

REGISTERED COMPANY NUMBER: 07438326 (England and Wales)
REGISTERED CHARITY NUMBER: 1140492

Report of the Trustees and
Financial Statements
for the Year Ended 31 March 2025
for
Burton & District Mind

Bourne & Co
Statutory Auditors
6 Lichfield Street
Burton-on-Trent
Staffordshire
DE14 3RD

Burton & District Mind

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for the Year Ended 31 March 2025**

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**Report of the Trustees
for the Year Ended 31 March 2025**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Burton & District Mind have a positive local reputation, and are known to provide high quality services and projects, we have highly trained and dedicated staff who underpin our service delivery and an experienced board of trustees with wide ranging skills and knowledge.

OBJECTIVES AND ACTIVITIES

Objectives and aims

Our strategy 2020/24 and the trustee board has remained true to the vision of the association, and this is further reflected in the strategy document. A new strategy was developed in the period covering 2025/27 to cover consecutive years. The board awareness of social investment continues to be high on the agenda. There is planned increased activity in the Tamworth area once the new Safe Haven Crisis Cafe service relocates from its temporary accommodation to a permanent location in central Tamworth. The new venue will further support the planned geographical reach of our charity across the previous strategy. Additionally, the opportunity to develop services due to the national Mental Health Transformation directives supported service growth over the initial strategy period with focus on maintaining this investment across new contractual periods.

**Report of the Trustees
for the Year Ended 31 March 2025**

OBJECTIVES AND ACTIVITIES

Significant activities

Successful tenders have provided growth of our staff team. All bid and tenders are subject to full-cost recovery protocols to ensure they are fully funded. Contracts of work provided within this period have allowed Burton & District Mind to increase geographical reach and choice for our community. Achievements set within the Strategy have been met with the securing of contracts and providing stability and planned development for our organisation. Midlands Partnership Foundation Trust (MPFT) made the decision to close the partner service led by Alzheimer's Outreach in Oct 2024 of which we were sub-contracted which impacted on annual budgets for the year. Furthermore, MPFT did not reprocur the Safe Hands following a major redesign of community accessible mental health crisis services, impacting funding in financial year 25/26. Following procurement legislation changes both Future Focus and Safe Haven will be directly purchased for a further 3+1+1 years from 1st April 2025.

We have several ongoing NHS contracts through Midland Partnership Foundation Trust (MPFT) including:

- | | |
|--|---|
| - Staffordshire Wellbeing Talking Therapies | - Providing counselling for mental health counselling appointments through phone, video and face to face sessions across our area of benefit. |
| - Future Focus - previously part of Mental Health Transformation | - Working with 4 third sector partners to provide Future Focus Recovery Workers, Team Leader and Deputy Team Leader. Future Focus covers Burton, Uttoxeter, Lichfield, Burntwood and Tamworth and provides additional community support to clients within secondary care mental health services, to help reduce barriers that can cause prolonged mental ill health and social isolation. |
| - Safe Haven Crisis Café | - A safe space in Tamworth providing support for those in mental health crisis or emotional distress, reducing presentations at A & E and GP surgeries. Supported by a team of Recovery Workers, Team Leader, Deputy Team Leader, volunteers and peer helpers. |

Additional services provided within the period -:

- | | |
|---|---|
| - EAP Thinkwell to Staffordshire County Council | - Providing one to one counselling sessions both through County Council Employment employee self-referral and manager referral. |
| - School funding Young Peoples Counselling | - Providing counselling sessions to sixth form students 16-18 at a local college. |

OBJECTIVES AND ACTIVITIES

Our Grants and fundraising projects include low-cost counselling sessions, Music Minds, Mind-makeover sessions, Ecotherapy, Forest bathing, Walk and talk football, Bat and Chat Cricket, Library Listening Space and virtual peer support group and others in the local communities.

We also provide fast tracked self-funded private counselling sessions funded by the client.

**Report of the Trustees
for the Year Ended 31 March 2025**

OBJECTIVES AND ACTIVITIES

Public benefit

On-going fundraising activities have continued beyond the Mind grant that sponsored its development. Future Focus, partnering with organisations allowed for delivery of services across South Staffordshire in 4 additional locations. Future Focus strengthened the links and resources with our partner organisations and provided further development opportunities within the localities. Burton and District Mind has achieved greater reach through our improved social media activities supported by a part-time worker and volunteers.

Being part of this sector enables us to deliver services that are influenced by the needs of our beneficiaries in the most innovative and cost-effective way. Burton & District Mind aim to work closely with statutory services and other third sector organisations to bridge gaps in provision and shape the needs of our local beneficiaries.

Volunteers

Increased activity to recruit, train and deploy volunteers has created additional resource for induction and training of new volunteers and new community activities. Developments such as Library Listening Spaces, Peer Support facilitators, Safe Haven volunteers and peer buddies, Future Focus buddies for appointments, fundraising support, and service-related communications.

Increased support within funded projects has provided extra resource for participants within wider community-based venues. Co-production and involvement has been increased through volunteer MH Ambassadors, participation and influence to better reflect needs analysis supporting future planning of services and need.

**Report of the Trustees
for the Year Ended 31 March 2025**

STRATEGIC REPORT

Achievements and performance

This period saw Burton & District Mind achieve significant milestones that solidify our operational stability and service provision.

A major success was securing a long-term leased property to serve as a permanent base for our Safe Haven project in Tamworth. This development was immediately complemented by securing directly commissioned three year contracts for both the Safe Haven and Future Focus projects.

Crucially, the Safe Haven contract was structured to align with the property's lease period, which significantly mitigates financial risk over the initial three-year term and includes the potential for subsequent one-year extensions (1 + 1 option).

Despite some shifts in commissioner-led decisions, we successfully maintained a strong, collaborative relationship with MPFT, retaining our position as a preferred provider.

We continued to invest in improving our communications and maintaining a sharp focus on expanding our geographical reach remains a strategic priority moving forward.

Financial Report

Burton & District Mind continued to successfully maintain its income at £1.4m, despite the early end to the Alzheimer's contract in Oct 2024 and the end of the longstanding Trent and Dove contract in June 2024. There was a noticeable 46% drop in Donations and Legacies in the year equating to £42k, where a challenging environment has been seen. Counteracting this drop in Donations, Charitable Activities saw an increase of 35k including funding received to complete the fit out of the new permanent venue for the Safe Haven Crisis Cafe in Tamworth.

For 2024-25, 95.5% of the income related to our Charitable Activities, just 3.5% of income related to Donations and Legacies with 1% of income relating to Other Activities, including a venture into Workplace Health.

The main sources of income were from several Midlands Foundation Trust contracts, totalling £1.2m including Safe Hands and Safe Haven, Future Focus and Talking Therapies Counselling. In addition to this there was £40k from the Alzheimer's Outreach contract, £36k from Lichfield District Council and £4k from Burntwood Town Council for the Community Development Project, £9k from Trent and Dove and £1.5k from Staffordshire County Council Thinkwell contract. There was also £22k in Other Grants, £8k in other counselling and £6k in Workplace Health.

There have been the following changes in total income in recent years.

Total income for 2024-25 was £1,421,472, a small decrease of £1,905.

Total income for 2023-24 was £1,423,377, an increase of £413,688.

Total income for 2022-23 was £1,009,689, an increase of £593,313.

Total income for 2021-22 was £416,376, an increase of £91,252.

Total income for 2020-21 was £325,124, an increase of £91,598.

Total income for 2019-20 was £233,526.

**Report of the Trustees
for the Year Ended 31 March 2025**

Coupled with the additional income for the Crisis Cafe was the corresponding expenditure for the fit out, legal fees and the lease of the property but the main increase to the cost base related to an increase of £108k in staffing costs with 10 new starters in the year. These included additional heads to support the Safe and Future Focus contracts as well as an additional Outreach Worker for the Alzheimer's contract and a Project Support Worker for the Burntwood and Lichfield area. We also invested in our core team in the areas of Finance and Communications and later in the year Fundraising and Customer Relationship Management. The total headcount averaged at 40 heads across the year, an increase from 35 heads in the prior year.

There has been the following changes in total expenditure in recent years.

Total expenditure for 2024-25 was £1,325,063, an increase of £197,799.
Total expenditure for 2023-24 was £1,127,264, an increase of £427,142.
Total expenditure for 2022-23 was £700,122, an increase of £260,294.
Total expenditure for 2021-22 was £439,828, an increase of £167,774.
Total expenditure for 2020-21 was £272,054, an increase of £56,046.
Total expenditure for 2019-20 was £216,008.

Our Reserves Fund has been maintained at £68k, which covers our winding up costs should they be required. This is reviewed every 6 months to ensure it reflects the current structure/risk.

We have continued to maintain the small mortgage for our registered office, "Birkett House". We continue to ensure that all other costs are managed to ensure value for money.

There has been an increase in the Tangible Fixed Assets of £20k in relation to capitalised costs for the new driveway.

Bourne & Co, Statutory Auditors, 6 Lichfield Street, Burton-on-Trent complete our annual audit in line with the Charity Commission's Audit Requirements and to ensure the accounts are completed in line with the requirements of the Charities Statement of Recommended Practice and (FRS 102 accounting standards).

