

Charity Registration No. 1126091

Company Registration No. 06504104 (England and Wales)

**NORTH EAST WALES MIND LIMITED**  
**ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**



# NORTH EAST WALES MIND LIMITED

## LEGAL AND ADMINISTRATIVE INFORMATION

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<b>Trustees</b>	Mr A J J Bochenski Mrs P M Thomas Ms M E Jones Ms K J Gallagher Ms T D Griffiths Ms L M Harper Dr S E Partington	(Appointed 16 July 2020) (Appointed 16 July 2020)
<b>Secretary</b>	Ms J Murphy	
<b>Charity number</b>	1126091	
<b>Company number</b>	06504104	
<b>Registered office</b>	The Wellbeing Centre 23b Chester Street Mold Flintshire Wales CH7 1EG	
<b>Independent examiner</b>	Azets Brynford House 21 Brynford Street Holywell Flintshire Wales CH8 7RD	

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# NORTH EAST WALES MIND LIMITED

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# NORTH EAST WALES MIND LIMITED

## ANNUAL TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2021

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The trustees present their report and financial statements for the year ended 31 March 2021.

### Objectives and activities

#### Aims, objectives and vision

North East Wales Mind was set up to promote and safeguard mental health for people in Flintshire and Wrexham and its aims are set out in the objects contained in the charity's Memorandum of Association. The organisation was established in 1998 to work in association with Mind (the National Association for Mental Health) and to follow the vision, mission, values and goals of Mind. These were updated in 2015.

#### Our vision

We won't give up until everyone experiencing a mental health problem gets both support and respect.

#### Our mission

To provide advice and support to empower anyone experiencing a mental health problem to live their life to the full, have hope for the future, enjoy positive wellbeing and get their voice heard.

#### Our values: We are

- **Open:** We reach out to anyone who needs us.
- **Together:** We're stronger in partnership.
- **Responsive:** We listen, we act.
- **Independent:** We speak out fearlessly.
- **Unstoppable:** We never give up.

#### Mind's strategic priorities 2021-24

We will continue to work for people experiencing mental health problems by supporting Mind's strategic objectives by supporting Mind's strategic objectives which are:

- **We connect Minds** by working with others in the fight for mental health.
- **We support Minds** by providing up to date information and offering life-changing mental health support
- **We change Minds** by speaking out when things aren't right and fighting for better services and rights for people with mental health problems.

Locally we will do this by:

- **Continuing to provide information, community wellbeing, workplace wellbeing, children and young people and talking therapy services.** Where contracts are coming up for renewal/tender we will strive to continue to provide these services into the future.
- **Actively seeking to find funding for additional services** which are sustainable and self-funding
- **Further developing workplace wellbeing services**
- **Developing crisis support services**
- **Developing services for children and young people**
- **Developing services in the Wrexham area** where there is currently little support for people with mental health problems
- Continuing to diversify our funding base and, in particular, **developing sources of trading**
- **Developing a premises strategy** for the future

# **NORTH EAST WALES MIND LIMITED**

## **ANNUAL TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)** **FOR THE YEAR ENDED 31 MARCH 2021**

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NE Wales Mind's vision is of a society that promotes and protects good mental health **for all**, and that treats people with experience of mental distress fairly, positively, and with respect. During 2020/21 there was a continuing emphasis on providing services which prevent mental health problems and promote well-being and recovery. We also focussed on supporting people struggling with their mental health through the pandemic due to isolation and difficulty in getting support from their usual services.

Each year the Board of NE Wales Mind reviews what has been achieved over the past 12 months. The review looks at the success of each activity and the benefits it has brought to those groups of people the organisation is set up to help. The review also helps us ensure our aims, objectives and activities remain focused on our stated purposes (see above). The Directors have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the work of the organisation and the aims and objectives set.

### **Activities**

In order to achieve its purpose and objectives the charity provided a range of services to people in North East Wales experiencing mental distress. The COVID-19 pandemic meant that, right from the beginning of the year, all services had to be adapted for remote delivery by phone and/or online. This was done quickly and there was no delay in providing support to those who wanted it. We are particularly proud that clients did not experience a break in the services provided for them, even though those services were often provided in a different way to usual.

During the year additional face to face activities were provided when possible, usually outside, in line with COVID regulations for clients who were particularly vulnerable and needed face to face support. The main services provided were:

### **Information and guidance**

The charity responded to telephone and email requests for information on a wide range of topics related to mental health. Information was available to anyone in Flintshire and Wrexham and, in addition, enquirers were signposted to other organisations in NE Wales and further afield for practical support.

A core part of NE Wales Mind's information services was its website [www.newmind.org.uk](http://www.newmind.org.uk) which included information on NE Wales Mind services as well as information on wellbeing and links to local and national well-being resources. The website is available in English and Welsh versions to ensure people have access to information in the language of their choice.

