

# RICHMOND BOROUGH MIND

England & Wales · Charity number 1146297

## Details

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**Other names** RB MIND

**Status** Registered

**Legal form** Charitable company

**Company number** [07954134](#)

**Registered** 2012-03-08

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** UK House  
82 Heath Road  
Twickenham  
TW1 4BW

**Phone** 020 8948 7652

**Email** [info@rbmind.org](mailto:info@rbmind.org)

**Website** [www.rbmind.org](http://www.rbmind.org)

## Activities

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**Objects:** The objects for which the Association is established are, primarily, but not exclusively, in The London Borough of Richmond Upon Thames:(1) to promote the preservation of good mental health in particular by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition.(2) to relieve the needs of people with mental health problems by working to increase the understanding of mental health and mental health problems by gathering and disseminating information and working to raise awareness, promote understanding and challenge stigma and discrimination.

**Activities:** Promoting the preservation of good mental health in particular by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition. RB Mind offers a range of services for people with mental health needs and supports Carers (family and friends) of people with mental health problems.

## Classification

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- **How:** Provides Services
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Defined Groups

## Geography

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- Richmond Upon Thames

## Finances

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Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,876,346	£1,954,078	£607,701	53
2024-03-31	£1,972,421	£1,956,280	£685,433	56
2023-03-31	£1,723,763	£1,696,258	£669,292	45
2022-03-31	£1,583,991	£1,493,134	£641,787	56
2021-03-31	£1,355,982	£1,346,051	£550,930	52

## Trustees

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Name	Role	Appointed
Aarti Chitra Gurnani		2025-03-24
Claire Frances Debney		2025-03-24
Dr Sarah Talbot		2023-07-24
Gurjit Kaur Mahil		2022-10-10
Lisa Leonard		2020-03-23
Murray Cook		2023-12-04
Reema Kotecha		2023-07-24
Samuel Henry Hopcroft		2021-02-08
Tracy Cherrington		2023-07-24
Vikram Yadav		2023-09-11

**RICHMOND BOROUGH MIND**

England & Wales - Charity number 1146297

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# Accounts

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**Registered Company No. 07954134**

**Registered Charity No. 1146297**

**RICHMOND BOROUGH MIND**

**Report of the Trustees and Financial Statements**

**For the year ended 31 MARCH 2025**



**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2025**

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# **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

The Trustees present their report with the financial statements of the Charity for the period ended 31 March 2025.

## **Role**

The objects for which the Association is established are primarily, but not exclusively, within the London Borough of Richmond upon Thames:

- (1) to promote the preservation of good mental health in particular by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition.
- (2) to relieve the needs of people with mental health problems by working to increase the understanding of mental health and mental health problems by gathering and disseminating information and working to raise awareness, promote understanding and challenge stigma and discrimination.

## **Officeholders, Trustees and Management**

<b>Trustees</b>	Gurjit Mahil, Chair Kim Tasso (Resigned April 2024) Monika Waller (Resigned February 2025) Lisa Leonard Samuel Hopcroft Tracy Cherrington Sarah Talbot Reema Kotecha Vikram Yadav, Treasurer Jack Carling (Resigned July 2025) Murray Cook Aarti Gurnani (Appointed March 25) Claire Debney (Appointed March 25)
<b>Charity No.</b>	1146297
<b>Company No.</b>	07954134
<b>Chief Executive</b>	Val Farmer
<b>Principal office</b>	UK House, 82 Heath Road, Twickenham, Middlesex, TW1 4BW
<b>Bankers</b>	CAF Bank Limited, 25 Kings Hill, West Malling, Kent ME19 4JQ
<b>Auditors</b>	Goldwins Limited, 75 Maygrove Road, West Hampstead, London NW6 2EG

# **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

## **Structure, Governance and Management**

### **Constitution**

Richmond Borough Mind (RB Mind) is a charity operating under a written constitution. It was incorporated on 17<sup>th</sup> February 2012. It was registered as a charity on 8<sup>th</sup> March 2012. The earlier Charity (number 263810) was formed in April 2001 from a merger of Twickenham Mind, founded in 1959, and Richmond and Barnes Mind, founded in 1971, and its assets and liabilities were transferred on 1<sup>st</sup> April 2012 to the newly incorporated Charity.