The Board of Trustees have and will continue to ensure that projects are in line with our Strategic Plan.

Financial and risk management objectives and policies

The national wage increase has increased our employment costs this year as we have managed to maintain an increment above this for all base rates of pay. There has also been a noticeable reduction in charitable donations which may be as a direct result of the on-going cost of living crisis. It has been identified that some funders will no longer fund core staff as part of the terms of their grants and we will look to source additional funds for this year over the next financial year.

Burton & District Mind anticipate the next Mind Quality Mark (MQM) round in 2025/26 - MQM this rigorous assessment and auditing process takes place every three years and covers all aspects of charity governance and operations. Recent Mind improvements to the MQM should serve to further improve our board and organisational processes beyond its completion next year. We will continue to review and further improve our organisations attitude to risk management, it's monitoring, and our policies and procedures to ensure we are operating with the most up to date knowledge of law and legislation to achieve optimum quality and governance.

Burton & District Mind will pursue the completion of Cyber Essentials accreditation and maintain the Data Protection and Security toolkit and ICO registered.

**Report of the Trustees
for the Year Ended 31 March 2025**

STRATEGIC REPORT

Future plans

During the period our contracts of work have continued to develop to meet increasing community demands and to further support VCSE work with the NHS. Although there have been changes in direction and NHS priorities Burton & District Mind remain a preferred provider to the NHS. We expect some reduction across the NHS funding landscape following the end of the Mental Health Transformation period, we will look wider to identify appropriate funders to maintain our sustainability. From 2025/26 there will be further government changes around employment law, and we anticipate how this will affect Burton & District Mind as employers. On-going recruitment difficulties and the potential risk of loss of key staff continues to be identified risk to our organisation. Future work will be completed by the board along with the senior management team to continue to strengthen and maintain our infrastructure to mitigate some identified risks. Further development will form a vital part of our onward work for 2025/27 strategy.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

As summarised in our governing documents the purposes of Burton & District Mind are.

- To promote the preservation of mental health.
- To assist in relieving and rehabilitating persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment.
- To work in association with Mind in accordance with their aims and their objectives

Burton & District Mind are the regions primary mental health charity. In line with our Strategy the trustees have remained true to our purposes and vision.

The trustees of Burton and District Mind take ultimate responsibility for compliance. The trustee board delegates operational management to the Chief Officer and Senior Management Team.

**Report of the Trustees
for the Year Ended 31 March 2025**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

Trustees are recruited based on the annual Trustee Skills audit report and Risk Assessment report which are completed by the trustee board. These activities inform the board on emerging needs of the charity and skills gap within the trustee board. Board recruitment is addressed in several ways from advertising on our website, advertising with Indeed, Support Staffordshire our local VCSE support service, promoting trustee opportunities at health events the charity attends and within our networks and partnerships. The charity has a trustee recruitment process and application process which must be completed successfully prior to an applicant becoming a charity trustee.

The board complete a full volunteer induction including training to better understand the role and responsibilities and are invited to attend the national Festival of Trusteeship annually. Additional annual training may be added on an ad hoc basis if law and legislation require further advice and guidance.

The trustee board follow an annual timetable of governance processes to ensure that structure, governance and legal status of the charity remains focused and strategic.

Annually the trustee board oversee annual staff remuneration through a formal trustee steering group. The steering group review the charities activities and contracts of work and compare equivalent charitable posts and salaries. The Trustee Steering group will propose staff annual increases to the full trustee board for the purposes of voting.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

07438326 (England and Wales)

Registered Charity number

1140492

Registered office

67 Branston Road
Burton on Trent
Staffordshire
DE14 3BY

Trustees

Ms S Adey-Rankin Retired
D J Bassett Engagement Officer
K J Builth Retired
Ms CS Gethin Chief Executive
Ms CD Robinson Retired
Ms K St Clair Retired
Ms D Worley Chartered Management Accountant (resigned 6.11.24)
Ms S Jay (resigned 21.7.24)

**Report of the Trustees
for the Year Ended 31 March 2025**

REFERENCE AND ADMINISTRATIVE DETAILS

Auditors

Bourne & Co
Statutory Auditors
6 Lichfield Street
Burton-on-Trent
Staffordshire
DE14 3RD

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Burton & District Mind for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

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

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

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

In so far as the trustees are aware:

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

AUDITORS

The auditors, Bourne & Co, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Burton & District Mind (Registered number: 07438326)

**Report of the Trustees
for the Year Ended 31 March 2025**

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 13.11.25 and signed on the board's behalf by:

..... 

KJ Builth - Trustee

Report of the Independent Auditors to the Members of Burton & District Mind

Opinion

We have audited the financial statements of Burton & District Mind (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

**Report of the Independent Auditors to the Members of
Burton & District Mind**

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

**Report of the Independent Auditors to the Members of
Burton & District Mind**

Our responsibilities for the audit of the financial statements

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

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

- Discussions and correspondence with management, including known or suspected instances of non-compliance with laws and regulations and fraud
- Reviewing nominal ledger transactions with particular emphasis on journal entries posted by management
- Being alert throughout our work for anything considered unusual by virtue of size or nature.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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



David Meadows F.C.A. (Senior Statutory Auditor)
for and on behalf of Bourne & Co
Statutory Auditors
6 Lichfield Street
Burton-on-Trent
Staffordshire
DE14 3RD

Date: 20th November 2025

Burton & District Mind

**Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2025**

		Unrestricted funds £	Restricted fund £	31.3.25 Total funds £	31.3.24 Total funds £
	Notes				
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	48,056	1,000	49,056	91,086
Charitable activities	5				
Charitable activities		260,731	1,097,312	1,358,043	1,322,904
Other trading activities	3	9,623	-	9,623	5,265
Investment income	4	4,750	-	4,750	4,122
Total		<u>323,160</u>	<u>1,098,312</u>	<u>1,421,472</u>	<u>1,423,377</u>
EXPENDITURE ON					
Charitable activities	6				
Charitable activities		<u>379,559</u>	<u>945,504</u>	<u>1,325,063</u>	<u>1,127,264</u>
NET INCOME/(EXPENDITURE)		(56,399)	152,808	96,409	296,113
Transfers between funds	20	<u>416,844</u>	<u>(416,844)</u>	<u>-</u>	<u>-</u>
Net movement in funds		<u>360,445</u>	<u>(264,036)</u>	<u>96,409</u>	<u>296,113</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>355,430</u>	<u>420,788</u>	<u>776,218</u>	<u>480,105</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>715,875</u></u>	<u><u>156,752</u></u>	<u><u>872,627</u></u>	<u><u>776,218</u></u>

The notes form part of these financial statements

Burton & District Mind (Registered number: 07438326)

**Balance Sheet
31 March 2025**

	Notes	Unrestricted funds £	Restricted fund £	31.3.25 Total funds £	31.3.24 Total funds £
FIXED ASSETS					
Tangible assets	13	63,518	81,665	145,183	125,312
CURRENT ASSETS					
Debtors	14	24,945	108,891	133,836	68,467
Cash at bank and in hand		641,540	80,644	722,184	710,718
		<u>666,485</u>	<u>189,535</u>	<u>856,020</u>	<u>779,185</u>
CREDITORS					
Amounts falling due within one year	15	(14,128)	(44,040)	(58,168)	(54,592)
		<u>652,357</u>	<u>145,495</u>	<u>797,852</u>	<u>724,593</u>
NET CURRENT ASSETS					
		<u>715,875</u>	<u>227,160</u>	<u>943,035</u>	<u>849,905</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>715,875</u>	<u>227,160</u>	<u>943,035</u>	<u>849,905</u>
CREDITORS					
Amounts falling due after more than one year	16	-	(70,408)	(70,408)	(73,687)
		<u>715,875</u>	<u>156,752</u>	<u>872,627</u>	<u>776,218</u>
NET ASSETS					
		<u>715,875</u>	<u>156,752</u>	<u>872,627</u>	<u>776,218</u>
FUNDS	20				
Unrestricted funds				715,875	355,430
Restricted funds				156,752	420,788
TOTAL FUNDS				<u>872,627</u>	<u>776,218</u>

The financial statements were approved by the Board of Trustees and authorised for issue on13/11/25..... and were signed on its behalf by:

.....
K J Builth - Trustee

The notes form part of these financial statements

Burton & District Mind
Cash Flow Statement
for the Year Ended 31 March 2025

	Notes	31.3.25 £	31.3.24 £
Cash flows from operating activities			
Cash generated from operations	1	35,894	229,169
Finance costs paid		(5,961)	(5,064)
Net cash provided by operating activities		<u>29,933</u>	<u>224,105</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(20,150)	(125,418)
Interest received		4,750	4,122
Net cash used in investing activities		<u>(15,400)</u>	<u>(121,296)</u>
Cash flows from financing activities			
New loans in year		-	79,000
Loan repayments in year		(9,028)	(7,522)
Loan interest in year		5,961	5,064
Net cash (used in)/provided by financing activities		<u>(3,067)</u>	<u>76,542</u>
Change in cash and cash equivalents in the reporting period		<u>11,466</u>	<u>179,351</u>
Cash and cash equivalents at the beginning of the reporting period		<u>710,718</u>	<u>531,367</u>
Cash and cash equivalents at the end of the reporting period		<u><u>722,184</u></u>	<u><u>710,718</u></u>