The benefits of the information and guidance service for beneficiaries are that having up-to-date and reliable information allows people to take more control of their mental health, to start a process of recovery or to maintain good mental health and well-being. Signposting also has very practical benefits, for example allowing a person to access a mental health advocate so that they can solve practical problems like housing or debt.

As people could no longer drop into our Wellbeing Centre for support and information we expanded our social media presence in order to provide an alternative way to communicate with people. We already had Twitter and Facebook accounts, however these were underused and we felt they could be more effective. In April 2020 we appointed a social media agency to expand the number of posts so that North East Wales Mind had a regular online presence. In March 2021 we added an Instagram account.

# NORTH EAST WALES MIND LIMITED

## ANNUAL TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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### Community Wellbeing Support

Both individual and group-based support were provided to help reduce isolation, improve social networks, improve resilience and encourage people to re-engage with their local community.

Normally an important feature of these services is bringing people together in groups to reduce social isolation and increase variety and learning in people's lives. The pandemic meant that services needed to be adapted to be delivered remotely. Staff quickly adapted to remote delivery, initially keeping in touch with ongoing clients by phone whilst online services were developed. We were assisted in developing online services over Zoom by funding and training from Mind nationally. In addition, particularly vulnerable or isolated clients were met in the community whenever possible to provide them with the face to face support they needed. Services provided were

- **Emotional Support and Wellbeing Phone Calls and visits**

Individuals were phoned or met with regularly (mostly weekly) to ensure they were not totally isolated. As well as regular support, the phone was used as medium to provide guided self-help using Wellbeing Recovery Action Planning (WRAP) to help people develop individual wellbeing plans to help them deal with the changes the pandemic brought.

- **Signposting and networking**

During all client interactions clients were signposted to other services that could be useful, we networked with other organisations on their behalf, and provided links to online support and websites.

- **Online wellbeing and social Activities**

Studies show that being isolated is bad for mental well-being. Many of the people who access mental health services live alone and have limited family support. It is, therefore, important to provide a regular source of social support so online groups were provided every day of the working week in order that people could maintain and develop friendships with others as well as supporting their confidence and self-esteem. Groups provided were:

- Tuesday Drop-in
- Thursday Drop-in
- Craft Group
- Relaxation Group
- Chair Yoga Group
- My-time Yoga Group (three sessions per week)
- Reading Group
- Quiz

- **Online self-management training** helped people to learn how to manage their lives to get the most out of them. These were:

- Living Lift to the Full
- Enjoy your baby
- Wellness and Recovery Action Planning
- Life Warriors Training/Group for people with emotional dysregulation issues
- Stress Management
- Mindfulness Based Cognitive Therapy

- **Walks and other outside meetings**

Face to face meetings in outdoor or community settings were provided, when possible, to support people who were particularly isolated or vulnerable. These included walks, meeting in cafes and dropping off craft supplies to people's houses so they could take part in craft sessions.

# NORTH EAST WALES MIND LIMITED

## ANNUAL TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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- **Advice and support for community peer support groups**

Peer support is when people use their own experiences to help each other. There are different types of peer support (for example group, mentoring and online), but they all aim to bring together people with shared experiences to support each other; provide a space where people feel accepted and understood; treat everyone's experiences as being equally important and involve both giving and receiving support. As a Mind Peer Support Hub, North East Wales Mind provided online coaching, training, networking events and seed-corn grants to local people and organisations.

### Talking therapies

Talking therapies can help people explore their feelings and problems and learn effective skills to help them move on with their lives in a positive way. They can help improve self-esteem, motivation, self-acceptance and work to overcome self-defeating behaviours or habits. As with Community Wellbeing Services, the pandemic meant that talking therapies had to be delivered remotely, via either phone or Zoom. Service available during the year were:

- **Counselling** was provided for people experiencing difficulties affecting their day-to-day functioning and which had led to mild to moderate stress, anxiety or depression. People were provided with either up to seven counselling sessions through the health board funded Parabl service, or could choose a more flexible route through the North East Wales Talking Therapy service.
- **Active Monitoring, an Early Intervention guided self-help service** was also delivered for people with mild to moderate mental health problems. This service was adapted for online/phone delivery by Mind, with all printed resources being made available as interactive online resources. People were supported to develop a personalised self-help plan using online or printed resources, with the support of a trained practitioner who they could speak to weekly for up to six sessions.

### Workplace Wellbeing Support

This service recognises that people at work, especially young people, can be at particular risk of developing mental health problems and that support in improving mental resilience can make a huge difference. Through advice and training, this service delivers an anti-stigma message to a wide audience and can help members of the working community support others who are experiencing mental distress, encouraging them to get early help from their GP and mental health services. Due to the pandemic face to face training, which had been the core of the service previously, became impossible and many employers cancelled sessions because of staff being furloughed or otherwise unavailable.