### **Trustees**

Members of the Board are elected annually at the Annual General Meeting. Between Annual General Meetings new members can be appointed, with formal tenure commencing following election at the AGM.

On retirement or resignation of any Trustee, the Board reviews the skills across the existing trustees to identify any gaps and will recruit to fill those skills.

Trustees are recruited through a process of advertisement and participation at local volunteer recruitment sessions, followed always by application and interview by a sub-group of the Board, with the aim of securing a good range of experience and skills for the Trustee board. There are no outside bodies entitled to appoint Trustees.

New Trustees are inducted through visits to services, governance documents including the charity's Memorandum and Articles and the Charity Commission's guide 'The Essential Trustee', opportunities to attend training on governance and the Trustee role and all aspects of mental health, and policies including Risk Management, Safeguarding, Financial Procedures, Equality and Diversity, Confidentiality and Anti-Bribery.

During 2024 two new Trustees were recruited and two resigned, nearing the end of their tenures.

### **Risk Management**

The Trustees have reviewed and updated the risk management processes against the Charity Commission guidance. Trustees consistently review the major risks to which the Charity is exposed, and where practical, take steps to guard or mitigate against them. RB Mind has clear, regularly updated policies on professional good practice and on areas such as safeguarding, health and safety and financial procedures.

All Trustees are required to undertake risk, finance and safeguarding training. There are designated leads on the board for Risk, Equity Diversity, Equality and Inclusion (EDEI) and Safeguarding. The latter ensures the Board has oversight and understanding of safeguarding issues, policy and procedures and their implementation. There is a designated Safeguarding lead on the staff team and staff receive appropriate training. Compliance and standards of performance are monitored through the appraisal and supervision process and reported through the committee structures.

All staff undertake training in Safeguarding, Cyber Fraud and relevant financial processes.

# **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

An outsourced Data Protection Officer was appointed in 2024 and carried out an audit of all RB Mind's related policies and procedures. Refresher training on data protection and Cyber security was provided to staff and volunteers.

## **Key risks**

Reliance on statutory funding, with two NHS contracts constituting half RB Mind's income

Impact of deficit budget on reserves due to National Insurance Contribution requirements and reduced inflationary increases in contracts

Cost of Living impact on staff retention

Changing NHS commissioning bodies and models of commissioning

## **Mitigations**

- Continued investment in fundraising capacity, with an additional Fundraising Officer recruited in 2023
- Expanding delivery options and funding sources for services
- Reserves policy reviewed and board agreed 2.5 months of operating cost to be lowest safe level; budget for 25/26 based on substantial income generation plan; agreeing reduced costs and reduced outputs with commissioned services to stay within required budget; revised service model and plan for growth to ensure all services cover costs; active vacancy management; reducing core infrastructure costs
- Inflationary pay rise set at 3%; London Living Wage increase addressed; increase to NIC absorbed
- Strengthen collaboration and partnerships for bidding for funds
- Ensure quality of services through data management and Service User feedback

## **Governance structure**

The Board meets six times a year and is responsible for the strategic direction and policy of the Charity. In 2024 the board reviewed the committee structure and changed the remit of each committee. The Full Board delegates tasks to three committees:

1. Finance and Risk Committee meets prior to each Board meeting to review the risk register in detail and to review management accounts and cash flow, and ensure financial procedures are adhered to and updated as necessary.
2. Services and Quality Committee meets prior to each Board to review how RB Mind delivers high quality and safe services, and to support RB Mind's overall quality management.
3. Business Development and Innovation Committee. Introduced in 2024, this committee reviews and supports fundraising strategy and income generation.

# **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

A further review of the committee structure in summer 2025 anticipates the introduction of an Operations and Resources Committee with a redistribution of some of the HR and Operational risk management to this committee from autumn 2025.