The notes form part of these financial statements

Burton & District Mind

**Notes to the Cash Flow Statement
for the Year Ended 31 March 2025**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.25	31.3.24
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	96,409	296,113
Adjustments for:		
Depreciation charges	279	106
Interest received	(4,750)	(4,122)
Finance costs	5,961	5,064
(Increase)/decrease in debtors	(65,369)	634
Increase/(decrease) in creditors	3,364	(68,626)
	<u>35,894</u>	<u>229,169</u>
Net cash provided by operations	<u>35,894</u>	<u>229,169</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24	Cash flow	At 31.3.25
	£	£	£
Net cash			
Cash at bank and in hand	710,718	11,466	722,184
	<u>710,718</u>	<u>11,466</u>	<u>722,184</u>
Debt			
Debts falling due within 1 year	(2,855)	(212)	(3,067)
Debts falling due after 1 year	(73,687)	3,279	(70,408)
	<u>(76,542)</u>	<u>3,067</u>	<u>(73,475)</u>
Total	<u>634,176</u>	<u>14,533</u>	<u>648,709</u>

The notes form part of these financial statements

Burton & District Mind

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

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Burton & District Mind is a Charitable Company incorporated in England & Wales and limited by Guarantee. In the event of being wound up, the liability in respect of guarantees is limited to £1 per member of the charity. The registered office is given in the Trustees Report on pages 1 and 2 of these financial statements. The nature of the charity's operations and principal activities are also included within the Trustees Report.

The financial statements are presented in sterling which is the functional currency of the charity.

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.

Where income is paid in advance by the customer and that income covers a period of time straddling the year end, the income is apportioned so that it is allocated to the financial year in which the services are delivered.

Income is accrued for where the activities have been performed but not invoiced at the year end.

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

The company acquires some assets that are the purpose of a specific project (charitable activity) for which funding is obtained. These assets are not capitalised but are instead treated as expenditure such that they are offset against the income to which they relate.

Any assets not acquired for the purpose of a specific project are capitalised.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the depreciated replacement cost of each asset to its expected residual value evenly over its expected useful life as follows:

- | | |
|-------------------------|------------------------|
| - Freehold buildings | - over 50 years |
| - Fixtures and fittings | - 15% reducing balance |

Burton & District Mind

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

No depreciation charge has been charged on the building as the residual value is considered to be at least equal to cost.

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.

Hire purchase and leasing commitments

Rentals payable under operating leases are charged to profit or loss on a straight line basis over the lease term, unless the rental payments are structured to increase in line with expected general inflation, in which case the company recognises annual rent expense equal to amounts owed to the lessor.

Hire of equipment is charged directly to profit or loss, as incurred.

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.

The liability and expense is allocated to specific projects and activities and between restricted and unrestricted funds on a time spent basis.

Debtors and creditors

Debtors and Creditors are measured at transaction price, less any impairment.

Burton & District Mind

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

2. DONATIONS AND LEGACIES

	31.3.25	31.3.24
	£	£
Donations	36,192	91,086
Gift aid	34	-
Legacies	12,830	-
	<u>49,056</u>	<u>91,086</u>

3. OTHER TRADING ACTIVITIES

	31.3.25	31.3.24
	£	£
Other	9,623	5,265
	<u>9,623</u>	<u>5,265</u>

4. INVESTMENT INCOME

	31.3.25	31.3.24
	£	£
Deposit account interest	4,750	4,122
	<u>4,750</u>	<u>4,122</u>

5. INCOME FROM CHARITABLE ACTIVITIES

		31.3.25	31.3.24
	Activity	£	£
Grants	Charitable activities	21,606	71,720
Contract income	Charitable activities	1,336,437	1,251,184
		<u>1,358,043</u>	<u>1,322,904</u>

Grants of £21,606 (2024: £71,720) comprise £15,000 from Mercer Farming to fund Ecotherapy programmes (2024:£15,000), £-2,394 repaying part of a grant received last year from the English Sports Council to run the Bat & Chat Cricket project (2024: £7,860), £4,000 from National Mind relating to a Buxton movers grant (2004: £nil) and £5,000 from Toyota Manufacturing UK charitable trust for Music Minds (2004: £nil).

In the previous year, grants of £1,000 from National Mind EFL Grant for the Walk & Talk Football programme, £10,097 in respect of a National Mind Organisational & Development Grant to employ a part time fundraiser, £24,390 from National Mind for the Mentor Mental Health Productivity Pilot, £375 in respect of a Tesco Community Grant for the Mindfulness sessions, £5,999 from National Mind as part of the Equity & Lived Experience Development Fund to run the LGBTQI+ Expression Forum, £5,000 from the Screwfix Foundation towards the refurbishment of the driveway to the office on Branston Road and £1,999 from South East Staffs as part of the Healthy Communities programme, running a series of Mind Makeover psychoeducation sessions, for which no corresponding grants have been received in the year ending 31 March 2025.

Burton & District Mind

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Charitable activities	1,231,821	93,242	1,325,063

7. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Charitable activities	79,781	5,961	7,500	93,242

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

	31.3.25 Charitable activities £	31.3.24 Total activities £
Wages	61,474	57,422
Social security	6,475	5,916
Pensions	5,822	5,440
Other operating leases	-	513
Rates and water	143	134
Insurance	2,914	1,481
Light and heat	405	390
Telephone	532	864
Postage and stationery	1,036	638
Sundries	64	73
Professional fees	108	662
Subscriptions	529	94
Depreciation of tangible and heritage assets	279	106
Bank charges	-	1
Interest payable and similar charges	5,961	5,064
Auditors' remuneration	7,500	7,200
	93,242	85,998

Burton & District Mind

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

8. NET INCOME/(EXPENDITURE)

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

	31.3.25	31.3.24
	£	£
Depreciation - owned assets	279	106
Other operating leases	34,146	15,997
	<u>34,425</u>	<u>16,103</u>

9. AUDITORS' REMUNERATION

Audit and accountancy fees charged to the profit and loss account during the year comprise £3,750 for audit fees and £3,750 for accountancy fees. (2024: £3,600 and £3,600 respectively).

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

Trustees' expenses paid for the year ended 31 March 2025 were £25 relating to a mileage claim (2024: nil).

11. STAFF COSTS

	31.3.25	31.3.24
	£	£
Wages and salaries	845,882	785,080
Social security costs	63,651	56,156
Other pension costs	59,442	21,618
	<u>968,975</u>	<u>862,854</u>

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

	31.3.25	31.3.24
Senior Management	4	4
Counsellors	8	8
Project Workers/Support Roles	7	5
Recovery Workers	21	18
	<u>40</u>	<u>35</u>

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

Burton & District Mind

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	81,236	9,850	91,086
Charitable activities			
Charitable activities	210,460	1,112,444	1,322,904
Other trading activities	5,265	-	5,265
Investment income	4,122	-	4,122
Total	301,083	1,122,294	1,423,377
EXPENDITURE ON			
Charitable activities			
Charitable activities	306,131	821,133	1,127,264
NET INCOME/(EXPENDITURE)	(5,048)	301,161	296,113
Transfers between funds	114,544	(114,544)	-
Net movement in funds	109,496	186,617	296,113
RECONCILIATION OF FUNDS			
Total funds brought forward	245,934	234,171	480,105
TOTAL FUNDS CARRIED FORWARD	355,430	420,788	776,218

Burton & District Mind

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

13. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Totals £
COST			
At 1 April 2024	123,444	1,974	125,418
Additions	20,150	-	20,150
	<hr/>	<hr/>	<hr/>
At 31 March 2025	143,594	1,974	145,568
	<hr/>	<hr/>	<hr/>
DEPRECIATION			
At 1 April 2024	-	106	106
Charge for year	-	279	279
	<hr/>	<hr/>	<hr/>
At 31 March 2025	-	385	385
	<hr/>	<hr/>	<hr/>
NET BOOK VALUE			
At 31 March 2025	143,594	1,589	145,183
	<hr/>	<hr/>	<hr/>
At 31 March 2024	123,444	1,868	125,312
	<hr/>	<hr/>	<hr/>

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25 £	31.3.24 £
Prepayments and accrued income	133,836	68,467
	<hr/>	<hr/>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25 £	31.3.24 £
Bank loans and overdrafts (see note 17)	3,067	2,855
Trade creditors	55,101	51,737
	<hr/>	<hr/>
	58,168	54,592
	<hr/>	<hr/>

Burton & District Mind

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

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

	31.3.25	31.3.24
	£	£
Bank loans (see note 17)	70,408	73,687
	<u>70,408</u>	<u>73,687</u>

17. LOANS

An analysis of the maturity of loans is given below:

	31.3.25	31.3.24
	£	£
Amounts falling due within one year on demand:		
Bank loans	3,067	2,855
	<u>3,067</u>	<u>2,855</u>
Amounts falling between one and two years:		
Bank loans - 1-2 years	3,067	2,855
	<u>3,067</u>	<u>2,855</u>
Amounts falling due between two and five years:		
Bank loans - 2-5 years	9,200	8,565
	<u>9,200</u>	<u>8,565</u>
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans more 5 yr by instal	58,141	62,267

18. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	31.3.25	31.3.24
	£	£
Within one year	22,929	1,814
Between one and five years	79,441	5,442
	<u>102,370</u>	<u>7,256</u>

Burton & District Mind

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

19. SECURED DEBTS

The following secured debts are included within creditors:

	31.3.25	31.3.24
	£	£
Bank loans	<u>73,475</u>	<u>76,542</u>

The loan taken out to fund the acquisition of the freehold property is secured on the property itself.

20. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	199,987	(43,517)	(38,320)	118,150
Designated	<u>155,443</u>	<u>(12,882)</u>	<u>455,164</u>	<u>597,725</u>
	355,430	(56,399)	416,844	715,875
Restricted funds				
Restricted	<u>420,788</u>	<u>152,808</u>	<u>(416,844)</u>	<u>156,752</u>
TOTAL FUNDS	<u>776,218</u>	<u>96,409</u>	<u>-</u>	<u>872,627</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	161,909	(205,426)	(43,517)
Designated	<u>161,251</u>	<u>(174,133)</u>	<u>(12,882)</u>
	323,160	(379,559)	(56,399)
Restricted funds			
Restricted	<u>1,098,312</u>	<u>(945,504)</u>	<u>152,808</u>
TOTAL FUNDS	<u>1,421,472</u>	<u>(1,325,063)</u>	<u>96,409</u>

Burton & District Mind

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

20. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	116,106	(24,784)	108,665	199,987
Designated	129,828	19,736	5,879	155,443
	<u>245,934</u>	<u>(5,048)</u>	<u>114,544</u>	<u>355,430</u>
Restricted funds				
Restricted	234,171	301,161	(114,544)	420,788
	<u>234,171</u>	<u>301,161</u>	<u>(114,544)</u>	<u>420,788</u>
TOTAL FUNDS	<u>480,105</u>	<u>296,113</u>	<u>-</u>	<u>776,218</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	148,920	(173,704)	(24,784)
Designated	152,163	(132,427)	19,736
	<u>301,083</u>	<u>(306,131)</u>	<u>(5,048)</u>
Restricted funds			
Restricted	1,122,294	(821,133)	301,161
	<u>1,122,294</u>	<u>(821,133)</u>	<u>301,161</u>
TOTAL FUNDS	<u>1,423,377</u>	<u>(1,127,264)</u>	<u>296,113</u>

Burton & District Mind

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

20. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	116,106	(68,301)	70,345	118,150
Designated	129,828	6,854	461,043	597,725
	<u>245,934</u>	<u>(61,447)</u>	<u>531,388</u>	<u>715,875</u>
Restricted funds				
Restricted	234,171	453,969	(531,388)	156,752
	<u>234,171</u>	<u>453,969</u>	<u>(531,388)</u>	<u>156,752</u>
TOTAL FUNDS	<u>480,105</u>	<u>392,522</u>	<u>-</u>	<u>872,627</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	310,829	(379,130)	(68,301)
Designated	313,414	(306,560)	6,854
	<u>624,243</u>	<u>(685,690)</u>	<u>(61,447)</u>
Restricted funds			
Restricted	2,220,606	(1,766,637)	453,969
	<u>2,220,606</u>	<u>(1,766,637)</u>	<u>453,969</u>
TOTAL FUNDS	<u>2,844,849</u>	<u>(2,452,327)</u>	<u>392,522</u>

Burton & District Mind

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

21. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

Annual Report 2024-25



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Chair of the Board of Trustees Report

Chairmans statement AGM Report 2024-2025

I would like to start by thanking the Vice Chair, Kay and the board for all their help and support over the past year.

Also, a huge thank you to Lynne and the senior team, staff and all the volunteers for the effort and commitment to Burton & District Mind, which is the reason for our continued success.

The voluntary sector is becoming increasingly challenging financially, especially in mental health.

We do however have a history of resilience and creativity to overcome future challenges and to adapt our approaches.

Burton & District Mind has gained a reputation with funders for quality and delivery.

Just one of our achievements this year has been the move of our Safe Haven Café in Tamworth.

It is more central and accessible place enabling us to expand the service to the people in the area and provide a greater service offer to the communities we serve.

No doubt there will be further challenges ahead but I'm sure they will be met and will continue to provide help and assistance to those in need.

Ken Bulth,
Chairman



Chief Officer's Report

AGM Report 2024-2025

In March 2025 I was invited to represent Burton & District Mind along with 5 other local charities and a few small businesses to meet a senior royal during a visit to the area.

We were informed on arrival we would be meeting King Charles III. The King was very interested to hear about our local work and about our team and volunteers. He acknowledged the importance of the work that charities do and the value we provide. It was a real honour for our organisation to be recognised and invited to this personal royal visit.



After more than two years of searching, lots of property viewings and a few setbacks along the way, we were delighted to secure a lease on new premises at 34 Market Street, Tamworth. The building underwent substantial refurbishment by the landlord, which gave us the opportunity to request specific adaptations to meet the needs of our Safe Haven service. The Safe Haven team and volunteers worked hard and further enhanced the space with feature walls and welcoming touches, creating a calm and inviting environment for our visitors. By late spring, the property was ready, and the team successfully relocated. Since the move, Safe Haven has gone from strength to strength, with a marked increase in the number of people directly accessing support.

As many organisations and services move to remote delivery, we are especially proud to maintain physical premises in Burton, Burntwood, and now Tamworth. This ensures that Burton & District Mind remains a visible and accessible presence for those who need our support.

Our new Tamworth premises have also created valuable additional space for the wider organisation. Services such as Future Focus (both one-to-one and group sessions), counselling, staff meetings, training, and interviews have all benefited from the increased flexibility the new building provides.

Meanwhile, our Development and Sustainability Team has expanded community-based activities across Burntwood and Tamworth, reflecting those already established in East Staffordshire. These developments have strengthened our local presence and reinforced Burton & District Mind's reputation as a trusted mental health provider in the region.

Chief Officer's Report

AGM Report 2024-2025

Unfortunately, the year also brought the closure of the Safe Hands service. Our funder, Midlands Partnership Foundation Trust (MPFT), made the strategic decision to redesign local mental health crisis services to improve community access. As Safe Hands was embedded within local crisis teams, individuals in crisis could not refer directly to the service.

As our Safe Hands team were experienced and training in NHS settings and digital systems the MPFT were keen to support them into MPFT roles. We worked closely with MPFT to support our staff through this ending period. Seven team members were assisted and supported to apply for local NHS roles, and by 31st March, 86% had successfully secured new positions within the local NHS or continued to receive active application support from MPFT.

On a positive note, we successfully secured 3 year (+1 +1) block contracts for both Future Focus and Safe Haven. This achievement reflects the consistently high quality of our work, the strong outcomes delivered by our teams, and our continued reputation as a trusted NHS partner. Both services continue to evolve, introducing new ideas, activities, and resources to better meet the needs of those we support. With the introduction of our community-based projects ranging from Mind Makeover, and Music Mind's to Bat and Chat cricket and walk and talk , we now offer a diverse range of services that meet a wide variety of community needs. The team are not stopping there; even more creative and engaging initiatives are in the pipeline.

Finally, I would like to express my heartfelt thanks to our amazing staff, volunteers, trustees, and associates for their outstanding work and unwavering drive and dedication.

Your commitment continues to make a real difference in the lives of those we serve in our community.

Thank you all sincerely,
Lynne Barrell
Chief Officer

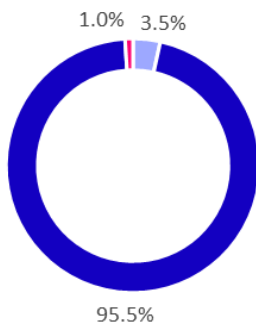
Financial Report

AGM Report 2024-2025

Burton & District Mind continued to successfully maintain its income at £1.4m, despite the early end to the Alzheimer's contract in Oct 2024 and the end of the longstanding Trent and Dove contract in June 2024.

There was a noticeable 46% drop in Donations and Legacies in the year equating to £42k, where a challenging environment has been seen. Counteracting this drop in Donations, Charitable Activities saw an increase of £35k including funding received to complete the fit out of the new permanent venue for the Safe Haven Crisis Café in Tamworth.

Income 24/25



For 2024/25, 95.5% of the income related to our Charitable Activities, just 3.5% of income related to Donations and Legacies with 1% of income relating to Other Activities, including a venture into Workplace Health.

The main sources of income were from several Midlands Partnership Foundation Trust contracts, totalling £1.2m including Safe Hands and Safe Haven, Future Focus and Talking Therapies Counselling.