More workplace wellbeing support was requested as the year went on to support employees with the stresses imposed by the pandemic:

- **Online training** was developed and delivered. This included:
  - Mental Health First Aid
  - Mental Health Awareness Training
  - Emotional Resilience
- **Mindline** was a service developed for Flintshire County Council's Social Services teams, along with private and third sector staff commissioned by the department. Staff were provided with telephone support, Active Monitoring and team briefings on developing a wellbeing toolkit. Managers were given advice and training on identifying and supporting staff with mental health problems.

# **NORTH EAST WALES MIND LIMITED**

## **ANNUAL TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021**

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### **Ensuring public benefit**

#### **Beneficiaries**

Figures from Public Health Wales show that in 2020 the adult population of Flintshire and Wrexham (16+) was estimated to be 239,179. In a normal year 1 in 4 people in the UK will experience a mental health problem each year, so we can estimate that around 59,795 people in NE Wales will experience a mental health problem each year. Over their lifetime 17 in every 100 people will experience suicidal thoughts and three in every hundred will self-harm. In 2020/21 it is likely that these figures are an underestimate as early indications are that the pandemic increased the incidence of mental health problems by at least 10%.

All of these people, their friends and relatives, may sometimes have a need for the information and support which NE Wales Mind aims to provide.

NE Wales Mind's services are used by people with mental health problems who, otherwise, broadly mirror our community. They include

- adults of all ages (although most are between the ages of 20 and 65);
- a higher proportion of people with disabilities than in the general population (which you might expect given that mental health problems can be disabling)
- a higher proportion of people living on low incomes than in the general population
- homosexual and bisexual people (although the majority are heterosexual)
- both men and women (although more women than men contact us for help)
- people living in a mixture of social and private housing, mainly in Mold, Buckley, Wrexham, Holywell, Flint, Deeside and surrounding areas.

The vast majority of clients are white and Christian and consider themselves to be either Welsh, English or British. Virtually all of the people using our services speak English as their first language.

If we were to describe a typical client it would be a British, English speaking female with mental health problems who is heterosexual, Christian and between 30 and 50 years old, although specific services may have a different profile.

Most of the services provided by NE Wales Mind were free to the end user (with the exception of workplace wellbeing and some counselling services). Because of the funding available, most of the services were available to all adults living in Flintshire, although increasingly Wrexham services were added, in particular in partnership with Caia Park Partnership. Most services were open or self-referral (eg they were open to everyone and no selection criteria applied). The exceptions to this were Parabl services (as these were available only to those with mild to moderate mental health difficulties).

The Directors take the issue of equal access to services very seriously and have an equal opportunities policy which sets out the organisation's commitment to equal opportunities for all to access NE Wales Mind's services. During the year the Directors held two Equality and Diversity workshops.



# NORTH EAST WALES MIND LIMITED

## ANNUAL TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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### Achievements and performance

#### Charitable activities

Fifteen staff and 20 volunteers provided services to 1,196 individuals and responded to 837 enquiries for information and signposting. The trustees are proud of what was achieved in supporting people with mental health problems in a year when many other services were cancelled or very difficult to access. Key achievements were:

- **Reaching out to many more people via social media:** Facebook followers increased by 96% to 1593 with the most popular posts reaching over 7,400 people
- **Adapting all services to remote delivery**, meaning we could carry on providing services to vulnerable people throughout the year.
- **Responding to 628 telephone and email requests** for information and signposting
- **Supporting 102 people with weekly telephone calls** to provide emotional and practical support
- **Providing an adapted guide self-help (Active Monitoring) service remotely over the phone and using interactive online resources.** As part of a Welsh Government funded service co-ordinated by Mind Cymru we supported 216 people.
- **Delivering counselling to 131 people.**
- **Developing and delivering online groups** to replace in person groups and increasing the number of groups available so that support was available every weekday. Over the year **a total of 435 sessions** were provided including a new reading group, four yoga sessions per week, two weekly drop-ins a craft group, relaxation group and a quiz.
- **Launching a new mental health and wellbeing hub in Flint Library** in partnership with Aura Libraries and Flintshire County Council. Although we were unable to provide the service in person as originally envisaged, new online and telephone support services were provided, including remote Active Monitoring.
- **Piloting a new peer support group/therapeutic community group** for people with emotional regulation and relationship management difficulties.
- **Taking part in the National Trust's Community Art Project** for Halloween which resulted in the creation of a Wellbeing Wizard 'scarecrow', complete with a book of wellbeing spells. The work was installed in a local garden and a video made to share it online.
- **Adapting training and self-management courses for online delivery** including Living Life to the Full, Wellbeing Recovery Action Planning, Stress Management and Mindfulness Based Cognitive Therapy: 91 people were supported.
- **Developing the 'Mindline' service** to support the wellbeing of frontline social care staff during the pandemic and adapting workplace training courses such as Mental Health Awareness to be delivered online. 142 people were supported via online briefings/training, mindfulness sessions, Active Monitoring and counselling.
- **Delivering training courses to organisations** was extremely challenging. All courses booked by external organisations prior to the start of the year were cancelled and there appeared little possibility of attracting more business. In the end, however, 21 courses were delivered online, exceeding targets.

