b>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	123,103	(190,831)	(67,728)
<b>Restricted funds</b>			
Chippenham you-in-mind fund	4,325	(3,771)	554
Devizes you-in-mind fund	3,986	(3,444)	542
Malmesbury you-in-mind fund	226	(226)	-
Melksham you-in-mind fund	3,376	(2,835)	541
Salisbury you-in-mind fund	1,038	(2,701)	(1,663)
Trowbridge you-in-mind fund	3,377	(2,833)	544
Melksham evening group	48	(771)	(723)
Tidworth you-in-mind fund	3,250	(3,166)	84
YIM Virtual	1,218	(1,218)	-
Trauma Counselling	1,500	(560)	940
Children and Young People	5,000	-	5,000
CMS System	3,000	-	3,000
	30,344	(21,525)	8,819
<b>TOTAL FUNDS</b>	<b>153,447</b>	<b>(212,356)</b>	<b>(58,909)</b>

**Wiltshire Mind**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2022**

**19. MOVEMENT IN FUNDS - continued**

**Comparatives for movement in funds**

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
<b>Unrestricted funds</b>				
General fund	247,824	(61,084)	(21,509)	165,231
Redecoration	15,000	-	-	15,000
Young people counselling	<u>4,308</u>	<u>(11,001)</u>	<u>6,693</u>	<u>-</u>
	267,132	(72,085)	(14,816)	180,231
<b>Restricted funds</b>				
Chippenham you-in-mind fund	4,218	(2,016)	-	2,202
Devizes you-in-mind fund	370	(2,465)	2,095	-
Malmesbury you-in-mind fund	(1,647)	(1,806)	3,453	-
Melksham you-in-mind fund	(1,270)	(1,958)	3,228	-
Salisbury you-in-mind fund	2,499	(293)	-	2,206
Trowbridge you-in-mind fund	(2,865)	(2,116)	4,981	-
Trowbridge Polish project	7,967	-	-	7,967
Melksham evening group	723	-	-	723
Tidworth you-in-mind fund	981	(521)	-	460
YIM Virtual	<u>-</u>	<u>(1,059)</u>	<u>1,059</u>	<u>-</u>
	<u>10,976</u>	<u>(12,234)</u>	<u>14,816</u>	<u>13,558</u>
<b>TOTAL FUNDS</b>	<u>278,108</u>	<u>(84,319)</u>	<u>-</u>	<u>193,789</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	97,067	(158,151)	(61,084)
Young people counselling	<u>663</u>	<u>(11,664)</u>	<u>(11,001)</u>
	97,730	(169,815)	(72,085)
<b>Restricted funds</b>			
Chippenham you-in-mind fund	108	(2,124)	(2,016)
Devizes you-in-mind fund	67	(2,532)	(2,465)
Malmesbury you-in-mind fund	373	(2,179)	(1,806)
Melksham you-in-mind fund	41	(1,999)	(1,958)
Salisbury you-in-mind fund	494	(787)	(293)
Trowbridge you-in-mind fund	65	(2,181)	(2,116)
Tidworth you-in-mind fund	-	(521)	(521)
YIM Virtual	<u>1,000</u>	<u>(2,059)</u>	<u>(1,059)</u>
	<u>2,148</u>	<u>(14,382)</u>	<u>(12,234)</u>
<b>TOTAL FUNDS</b>	<u>99,878</u>	<u>(184,197)</u>	<u>(84,319)</u>

**Wiltshire Mind**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2022**

**19. MOVEMENT IN FUNDS - continued**

**Restricted Funds**

Chippenham You in Mind/Peer Support Group	Grants from previous years to be used for the benefit of clients of Chippenham You in Mind group.
Devizes You in Mind/Peer Support Group	Grants from Devizes Town Council to be used for the benefit of clients of Devizes You in Mind group.
Salisbury You in Mind/Peer Support Group	Grants from previous years to be used for the benefit of clients of Salisbury You in Mind group.
Tidworth You in Mind Group	Grants to be used for the benefit of clients of Tidworth You in Mind group.
Trowbridge Peer Support Group	Grant received in year for the benefit of the clients of Trowbridge group.
Melksham Peer Support Group	Grants to be used for the benefit of clients of Melksham You in Mind group.
Melksham Evening Group	Ran until the end of March 2020 and then some clients joined the You in Mind virtual group.
Children and Young People	Grant received in year.
Trowbridge Polish Counselling Project	Ran until the impact of Covid 19 at the start of the financial year then put 'on hold' as it is currently.
Trauma Counselling	A new service started in 2021/22.
Mind CMS	Grant from Mind to support the establishment of an integrated database system.

**20. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2022.

**Wiltshire Mind**

**Detailed Statement of Financial Activities**  
**for the Year Ended 31 March 2022**

	2022 £	2021 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and voluntary income</b>		
Donations	78,175	49,728
Grants	<u>51,575</u>	<u>31,981</u>
	129,750	81,709
<b>Other trading activities</b>		
Shop income	15,230	8,014
Training income	<u>1,770</u>	<u>1,500</u>
	17,000	9,514
<b>Investment income</b>		
Deposit account interest	1,245	3,547
<b>Charitable activities</b>		
Support groups	434	324
Counselling	<u>5,018</u>	<u>4,784</u>
	<u>5,452</u>	<u>5,108</u>
<b>Total incoming resources</b>	153,447	99,878
<b>EXPENDITURE</b>		
<b>Raising donations</b>		
Wages	5,040	857
Administration costs	<u>7,217</u>	<u>7,104</u>
	12,257	7,961
<b>Other trading activities</b>		
Wages	13,976	13,229
Pensions	217	173
Shop expenditure	<u>17,890</u>	<u>11,831</u>
	32,083	25,233
<b>Charitable activities</b>		
Wages	87,947	50,924
Pensions	737	612
Other staff costs	10,021	11,030
Sessional workers	812	590
Volunteer costs	528	499
Premises costs	2,260	360
Administration costs	1,807	30
Professional fees	<u>8,229</u>	<u>6,755</u>
	112,341	70,800
<b>Support costs</b>		
<b>Management</b>		
Wages	13,643	28,901
Premises costs	12,269	8,201
Administration costs	21,256	27,935
Carried forward	47,168	65,037

This page does not form part of the statutory financial statements



**Wiltshire Mind**

**Detailed Statement of Financial Activities**  
**for the Year Ended 31 March 2022**

	2022 £	2021 £
<b>Management</b>		
Brought forward	47,168	65,037
Professional fees	<u>6,221</u>	<u>13,012</u>
	53,389	78,049
<b>Other</b>		
Computer equipment	402	402
<b>Governance costs</b>		
Accountancy and legal fees	<u>1,884</u>	<u>1,752</u>
Total resources expended	<u>212,356</u>	<u>184,197</u>
<b>Net expenditure</b>	<u><u>(58,909)</u></u>	<u><u>(84,319)</u></u>