■ Donations ■ Charitable Activities ■ Other Trading

In addition to this there was £40k from the Alzheimer's Outreach contract, £36k from Lichfield District Council and £4k from Burntwood Town Council for the Community Development Project, £9k from Trent and Dove and £1.5k from Staffordshire County Council Thinkwell contract. There was also £22k in Other Grants, £8k in other counselling and £6k in Workplace Health.

Coupled with the additional income for the Crisis Café was the corresponding expenditure for the fit out, legal fees and the lease of the property but the main increase to the cost base related to an increase of £108k in staffing costs with 10 new starters in the year. These included additional heads to support the Safe and Future Focus contracts as well as an additional Outreach Worker for the Alzheimer's contract and a Project Support Worker for the Burntwood and Lichfield area.

Financial Report

AGM Report 2024-2025

We also invested in our core team in the areas of Finance and Communications and later in the year Fundraising and Customer Relationship Management. The total headcount averaged at 40 heads across the year, an increase from 35 heads in the prior year.

Our Reserves Fund has been maintained at £68k, which covers our winding up costs should they be required. This is reviewed every 6 months to ensure it reflects the current structure/risk.

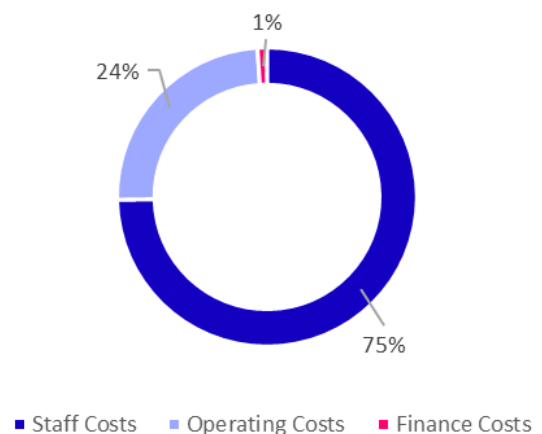
We have continued to maintain the small mortgage for our registered office, “Birkett House”. We continue to ensure that all other costs are managed to ensure value for money.

There has been an increase in the Tangible Fixed Assets of £20k in relation to capitalised costs for the new driveway.

Bourne & Co, Statutory Auditors, 6 Lichfield Street, Burton-on-Trent complete our annual audit in line with the Charity Commission's Audit Requirements and to ensure our accounts are completed within the Charities SORP (FRS 102) accounting standards. The Board of Trustees have and will continue to ensure that projects are in line with the Strategic Plan.

Anthea Howard
Head of Finance

Expenditure 24/25



Operations Manager's Report

AGM Report 2024-2025

Over the year from April 2024 to March 2025 we have been continuing the counselling support that we have been providing to those in the East Staffordshire and South East Staffordshire area with our NHS and Direct counselling services.

I would like to say a very big thank you to all our staff at Burton & District Mind, our colleagues and volunteers for the continued hard work that they have put in over the year and the consistent delivery of the mental health support to our community.

Our NHS counselling has continued with a steady stream of clients coming through and have been receiving the support face to face as well as remotely. Our face to face sessions have progressed into the Burntwood areas, providing the face to face counselling in the locality of Burntwood to help provide different ways of accessing to clients in that area, otherwise they have to travel 30 minutes to Tamworth and Burton.

This has allowed local clients to be seen in their local area and provided them with more of an option to access therapy, as face to face allows those that are unable to do remote or have the preference for the face to face for human interaction.

We have continued providing the Anger Management pathway as well and the Counselling for Wellbeing pathway which has seen an increase in referrals. Our counselling team has continued to provide mental health support to those in need of our services and have maintained the highest level of quality and also managing the waiting list in a timely manner.

Our direct counselling services has also continued to increase in referrals and have maintained a steady pace of clients coming through for the low cost counselling, low cost coaching and also private counselling. Our coaching pathway has increased in referrals as there has been more awareness of the benefits of coaching and is continuing to progress with the support that we are providing for those in our area.

These services have been managed by our team of associate counsellors who have continued to be reliable and on hand to pick up clients as and when requested.

Operations Manager's Report

AGM Report 2024-2025

They have also been providing this support face to face as well as remotely even though we have seen a high number of clients on these pathways requesting more face to face than remote which we have been able to provide.

Due to lack of funding we have been unable to secure the young people's funding that we previously had been using to provide the emotional wellbeing support we were providing at Deferrers, this has meant that we had to approach Deferrers in either removing the support from the school or self-funding the young people's counsellor to which they have opted to self-fund the young people's counsellor.

This has shown the great work that we have been providing which they also have seen at the school. We will continue to look for further opportunities to provide these services through some other funding sources.

Finally, a big thank you to all our Therapists Associates and Salaried who have continued to provide our counselling services through the NHS as well as the Direct Counselling and Coaching services that we provide and have maintained the highest quality of support to our clients in need of mental health support.

A list of our Counsellors and Coaching therapist are listed below:

Amy Marlow, Alison Fitzsimmons, David Petch, Daniel Harris, Edward Degg, Laura Riley, Tom Grace, Yvonne Bulth, Liz Matthews and Rob Hallott.

**A very Big Thank You to you all for all your hard work and support to
Burton & District Mind.**

Zainera Liaqat

Operations Manager /

Counselling for Wellbeing Lead & Counsellor

Development and Sustainability Report

AGM Report 2024-2025

Overarching Goal

Burton & District Mind to increase sustainable capacity through geographical and community growth, income diversification and increased service user and volunteer involvement, in preparation for future Mental Health contracts.

Foreword

The Development and Sustainability Team continues to grow the number of people our charity reaches.

This year we have put special efforts into deepening the reach into the community. We are now better positioned and equipped in helping audiences and communities which haven't always seen Mind as an agency for their good mental health

We have been successful in our reach into Lichfield District and building on that success, as team, we have also moved into Tamworth. We have a greater reach into Asian communities and LGBTQIA+ audiences.

We have also developed and delivered our first psycho-education programme, co-produced with people with lived experience of mental health problems.

As before, our key objectives have been:

1. Community Help and projects throughout East Staffordshire, Lichfield District and Tamworth Borough
2. Volunteer Programme
3. Commercial Modelling
4. Increased Capacity and Infrastructure

Development and Sustainability Team

- Keri Lawrence, Development and Sustainability Officer
- Emma Godfrey, East Staffs Project Support Coordinator
- Ben Longmore, Lichfield Project Support Coordinator
- Jo Smith, Funding Support Coordinator
- Tom Lawson, Communications Coordinator

We are also supported by associates and partners including:

- Lesley Kirk, Wellbeing Associate
- Little Trees
- Remedies Health and Wellbeing
- Lalita Heier, Wellbeing Associate
- Circularity.org
- Rolleston Cricket Club
- Thrive Fitness and Nutrition
- Life Sport Fitness Lichfield
- Muddy Boots
- Elim Church
- Queen Street Community Centre
- Burton Caribbean Association

Huge thanks to the team for all the hard work.

















Development and Sustainability Report

AGM Report 2024-2025

Community Help: East Staffordshire, Lichfield District and Tamworth Borough

Activity Projects

Over the year, Burton & District Mind provided 16 projects chosen by local audiences, two more than previous year. The team has provided high quality projects for 202 people, increasing wellbeing, self-esteem, and social connectivity. This is an increase of 175% on last year.

Project	Key Dates	Funder	# of Participants Supported
Burton Arts Peer Support Group	Apr 2024 – Ongoing	Community Fundraising	 12
Mind Matters Burntwood Peer Support Group	Apr 2024 – Ongoing	Community Fundraising	 12
Virtual Peer Support Group	Apr 2024 – Ongoing	Community Fundraising	 6
Older Adults Outreach	Aug 2024 – October	Alzheimer's Society and MPFT	 9
Spring 2024 Eco Therapy – Muddy Boots	Apr 2024– Jul 2024	Mercers Family Foundation	 8
Music Minds	May 2024– Jul 2024	Toyota Manufacturing Trust	 11
Expression: LGBTQIA+ Equity Steering Goup	Jan 2024– Mar 2024	Mind	 9
Lichfield Mindfulness	Nov 2024– Dev 2024	Community Fundraising	 5
Autumn 2024 Eco Therapy – Muddy Boots	Sep 2024– Dec 2024	Mercers Family Foundation	 11
Mind Makeover Pilot	Mar 2024 – Dec 2024	South East Staffs Healthy Communities	 11
Running Group Burton	Sep 2024– Dec 2024	Mind and Buxton Water	 5
Running Group Lichfield	Sep 2024– Dec 2024	Mind and Buxton Water	 8
Helen's Bursary	Jan 2025 – ongoing	Lichfield Kaleidoscope Choir	 1
Music Mindfulness Burntwood	Nov 2024– Dec 2024	Finch Consultancy	 8
Wellbeing Techniques, Burton	Nov 2024– Dec 2024	Toyota Manufacturing Trust	 6
Winter/Spring 2025 Eco Therapy – Muddy Boots	Jan 2025 – Mar 2025	Mercers Family Foundation	 8

All projects are expertly managed and monitored, with evaluation reports provided to funders. Individual reports are available on request.