#### Client Feedback

North East Wales Mind use both formal and informal methods of collecting feedback from clients about services. Feedback is provided from each service to the Chief Officer and passed on to the board. It is used as the basis for improvements to services. Some of the comments received from participants during the year were:

- "Thank you so much for continuing to keep me in the loop" (online group participant)
- "Just wanted to say THANK YOU, because Steph and ALL the dedicated team at NEW Mind make a monumental difference on a daily basis, special things happen, and I know how you all transform, support and bring confidence, kindness and acceptance to all" (online group participant)
- "The course content was good, but the online platform didn't work for me, which is why I feel I didn't achieve what I wanted (Mindfulness participant)

# **NORTH EAST WALES MIND LIMITED**

## **ANNUAL TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021**

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- “You kindly emailed me the link to the [yoga] session and I just wanted to say how much I enjoyed it. It was really relaxing – until I saw the crisp under the sofa that broke the moment!” (My Time Yoga participant)
- “The course has been a joy to experience. The team have been so patient and unhurried with everyone. It's been a personal success on every level” (Woodland Skills course participant)
- “I have found this course to be truly uplifting to my senses. I have enjoyed every minute” (Woodland Skills course participant)
- “I have found the counselling sessions to be helpful, insightful and comforting. Brian has been nice and kind and listened in a non-judgemental way, which I appreciated. Thank you all for providing a great, and much needed, service (especially at this time during the current pandemic situation)”
- “What a fantastic informative, and truly worthwhile course it was. I have learnt so much from yourself and the course content. I feel loads more equipped to deal with issues of stress and anxiety. I would like to personally thank you for hosting this amazing course. The interaction and listening from yourself was brilliant and I really feel I can now go on to new pastures and take all of the course notes to help me in the future. I'm working on doing 3 of our list every day, mainly listening to music, gym and meditation. Take care and stay safe. It's a shame they don't have a weekly group a bit like AA, for people suffering from stress. Excellent course delivered by and excellent tutor.” (Stress Management Course participant)

### **Complaints**

The charity has a formal Complaints Procedure. During the year two written complaints were received. One complaint was upheld and the other was upheld in part.

### **Client Outcomes**

Client outcomes were not kept for all services during 2020/21, largely due to the upheaval caused by the pandemic meaning that services moved to a remote basis and the methods of capturing outcomes which had previously been used were not able to be immediately adapted. The exception to this was the Active Monitoring Service, which was able to continue measuring outcomes in the same way as previously. Research conducted by Mind Cymru showed that of the 216 people who used the service between June and January 2020:

- 84% of clients experienced a statistically significant decrease in anxiety symptoms (as measured by the GAD-7 outcome measure)
- 85% of clients experienced a statistically significant decrease in depression symptoms (as measured by the PHQ-9 outcome measure)
- 85% of clients experienced a statistically significant increase in wellbeing (as measured by the Warwick Edinburgh Mental Wellbeing Scale)

### **Service user and carer involvement**

NE Wales Mind is committed to involving people with experience of mental health problems in every aspect of the organisation, as directors, staff and volunteers. During 2020/21 some of the usual methods of involvement (such as the “Clients in Mind” group, were put on hold. However,

- 80% of trustees/directors who were on the NE Wales Mind board had personal experience of mental health problems or caring for someone with mental health problems
- 80% of the organisation's staff have had either personal or family experience of mental health problems.

Volunteers with experience of mental health problems (including current clients of NE Wales Mind) volunteered their time to run online activity and social sessions

# **NORTH EAST WALES MIND LIMITED**

## **ANNUAL TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)** **FOR THE YEAR ENDED 31 MARCH 2021**

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### **Financial review**

#### **Financial review**

At the start of 2020/21, the Board of NE Wales Mind had considerable concerns about the organisation's financial position due to the likely effect of the pandemic. In particular they recognised that the COVID-19 pandemic was likely to seriously affect income from trading (selling training and counselling) and fundraising/donations which formed a small, but important, part of the organisation's income. There was also initial uncertainty about whether public sector funders would continue to fund at previous levels as services were unable to be provided as they previously had been and concern that moving staff to home working and adapting to digital services would incur higher costs. Finally, two contracts (which had ended in previous years but been rolled over) were due to end during the year.