Development and Sustainability Report

AGM Report 2024-2025

Success of Delivery 2024-2025

Operational Plan 2024-25	East Staffs	Lichfield	Tamworth	Virtual and Digital
Peer Support Group	In place – funding gaps for 2025-26	In place – funding gaps for 2025-26	Consultation with Safe Haven participants suggests no present need	In place – funding gaps for 2025-26
Arts/music	Mindful Music - Toyota	Music Mindfulness	Safe Haven bus stop project	Need not identified.
Sports and physical activity	Running Group completed	Running group completed	Working with martial arts group	Need not identified.
Ecotherapy and Nature	Ecotherapy and Forest Bathing - Mercers	Projects ready for 2025	Projects Ready for 2025	N/A
Holistic Programme	Elim Church – Wellbeing Techniques	Lichfield Mindfulness completed	Projects ready for 2025	Need not identified.
Psychoeducation	Mind Makeover as part of workplace wellbeing	Mind Makeover	Projects ready for 2025	Mind Makeover
Workplace Health	Mind Makeover Training	Training provided	Training provided	Expressed support from Mind.
Fundraising	Quiz Night 24-hour Gaming Reggae Night	Lichfield Kaleidoscope Choir	Moving Mountains from Safe Haven Team	Review of digital platforms and community lotteries
Volunteers	Established – 10 volunteers active	Established – 8 volunteers active	Safe Haven: 3 volunteers active	3 active volunteers.

Development and Sustainability Report

AGM Report 2024-2025

Project Case Studies:

Connect Hope and Help: Older Adults Outreach Service

Working in partnership with Alzheimer's Society and funded by Midlands Partnership NHS Foundation Trust, Burton & District Mind provided an Older Adults Outreach service to support marginalised communities. This has been vital in building trust and understanding with communities and audiences that historically haven't seen Mind as a agency that can support with their mental health.

Target audiences included:

- Black and Asian minorities
- Eastern Europeans
- Traveller communities
- People identifying as LGBTQIA+
- People living in rural communities


Key successes over the contract included:

- 1896 contacts with the community.
- Helping 9 people with increased challenges to ethnicity, age, cultural barriers, etc to engage with mental health services.
- Food give-away from our Office.
- 3 visits and event held at Burton Mosques.
- Partnerships with Alzheimer's Society and Burton Pride.
- Key communication with Major of Burton, Sherrif of Staffordshire, Police and Crime Commissioner.
- 2 radio interviews.
- Our logo and advert on beer mats.

"I was very low due to my husband's passing been together 28 years. I was very lucky and didn't go through with my suicide plan at the last minute. My Outreach Worker has been visiting me ... making sure I'm ok around the three main anniversaries.

He encouraged me to keep going forward with wellbeing plans and keep asking if things not working out for the extra support I needed on and off. Thank you for all your support and supportive encouraging words during my continuing period of grief, isolation and ill health."

Participant on Outreach Service




Connect Hope and Help


"I don't what's up with me, but something ain't right"

Alzheimer's Society and Burton and District Mind are helping people aged 65 and over with advisers dedicated to giving advice, hope, help and connection with services for longer term support.

outreachstaffordshire@alzheimers.org.uk
www.burtonmind.co.uk/contact-us
01543 573936 or 01283 566696

All conversations with our advisers are treated with discretion, dignity and respect.

 Alzheimer's Society
Together we can help to keep the brain for evergreen living with dementia

 mind Burton and District

Development and Sustainability Report

AGM Report 2024-2025



Lichfield District and Burntwood Development

“What we need is something to show that we [people with mental health problems] can actually do this for ourselves. We just need some guidance and some funding to get us started. We need someone to trust us.”

Mind Matters Burntwood participant

The Development and Sustainability Team have been funded by Burntwood Town Council and Lichfield Council for three years to support our developments in Lichfield District. Funding supports the role of Project Support Coordinator, taken up by Ben Longmore, and office space at the Old Mining College.

The new office not only provides more space for project management and for group work, but also provides a new counselling space, ensuring that people from Burntwood have somewhere close for talking therapy sessions.



Burntwood Town Council Celebrates Project Success

In April 2024, Burntwood Town Council awarded two local organisations a grant of £5,000 per year for three years to provide services locally that support adult mental health and wellbeing, and young people.

Platinum Boxing and Burton & District Mind each received a grant, and one year, the Town Council has been celebrating the success of these projects.

Burton & District Mind have established themselves as a new provider in Burntwood, offering services and support to adults with their mental health and wellbeing including a Music Mindfulness programme, Mind Makeover sessions for women, Creative Spaces arts project for people who identify as LGBTQIA+ and an ecotherapy project, as well as providing a venue in Burntwood for residents to access free NHS talking therapies.

Cllr Di Evans, Chair of Community and Partnerships said:

“Burntwood Town Council is pleased to support Burton & District Mind’s new initiatives and help with funding to enable Burntwood residents to access mental health and wellbeing support. Help at the point of need is crucial for so many and being based locally is also important.”



Pictured: Cllr Paul Taylor and Cllr Di Evans with Keri Lawrence and Ben Longmore.

Development and Sustainability Report

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Annual Volunteer Report

Over 2023-2024, we reported that we had 23 volunteers who donated 649 hours, worth over £6,700 to our charity, this meant we were able to reach out to an extra 815 people with mental health problems.

This last year (2024-25), we have had 28 different volunteers donate a total of 1,612 hours over 441 reported occasions, this is worth a value of £18,436. We have been able to reach out to an extra 1,804 people this last year due to our wonderful volunteers.

This is extraordinary: many charities are reporting having less volunteers and we have had even more! A huge thank you to all our volunteers for all their generous donations of time and skills.

While it seems somewhat incorrect to rank volunteers on how much time they have donated, as everyone has different levels of availability.

However, it does feel right to highlight the donations of both Karla Billington and Lesley Kirk have both given over 400 hours each!

Our volunteers would rate their usefulness when they volunteer at 4.7 out of 5!!!

Karla has now joined the Safe Haven Team and Lesley has joined the team of Paid Associates on Mind Makeover – we think this is evidence again that volunteering can and does lead to paid work.

Thanks again to everyone involved including Amina, Emma, Jo, Ben and Oliver for supporting our Volunteer Programme.

Our volunteers, on average, connect with 4 people with mental health problems when they donate their time!!!



Development and Sustainability Report

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Mind Makeover

Funded by South East Staffs Healthy Communities and National Lottery, Burton & District Mind development and delivered two pilot programmes of psychoeducation at Lichfield Fire Station Community Room.



Psychoeducation is an intervention where mental health workers educate clients about specific mental health conditions, including diagnosis, symptoms, treatment options, and coping strategies. It aims to empower individuals by providing knowledge, reducing stigma, and promoting a proactive approach to mental health.

The initial concept was provided by David Salt, Peer Group Facilitator. The programme of work was co-produced by people with experience of mental health problems, and led by trained and supported volunteers.

The workshops covered a range of topics including Empathy and compassion, Local service provision, Emotional Intelligence, Crisis and Recovery Planning, Mindfulness, Assertiveness, Self Confidence and Confidence.

Participants will complete the workshops with a completed Recovery Plan that they have been developing throughout the sessions.

The format is straight forward; our facilitators briefly talk through some familiar mental health theory and the group spend the rest of the session, with a cup of tea and biscuits, discussing how to practically apply that theory to their situation.



Development and Sustainability Report

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Mind Makeover

Goal	Target	Result
Number of individuals benefiting from the sessions.	12	15
Respondents reporting an increase in their mental wellbeing.	75%	87%
Respondents reporting a positive impact on their self-esteem.	75%	97%
Respondents to report a positive impact on social connectivity.	75%	84%
Net Promoter Score	50	85

As part of Workplace Wellbeing, we offered to trial Mind Makeover to Punch Tavens staff both face to face and online.

This was also well received and the proceeds of this enabled Burton & District Mind to deliver a further eight-week programme to a Ladies Group in Burntwood.

Burton & District Mind now have a co-produced programme of psychoeducation that can be delivered to a range of audiences to need.

Furthermore, as we build our Workplace Wellbeing offer, this project will be self-sustained for the future.



“I found the courses insightful and I feel like I've gained a greater understanding. I've also found myself adopting small skills into my daily life, taking nudges of information from the sleep session, neurodiversity, managing stress, being you (confidence)”

Punch Participant

Development and Sustainability Report

AGM Report 2024-2025

Fundraising and Corporate Social Responsibility

We have had another bumper year for donations and fundraising.

A huge thanks to all of our supporters and donors. Funds are being used to help our volunteer programme and peer support groups, provide a participant bursary, and to pilot new innovations.