It was decided early on to seek to mitigate the likely impact of lost trading and fundraising activity by applying to WCVA's Third Sector Resilience Fund for Wales. This succeeded in attracting a grant of £56,250 and a loan of £18,750. The trustees decided to wait until the loan was due for repayment in May 2021 before deciding whether it would be useful to retain the loan for a longer period or whether it should be returned in full when it became due.

In addition, grant funding was sought to meet the costs of adapting services for online delivery. This was received from Mind, the Voluntary Sector Emergency Fund (through AVOW and FLVC) and Tesco Bags for Life.

After discussions with funders it became clear that public sector contracts with Flintshire County Council (FCC) and Betsi Cadwaldr University Health Board (BCUHB) would continue as previously, despite the change in delivery method. The contracts which were rolling over would continue to do so.

All of these factors and actions meant that no staff needed to be furloughed and services could continue (and expand).

In addition, the organisation attracted new contracts during the year to provide a Community Wellbeing Hub in Flint and to provide Active Monitoring support to local people through a WCVA/Mind Cymru national project.

These efforts were successful in ensuring the organisation ended the year in a healthy financial position, with a surplus of income over expenditure leading to general unrestricted reserves of £138,288, and designated reserves of 72,940 to be carried forward to fund activity in 2021/22.

#### **Financial outlook**

Although 2020/21 ended in a stable and positive financial situation and there have been new funding opportunities provided through the pandemic, the trustees are aware that the financial environment for charities is still challenging, especially given the unknown effects of the Coronavirus (COVID-19) pandemic and Brexit on future public sector funding, public donations and grant and trust funding.

The Trustees continue to take seriously their responsibility to plan a sustainable future for the organisation. In order to respond to this the board will continue to pursue the strategy of maximising alternative sources of unrestricted income through fundraising, trading, grants and donations, as well as pursuing opportunities to bid for contracts in line with the organisation's strategic priorities.

Part of the reason for seeking alternative income sources is that contracts from the public sector remain short term and uncertain. This includes the new contracts recently gained to provide Community Wellbeing Hubs in Flint and Caia Park in Wrexham as part of BCUHB's ICAN network for which long-term funding has not yet been fully identified. In addition, two contracts continue to be rolled over, month by month until future procurement processes are held.

# **NORTH EAST WALES MIND LIMITED**

## **ANNUAL TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)** **FOR THE YEAR ENDED 31 MARCH 2021**

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In order to mitigate the risk of losing these funding streams the trustees will seek to extend or will re-tender for existing contracts where that is possible. For projects/contracts where funding is unlikely to be continued the organisation will look for new contracts/services to replace those lost, as well as continuing to expand fundraising, grant and trading activity. In particular, more resources will be put into developing and selling paid-for training courses and talking therapies and seeking to work with Mind nationally to deliver Mind's branded products locally and grants will be sought to help the organisation develop its core business functions so that it can continue to provide services as cost-effectively as possible.

### **Supporters and funders**

It is with sincere gratitude that the Board wishes to acknowledge the financial support of the following for its continued work in supporting Flintshire and Wrexham people experiencing mental distress:

- AVOW (Voluntary Sector Emergency Fund)
- Betsi Cadwaldr University Health Board
- The Big Lottery Community Fund
- Flintshire County Council
- Flintshire Local Voluntary Council (Voluntary Sector Emergency Fund)
- Individual donors and fundraisers
- Mind
- Morrisons Foundation
- Tesco Bags for Life
- WCVA Third Sector Resilience Fund for Wales
- Welsh Assembly Government (Supporting People with Disabilities funding)
- Wrexham County Borough Community Grant

We would also like to acknowledge the enormous practical support received from

- CAIS and partners in the Parabl project
- Flintshire County Council's Mental Health Support Services
- Flintshire Local Voluntary Council
- Mind (National Association for Mental Health)
- NE Wales Mind volunteers, who give freely of their time and expertise

### **Future plans**

In January 2020 the Board of North East Wales Mind started a strategy development process to determine the direction of the organisation and its objectives over the medium term. This was delayed due to the pandemic and will be completed in the 2021/22 financial year. In addition the organisation routinely develops a Business Plan to guide the organisation in the short term.

Trustees recognised that the pandemic and the enormous changes this has brought to individuals are likely to cause a rise in mental health problems and that the organisation needs to be in a position to support the needs in the local population.