- Elaine Prichard and Labour of Love book sales
- ESBC Mayors Donation
- Dom and Finch Consultants
- Enterprise - rent a car
- Punch Tavens
- Ceva Logistics
- Safe Haven Team with Moving Mountains
- East Staffs Lottery
- Oak and Ivy pub, Burton on Trent
- Muchloved
- BASE and Pete Bourne
- Burntwood Wakes
- Sparkle 18
- Lichfield Kaleidoscope Choir Concert,
- The Plough pub in Horninglow
- Little Strawberries Nursery
- The family of Alix Knowles
- Curries
- Burton and District Ladies Bowls Association
- Rykneld Primary School
- Tea and Tots
- Russell Roof Tiles
- Radis Collection
- DHL
- Howdah - Parking at Ankerside, Tamworth
- Devonshire Arms pub, Burton on Trent
- SP Sports
- Malcom Bridges
- Marstons Social Club
- Home Instead
- B&Q and Wincanton
- CAMRA Beer Festival
- Oddfellows



Development and Sustainability Report

AGM Report 2024-2025

Fundraising and Corporate Social Responsibility



THE FELLOWSHIP OF THE GEEKS

24 HOURS OF PURE TABLE-TOP GAMING FOR LOCAL CHARITY

Quest Update!!!!

17 Noble VIPs and 22 Heroes, supported by a shop full of squires and henchmen, battled tiredness and exhaustion for 24 hours to engage in tabletop and card games on 25 May 2025.

Victories were won, losses were... Erm... lost!

The War of the 21 Armies concluded in a peace treaty between the High Elves and the Iron Hill Dwarves. The raffle was ravaged and much goods were looted! And as the clock struck 10am on the morning of 26 May 2024, 20 brave companions were still going strong. We are proud of all you.

In total we raised £1,111.20 for Burton and District Mind

We are now working on our plan to bring a new peer support group for people with mental health problems and traits relating to neurodivergence to Burton on Trent very soon!

If you feel you would like to volunteer for this, or to help fundraising events like this one, get in touch at:

volunteering@burtonmind.co.uk

In the meanwhile, please accept our sincere thanks from Keri, Tom, and Jimmy for an excellent event.

 In aid of
Burton and District Mind

Burton and District Mind is a registered charity in England & Wales #1140492. You can support this event with a donation at www.burtonmind.co.uk/donating

 **GECK RETREAT**

 Registered with FUNDRAISING REGULATOR

Event Supported by:
Geek Retreat: Burton, Pirelli
Muddy Boots, Queen Street Community Centre

Development and Sustainability Report

AGM Report 2024-2025

Increased Capacity and Infrastructure

Staff and volunteer Training

As well as the Induction and NHS eLearning required by all team members, the Development and Sustainability Team facilitated arrangements of the following training for staff and volunteers:

- Mental Health Awareness
- Mental Health First Aid
- Active Listening
- Leadership Skills
- Emergency First Aid at Work

Community Representation

The Development and Sustainability team had representation at the following Mind Communities of Practice:

- Physical Activity
- Communications
- Lived Experience
- Fundraising

We also represented Burton & District Mind at the following events and activities:

- Support Staffordshire VCSE Forums: East Staffs, Lichfield and Tamworth
- South East Staffs Healthy Communities Forum
- Staffordshire Mental Health Forum
- Staffordshire County Council Public Health: Suicide Prevention
- Staffordshire County Council Public Health: Community Wellbeing
- Meeting of the Minds event
- Burton Pride
- Lichfield Pride
- Burntwood Wakes

Newsletter, Social Media and Website

In August 2024, Tom Lawson came onto the Development and Sustainability Team as Communications Coordinator. He has successfully published 11 editions of the internal newsletter received by trustees, staff, volunteers and associates. This has showcased successes, highlighted campaigns (such as Longest Night and Time to Talk Day), and ensured the whole team has up to date information on developments, training opportunities, new team members, and projects & services that they can signpost and refer to.

Tom has developed the social media approach, including setting up a Bluesky channel and increasing the number of followers on Facebook to 800.

Development and Sustainability Report

AGM Report 2024-2025

...Our Aims for 2025-2026

Since 2025, the Development and Sustainability Team have grown from strength to strength each year, finding even more creative ways to identify the needs of our communities and audiences, design solutions and generating resources in an ever more challenging environment to deliver. However, the mental health emergency does not appear to be letting up. In addition, as we improve our ability to reach audiences new to our charity, we discover further complexities and challenges which enrich our problem-solving capabilities and our ambition to achieve even more.

Throughout the next year, we will continue to strengthen our ability to connect and understand underserved communities, including:

- Black, Asian and Eastern European communities
- Young people
- People experience
- LGBTQIA+ audiences
- Disabled people and people with neurodiverse traits
- Refugees and asylum seekers
- People at higher risk of suicide

We will continue to explore new provisions to meet needs, including leaning further into:

- Sports and physical activity
- Unusual hobbies enjoyed by neurodivergent people
- Psychoeducation and creating learning environments
- Making more of the beautiful natural environments around us
- Exploring digital and online opportunities
- Developing local networks that support equality, diversity and inclusion
- Strengthening relationships with local businesses and finding new partners

We will also improve our work with decision makers and strategic partners in continuing to raise the profile of mental health provision and the needs of our community.

Keri Lawrence

Development and Sustainability Officer

Future Focus

AGM Report 2024-2025

This 2024–2025 report outlines the continued collaborative work of Burton & District Mind (lead partner), BACT, BBaF, CT CIC, CCC, and YESS in delivering the Future Focus service across East Staffordshire, Burntwood, Lichfield, and Tamworth. This year has seen meaningful developments in leadership, team growth, participant-led activities, and innovative changes to service delivery in response to increased demand.

Key achievements include a total of new 272 referrals, with 245 participants actively engaging with the service. This does not include any existing participants already open to the service. The team expanded with the recruitment of a Deputy Team Leader and one new Recovery Worker, strengthening capacity across all areas. Notably, the co-produced Mind Harmony Ladies Group has emerged as a vibrant social and emotional wellbeing offer for South Asian women, and a Men's Group at BACT has shown encouraging outcomes in male engagement and independence.

Improvements in triage processes and updates to participant resources, including a redesigned handbook and action planning tools, have contributed to a more personalised and participant-centred journey. Despite continued challenges from high referral volumes and limited external service responsiveness, the team has worked tirelessly to maintain quality and uphold the values of compassionate, community-led mental health support.

Achievements and Outcomes

- 272 referrals received across 2024–2025:
- 156 in Burntwood, Lichfield, and Mercian
- 116 in East Staffordshire
- 245 participants progressed into active engagement
- 5772 appointments booked 2024 - 2025
- Streamlined triage process introduced to improve allocation time and clarify suitability
- Team expansion to include team member progression to Deputy Team Leader role to assist with triaging requests for support and recruitment of another Recovery Worker to work predominantly in the Mercian area to create more capacity in an already overwhelmed locality.
- Participants consistently report they “wouldn't have been able to do what they needed to without their Recovery Worker”
- Some shared disappointment in statutory services, reflecting the vital role FF plays in filling those gaps.
- Group activities introduced: including nature walks, pool groups, mindfulness practice.
- Men's Group at BACT fostered greater engagement and reflection among male participants, with some achieving closure following group involvement.
- Mind Harmony Ladies Group co-developed by Recovery Worker Shakila Shaheen provides holistic, culturally appropriate support for Asian women, with additional partnership input from local mosques and health providers.

Future Focus

AGM Report 2024-2025

Case studies and participant feedback continue to be a vital source of evidence in demonstrating the effectiveness and reach of our service. The following examples reflect the outcomes we strive for.

Case Study

Participant Background

This participant is a young woman with learning challenges, a history of psychosis, and past experiences of sexual abuse, which she spoke openly about during our work together. These experiences had a significant impact on her confidence, body image, and sense of safety. She also lives with Irritable Bowel Syndrome (IBS), which affected her daily functioning, food choices, and wellbeing.

When we began working together, she was isolated, anxious, and lacked confidence in both herself and her abilities. However, she presented with clear goals:

- To lose weight and feel better in her body
- To learn how to use gym equipment confidently and independently
- To gain the confidence to apply for voluntary work
- To manage her IBS more effectively through diet and routine

Support Provided

Building Trust Through Shared Interests

We started by meeting for a cup of tea, with no pressure to dive straight into goal setting. These early meetings helped build rapport and trust. We discovered a mutual love of films, She particularly loves Harry Potter (which I had to go away and do my homework on as I knew very little but felt it was something we could connect over), this became a regular talking point and comfort throughout our sessions.

This foundation of connection helped ease anxiety and create a safe working relationship.

Gym Confidence and Physical Health

Once she felt ready, we began attending the gym together three times a week. At first, we worked side-by-side to reduce fear and build confidence. Gradually, I stepped back first waiting in the leisure centre café, then meeting her before or after at a separate café nearby. She now attends the gym independently and has exceeded her own expectations in terms of fitness and routine

Within six months, she reached her target weight, and reported feeling stronger, more confident, and more in control of her life.

Future Focus

AGM Report 2024-2025

Managing IBS and Food Awareness

To help her manage her IBS, I introduced a food diary. Together, we looked for patterns and trigger foods, eventually creating a structured but flexible eating routine, including planned treat times. To strengthen this support, I also worked in collaboration with the care workers in her supported living setting. I shared the routine with them and asked that they encourage her to complete her food diary daily, which they consistently did.

She also attended an online group focused on nutrition and healthy living, which gave her additional tools and confidence around food choices. Over time, her IBS symptoms became more manageable and less disruptive to her daily life.