Plans to respond to this and other external issues are as follows:

- To develop a strategy for the next three years, to take into account a wide range of external and internal factors and to provide a road-map for the development of the organisation and its services
- To recruit additional trustees with skills which are currently missing from the board.
- To re-design services in order to offer a 'blended' model, with services available both digitally and in person depending on the preference of the individual.
- To seek to re-open in-person services, in line with government guidance (although possible including the continuation of home-working for some staff as required)

# **NORTH EAST WALES MIND LIMITED**

## **ANNUAL TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021**

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- To seek to extend the reach of the Active Monitoring service to support more people with mild to moderate mental health problems. As part of this to provide Active Monitoring from Community Wellbeing Hubs and Centres (both our own and those of other organisations).
- To seek additional funding for Wrexham community services to ensure an ongoing service for local people
- To seek funding to continue the emphasis on peer support and community resilience work
- To further develop fee-based counselling services (including seeking organisational accreditation from the British Association for Counselling and Psychotherapy)
- To re-tender for contracts which have expired when the opportunity presents itself
- To further develop Workplace Wellbeing Services in order to make them self-funding by April 2022.
- To seek additional funding to provide additional services to support those in society most likely to be affected by the pandemic
- To explore the provision of services for children and young people over the age of 11.
- To explore opportunities to reduce costs by working more closely with other local Minds in North Wales.
- To improve efficiency by migrating to a new client database system

The trustees has assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

### **Structure, governance and management**

#### **Governing Document**

North East Wales Mind is controlled by its governing document, a Memorandum and Articles of Association as incorporated on 14 February 2008, and constitutes a company, limited by guarantee, as defined by the Companies Act 1985. The governing document was amended on 2 December 2016 to show that the organisation's name, which had previously been Flintshire Mind, had changed to North East Wales Mind (NE Wales Mind).

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

As at March 31 2020 the charity had seven trustees (known as directors) from a possible 15. All directors of the company are also charity trustees. Nominations for the position of director are sought from members and others with an interest in the governance of the organisation to be elected by the membership at the Annual General Meeting. The directors may, at any time, co-opt further directors to join them on the board. Each year one third of the directors will resign, so allowing the opportunity for new directors to join the governing body. All co-opted directors retire at the AGM, but may be re-appointed.

All directors give their time voluntarily. During 2020/21, £0 in out of pocket expenses were claimed by the Directors (2019/20: £603.33)

#### **Induction and training of new trustees**

All directors are provided with an induction pack and new directors attend an induction meeting with the Chief Officer and the management team. Directors can access training and development opportunities which are relevant to their role.

#### **Organisational Structure**

NE Wales Mind is a membership organisation. The NE Wales Mind Board is responsible for the strategic direction of the organisation, meets at least six times each year and is accountable to the membership. There is a standing subcommittee overseeing HR and Health and Safety matters which meets tri-annually and a financial subcommittee which meets fortnightly. The Board sometimes convenes ad-hoc subcommittees which consider specific issues in relation to other issues.

The directors delegate the day to day operation of the organisation to the Chief Officer, and through her to the staff and volunteers. The directors require regular progress reports on services and activities and also scrutinise and approve budgets, financial reports and funding bids. Directors take responsibility, with advice from staff, for the development and approval of policies and procedures to govern the work of the organisation and for the recruitment and appointment of staff.

# **NORTH EAST WALES MIND LIMITED**

## **ANNUAL TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021**

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### **Reference and administrative details**

**Registered company number:** 06504104

**Registered Charity number:** 1126091

### **Registered Office**

The Wellbeing Centre  
23b Chester Street  
Mold  
Flintshire CH7 1EG

### **Trustees (Directors) during the year**

Mr A J J Bochenski

Mrs P M Thomas

Ms M E Jones

Ms K J Gallagher

Ms T D Griffiths

Ms L M Harper

(Appointed 16 July 2020)

Dr S E Partington

(Appointed 16 July 2020)

### **Company Secretary**

Jenny Murphy

### **Independent Examiner**

Azets Audit Services Limited

Brynford House

21 Brynford Street

Holywell

Flintshire

CH8 7RD

### **Bankers**

HSBC

22 High Street

Mold

Flintshire CH7 1AR

The Annual Trustees' report was approved by the Board of Trustees.

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Dated: .....

# **NORTH EAST WALES MIND LIMITED**

## **INDEPENDENT EXAMINER'S REPORT**

### **TO THE TRUSTEES OF NORTH EAST WALES MIND LIMITED**

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I report to the trustees on my examination of the financial statements of North East Wales Mind Limited (the charity) for the year ended 31 March 2021.

#### **Responsibilities and basis of report**

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

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

#### **Independent examiner's statement**

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of , which is one of the listed bodies.

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

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements 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 financial statements to be reached.

Melanie Langton-Davies, ACA, FCCA  
Azets Audit Services  
Brynford House  
21 Brynford Street  
Holywell  
Flintshire  
CH8 7RD  
Wales

Dated: .....

# NORTH EAST WALES MIND LIMITED

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds 2021 £	Unrestricted funds 2020 £
<b><u>Income from:</u></b>			
Donations, grants and contract income	2	547,938	327,282
Other trading activities	3	19,073	30,501
Investments	4	43	132
<b>Total income</b>		<u>567,054</u>	<u>357,915</u>
<b><u>Expenditure on:</u></b>			
Charitable activities	5	<u>413,674</u>	<u>370,400</u>
<b>Net income/(expenditure) for the year/ Net movement in funds</b>		153,380	(12,485)
Fund balances at 1 April 2020		<u>57,848</u>	<u>70,333</u>
<b>Fund balances at 31 March 2021</b>		<u><u>211,228</u></u>	<u><u>57,848</u></u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.



# NORTH EAST WALES MIND LIMITED

## BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
<b>Fixed assets</b>					
Tangible assets	9		726		915
<b>Current assets</b>					
Debtors	10	88,026		29,225	
Cash at bank and in hand		160,823		52,657	
		<u>248,849</u>		<u>81,882</u>	
<b>Creditors: amounts falling due within one year</b>	12	<u>(23,347)</u>		<u>(24,949)</u>	
Net current assets			225,502		56,933
<b>Total assets less current liabilities</b>			226,228		57,848
<b>Creditors: amounts falling due after more than one year</b>	13		(15,000)		-
<b>Net assets</b>			<u>211,228</u>		<u>57,848</u>
<b>Income funds</b>					
<u>Unrestricted funds</u>					
Designated funds	14	72,940		40,162	
General unrestricted funds		<u>138,288</u>		<u>17,686</u>	
			211,228		57,848
			<u>211,228</u>		<u>57,848</u>

# **NORTH EAST WALES MIND LIMITED**

## **BALANCE SHEET (CONTINUED)**

***AS AT 31 MARCH 2021***

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The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021.

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the 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 company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on .....

.....  
Mr A J J Bochenski  
**Trustee**

.....  
Ms M E Jones  
**Trustee**

**Company Registration No. 06504104**

# **NORTH EAST WALES MIND LIMITED**

## **NOTES TO THE FINANCIAL STATEMENTS**

### **FOR THE YEAR ENDED 31 MARCH 2021**

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#### **1 Accounting policies**

##### **1.1 Accounting convention**

The financial statements have been prepared in accordance with the charity's [governing document], the Companies Act 2006 and "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 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

##### **1.2 Going concern**

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

##### **1.3 Charitable funds**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

##### **1.4 Income**

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

# NORTH EAST WALES MIND LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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### 1 Accounting policies

(Continued)

#### 1.5 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.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

#### 1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	25% on cost
Computers	33% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

#### 1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

#### 1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks and other short-term liquid investments with original maturities of three months or less.

#### 1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### 1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

# NORTH EAST WALES MIND LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 2 Donations, grants and contract income

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Donations and gifts	20,028	25,682
Grants and Contract Income	527,910	301,600
	<u>547,938</u>	<u>327,282</u>
<b>Grants receivable for core activities</b>		
WCVA-Third Sector Resilience Fund for Wales	56,250	-
Local Mental Health/SPD Grant	6,952	6,952
Voluntary Sector Emergency Fund (AVOW)	1,000	-
Voluntary Sector Emergency Fund (FLVC)	1,000	-
Tesco Bags for Life	500	-
Wrexham County Borough Council Community Grant	2,250	-
Other grants and contracts	459,958	294,648
	<u>527,910</u>	<u>301,600</u>

### 3 Other trading activities

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Talking therapy fees	2,603	8,018
Training fees	12,465	13,175
Archway Room Hire	-	2,410
Wrexham Room Hire	-	3,750
Membership fees and Employment allowance	4,005	3,148
	<u>19,073</u>	<u>30,501</u>
Other trading activities		

# NORTH EAST WALES MIND LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 4 Investments

	Unrestricted funds	Unrestricted funds
	2021 £	2020 £
Interest receivable	43	132

### 5 Charitable activities

	2021 £	2020 £
Staff costs	273,666	249,220
Depreciation and impairment	128	728
Rent	16,885	16,750
Insurance	2,353	1,838
Office utilities	5,464	9,306
Telephone and internet	8,345	7,231
Postage and stationery	7,946	5,677
Activities and training resources	1,966	5,447
Refreshments	23	1,240
Training courses and supervision	1,620	2,858
Travel and sustenance costs	4,443	5,334
Web design and computer support	22,271	7,051
Fees and subscriptions	1,377	650
Office repair and maintenance	252	2,423
Trainer fees	13,192	14,124
Therapist fees	1,988	6,094
Other charitable expenditure	48,755	26,429
	410,674	362,400
Grant funding of activities (see note 6)	3,000	8,000
	413,674	370,400