Trauma-Informed Mental Health Support

Our sessions often included gentle, open conversations about her past experiences of abuse and the ongoing effects of psychosis. We explored these topics at her pace, using grounding strategies, routine, and self-regulation tools.

Her growing fitness and independence became protective factors, helping her feel more resilient and in control. As her routine stabilised, she began reporting fewer distressing symptoms and showed increased confidence in public and social settings.

Volunteering and Independence

Once her confidence grew, we worked on building her digital and job-search skills. I supported her to navigate the Indeed app, create a CV, and practise applying for roles. I also referred her to STEP ON, a specialist employment support service, but before she reached the top of the waiting list, she successfully applied for and secured a volunteering role at an Air Ambulance charity shop. She now volunteers three days a week, engaging with the public, managing responsibilities, and feeling proud of her contribution to the community.

Current Progress

She now:

- Attends the gym three times a week independently
- Volunteers regularly, contributing to her community
- Manages her IBS with a structured food routine and consistent diary tracking (supported by her care team)
- Uses self-regulation strategies to manage psychosis
- Presents with significantly improved confidence, resilience, and emotional wellbeing

Future Focus

AGM Report 2024-2025

I continue to see her regularly out and about in the community, engaging with others, smiling, and standing tall. She often reflects on how far she's come and how proud she is of the life she's now living.

This case demonstrates the power of compassionate, trauma-informed, and joined-up support. Through consistency, trustbuilding, and collaborative care, we supported her to transform not just her physical health, but her confidence, independence, and self-worth.

Working closely with her care staff, and reinforcing progress with shared interests, practical structure, and empowerment, helped her take ownership of her goals. What started as a weight-loss journey became a full-circle recovery story, one of healing, self-discovery, and genuine pride. She still keeps in touch and I recently received this text from her: "Thank you so much for helping me to reach my goals, I have lost another 0.7kg"

Family Member Feedback

Dear Katy,

I am writing to express my heartfelt thanks for the extraordinary support Matt Penn has provided to my brother, B, during his recent transition into supported housing. Matt has gone well beyond the expectations of his role—not only offering consistent emotional support to B throughout this complex and often challenging period, but also physically helping with the move itself.

He rolled up his sleeves to pack boxes, removed rubbish, and accompanied B through what was a highly stressful day with patience, empathy, and professionalism.

As a family, we are deeply grateful for Matt's unwavering commitment, his grounded presence, and above all, the kindness and trust he has extended to B. His involvement made an immeasurable difference to the success of today's move and to B's emotional stability during this critical life change.

Please do pass on our sincere thanks and recognition of Matt's exceptional contribution. It's clear that his work is not only valued by those he supports, but also by the wider network of family members who walk alongside them.

Warmest Regards

BO

Future Focus

AGM Report 2024-2025

Best Practice and Service Delivery

Changes implemented and recognition of areas for improvement

- We have made changes to processes from request for support to allocation to meet align with KPI requirements.
- Refined warm handover process:
- SMS appointment scheduling introduced via SendIT system
- Service introduction with Operations Manager or Deputy Team Leader via
- telephone call to clarify scope before moving to in-depth pre-service session
- Followed by warm handover with OM or DTL with participant and assigned
- Recovery Worker
- We continue to work together as a close-knit team using our shared skills and knowledge to provide the best opportunities for our participants.
- Deputy Team Leader leads monthly peer support sessions for troubleshooting,
- Reflection, and team development
- Whole-team meetings held quarterly to communicate updates and facilitate team building

We have made changes to:

Participant handbook redesigned to include an "action plan" mirroring the RIO care plan, while maintaining non-clinical tone

This has resulted in:

Positive reception from staff; work remains to ensure consistent implementations of care plans to RIO.

We have recognised that there is still some work to do on implementing care plans more efficiently, whilst still allowing the participants to have some time to build a relationship with their Recovery Worker. In the new group model, the Recovery Worker facilitating the session will complete care plans earlier in journey

Future Focus

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Looking Ahead

Key developments planned for the coming year:

- Goal-Setting & Progress Groups - For participants with lower-level needs or immediate 1:1 work not required, led by a Recovery Worker; allows for needs triage, peer support, and earlier care planning.
- “Pit Stop” Sessions - Short appointments offered to participants who’ve completed goals but need ad hoc check-ins or signposting. Intended to ease transition and reduce anxiety post-discharge.
- Continued improvements in exit planning, care planning, and response to community mental health gaps.

Overall, the 2024 – 2025 year for Future Focus has been defined by growth, adaptation, and deepening community ties.

Despite growing demand and limited external resources, the team has remained focused on empowering individuals to regain confidence, independence, and connection.

By investing in co-produced group support, expanding the team with dedicated and culturally competent staff, and refining internal processes, Future Focus continues to model a responsive, person-led approach to mental health recovery.

With plans to further diversify the offer in 2025–2026, the service is well-positioned to continue addressing unmet need, promoting resilience, and championing the role of the VCSE sector in the local mental health landscape.

Katy Lawrence

Future Focus Team Leader

Safe Haven Report

AGM Report 2024-2025

As we come to the end of another year, it is important to look back at how far Safe Haven has come. It has been a year of huge progress, change and growth and we should be proud of what we have achieved.

Month on month, the demand for Safe Haven has continued to rise. We have supported more people this year than ever before, each with their own challenges, backgrounds and stories.

We have continued to utilise our varied programme of activities, including craft sessions, knitting and diamond art, baking, resin making, T-shirt making, our “Wellbeing Wednesday” healthy eating on a budget initiative, seasonal crafts such as pumpkin carving and wreath making, as well as indoor yoga and dance sessions, as a means to support out participant wellbeing and recovery.



Safe Haven Report

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The primary focus, and a major milestone this year was securing our own building. After years of looking, we viewed 34 Market Street on 20 August 2024, then a month later we got the keys and opened the doors to the public. The whole team worked incredibly hard to make the space feel professional, warm and welcoming.

Since moving into the new premises, we have seen a significant rise in attendance, with over 300+ visitors a month. As we move into the next year, we will continue to build on this momentum, expanding our activity-based wellbeing work, strengthening peer support, and developing more opportunities for people to feel understood and connected.

We continue to work closely with the NHS, Emergency Services, Crisis Teams and other local mental health providers, to make sure we are offering high-quality, joined up care to the people who use our service.

Thank you to everyone who has supported Safe Haven this year: staff, volunteers, partners, fundraisers, and the community we serve.

We look forward to the year ahead at 34 Market Street!



Safe Haven Report

AGM Report 2024-2025

Client Feedback

Here are a few of our “Daily Gratitude’s” that our participants anonymously write during their attendance at the service.

“Thank you all so much. I feel like for the first time in years, things are starting to make sense again.”

“Safe Haven is the only place I feel I can breathe. You lot have kept me going.”

“You make me feel safe and not dumb, thank you for listening to me.”

“If I didn’t have this place to come to when my head goes funny, I’d probably still be sat in bed avoiding the world.”

“You’ve supported me more in the past two months than services have in the past five years. I genuinely mean that.”

“Coming here gives me a break from all the stress. Without this place I’d have gone backwards, I know I would.”

“I didn’t think it was possible to feel proud of myself again. But when I come here you show me I am actually getting somewhere.”

“Thanks for being patient with me. My brain gets muddled but you always explain things in a way I can understand.”

“Even just talking to you guys for half an hour clears my mind more than anything else.”

Claire Griffiths
Safe Haven Team Leader

Oliver Blakemen
Safe Haven Recovery
Worker

Burton & District Mind CRM System

AGM Report 2024-2025

The Development and Sustainability Team wanted to improve the way data was stored, and to make it easier to access when creating reports. After considering the options available, the Charity Log system was selected.

What is a CRM System and why do we need it?

In short a CRM system benefits a charity by centralising volunteer, staff and client data to improve relationships, streamline operations, and facilitate enhanced cross-departmental collaboration.

Some key benefits include personalised outreach, automated tasks like thank-you or reminder emails, and better tracking of attendance and payments for counselling or activity groups.

Ultimately a CRM allows charities to make more data-driven decisions and increase their overall impact, while storing data efficiently and securely.

Initial Development..

Development began in January 2025 after an introduction and basic training session in December 2024. Ongoing support has been provided regularly by the implementation team at Charity Log throughout the process.

Bearing in mind the small amount of time available, two days a week over 3 months, we have gone from starting to build the system, to having the ability to store staff and client data, including referrals and detailed session data. This was noted by the support team as one of the fastest implementations they had seen, visibly shocked when looking through the system during one of the regular training sessions.

Continued Progress...

At the end of March 2025 the system had started to be filled and records show 39 low-cost counselling clients and 133 private counselling clients entered into the system. We had also begun building systems for activity and peer support groups to collect attendance and feedback data, along with a detailed volunteer journey system that tracks from induction, through training and courses, to exiting the programme.

We plan to expand the systems capabilities to encompass our current and future needs, including integration with the Burton & District Mind website to streamline referrals directly into the CRM system.

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mind Burton & District