# NORTH EAST WALES MIND LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 6 Grants payable

	2021 £	2020 £
Peer support Grants	3,000	8,000
	<u>3,000</u>	<u>8,000</u>

-

### 7 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. (2020; nil)

None of the trustees (or any persons connected with them) incurred any expenses on behalf of the charity during the year. (2020; the trustees were reimbursed for a total of £603.33)

### 8 Employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Full time	5	5
Part time	10	10
Total	<u>15</u>	<u>15</u>

#### Employment costs

	2021 £	2020 £
Wages and salaries	245,110	221,529
Social security costs	17,127	16,247
Other pension costs	11,429	11,444
	<u>273,666</u>	<u>249,220</u>

There were no employees whose annual remuneration was £60,000 or more.

# NORTH EAST WALES MIND LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 9 Tangible fixed assets

	Fixtures and fittings £	Computers £	Total £
<b>Cost</b>			
At 1 April 2020	10,119	7,606	17,725
At 31 March 2021	10,119	7,606	17,725
<b>Depreciation and impairment</b>			
At 1 April 2020	9,204	7,606	16,810
Depreciation charged in the year	189	-	189
At 31 March 2021	9,393	7,606	16,999
<b>Carrying amount</b>			
At 31 March 2021	726	-	726
At 31 March 2020	915	-	915

### 10 Debtors

	2021 £	2020 £
<b>Amounts falling due within one year:</b>		
Trade debtors	87,631	29,057
Prepayments and accrued income	395	168
	88,026	29,225

### 11 Loans and overdrafts

	2021 £	2020 £
WCVA – Resilience Fund for Wales Scheme	18,750	-
Payable within one year	3,750	-
Payable after one year	15,000	-



# NORTH EAST WALES MIND LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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

	Notes	2021 £	2020 £
WCVA – Resilience Fund for Wales Scheme	11	3,750	-
Other taxation and social security		5,914	3,415
Government grants		-	9,750
Trade creditors		12,917	11,034
Other creditors		16	-
Accruals and deferred income		750	750
		<u>23,347</u>	<u>24,949</u>

### 13 Creditors: amounts falling due after more than one year

	Notes	2021 £	2020 £
WCVA – Resilience Fund for Wales Scheme	11	15,000	-
		<u>15,000</u>	<u>-</u>

# NORTH EAST WALES MIND LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2021**

### 14 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds				Movement in funds			
	Incoming resources	Resources expended	Transfers	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£	£	£	£
Community Wellbeing	145,210	(124,710)	-	20,923	289,552	(167,085)	(87,450)	55,940
Talking Therapies	13,175	(14,436)	-	20,500	105,217	(100,775)	(24,942)	-
Workplace Wellbeing	-	-	20,923	(1,261)	81,880	(23,604)	(40,015)	17,000
	<u>158,385</u>	<u>(139,146)</u>	<u>20,923</u>	<u>40,162</u>	<u>476,649</u>	<u>(291,464)</u>	<u>(152,407)</u>	<u>72,940</u>

# **NORTH EAST WALES MIND LIMITED**

## **NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

***FOR THE YEAR ENDED 31 MARCH 2021***

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### **15 Legal Status of the Charity**

The charity is a company limited by guarantee. No trustees have any beneficial interest in the charitable company. Each member agrees to contribute £1 to the charity's assets should it be wound up whilst they are a member. The number of guarantees at the year end was 5.

### **16 Related party transactions**

There were no disclosable related party transactions during the year (2020 - none).

### **17 Going concern**

The charitable company has informed management and they are constantly reviewing the guidelines given by the UK Government and adapting their business accordingly so as to best service their clients whilst keeping their staff safe. Regular board meetings ensure communication between informed management and allow for changes to be implemented in a controlled and structured manner.

There is no evidence of a reduction to funding in the next 12 months, supported by the budgets prepared by management so it is felt that the going concern assumption remains appropriate.

Please see the Report of Trustees for further details.

### **18 Contingent Liabilities**

North East Wales Mind has in place several contracts, and if these were to be terminated before the end of the contracts, the charity would be liable to pay any outstanding amounts due as the date of termination. The suppliers and the contract notice period are as follows:

Office rent - 6 months  
Office insurance - 1 month  
Gas and Electricity - ends October 2022  
Photocopier lease - ends September 2023  
Mobile telephone contracts - February 2022  
Telephone - 1 month  
Internet - 1 month  
Franking machine - ends January 2022  
Office rental Wrexham - 1 month