The Charity's Chief Executive attends and advises each committee, with the support of relevant staff, and has been delegated responsibility for the running of the Charity and its performance. The Charity maintains a Schedule of Delegation detailing where responsibilities are held across the Board of Trustees, committees and the executive teams.

## **Governance and Quality**

RB Mind works to the Mind Quality Management (MQM) standard, closely aligned to the Charity Governance code. A full peer review against the MQM standards is carried out every three years, most recently over spring of 2022. RB Mind achieved success in all standards and won an Excellence Award for Effective Services. The next review is due in autumn 2025

**Executive and staff pay**

The Chief Executive and senior staff salaries are reviewed annually by a sub-group of the Board, benchmarking with other local Minds, the wider voluntary sector, and referring to ACEVO's pay survey when available.

Staff remuneration is also reviewed annually by the Board against the rate of inflation and consideration is given to a general increase taking into account the organisation's financial position. In 2024/25 a general increase of 5% was given, and 3% in April 2025. The Board has adopted the London Living Wage. A group personal pension scheme is available to all staff, with a minimum staff contribution of 4% matched by an Employer contribution to a maximum of 5%.

## **Staff Development**

There were 53 full and part-time staff in 2024/25. All staff have access to training throughout the year, both mandatory and specialist as required. There is a regular, anonymous staff survey to measure staff well-being and happiness about various aspects of their roles and employment. The organisation was also supported by 53 Volunteers who received relevant training and development.

## **Statement of Trustees' responsibilities**

The Trustees are responsible for preparing the Annual Report and financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the Charity's financial activities during the year and its financial position at the end of the year. In preparing those financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently, making judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

## **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

The Trustees are responsible for keeping accounting records which disclose, with reasonable accuracy at any time, the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Acts. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. All Trustees have signed the new Automatic Disqualification declaration introduced in August 2019.

### **RB Mind's local and national partners**

RB Mind is affiliated to National Mind but is an independent organisation. No funding was received from National Mind in 2024/25. Through affiliation fees National Mind provides block insurance and access to outsourced HR and employment advice.

Access to information and resources is provided through a Mind intranet (Connecting Minds) run by National Mind, through an annual online Mind Conference, and bi-annual Mind Leadership Conference. Bi-annual regional meetings are held between local and national Mind where strategic priorities are explored to enable effective implementation.

RB Mind is active in Mind in London, a collaborative body of London Minds which provides opportunities for sharing resources, learning from best practice, joint fundraising and joint procurement activity where appropriate.

Increasingly important is the ability to work at South West London regional level to reflect the commissioning arrangements of the South West London Integrated Care Board. RB Mind does this through a collaboration with the other local Minds in Kingston, Croydon and Wandsworth.

Locally, RB Mind is actively involved in a number of groups to ensure the voice of mental health service users is heard across the health and social care sector. RB Mind chairs the Richmond Mental Health and Wellbeing Alliance, with the Local Authority providing secretariat support. RB Mind's CEO is one of two Voluntary Sector Mental Health representatives for South West London Mental Health Partnership Delivery Group under the Integrated Care Board. Other groups include the Carers Strategy Group, Integrated Care System's involvement group Community Voices Richmond, Local Authority's Care and Support Partnership Board, and local Health and Wellbeing Network.

RB Mind works in partnership with other local charities (Age UK, Ruils, Integrated Neurological Society (INS), Richmond AID, Citizens Advice Richmond and others) and South West London and St George's Mental Health Trust in the provision of local services.

### **Key Achievements in 2024/2025**

The Charity develops a separate short Impact Report every year demonstrating the difference made to individuals' lives. Highlights in this year:

1. Chosen as one of the two local Mayor's charities for 2024/25.
2. Reaching more than 4,611 people through Services and Training.
3. Developing a breakeven model for self-funded Psychotherapy and Counselling Service, with a growth model for 2025/26

## **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

4. Carers in Mind expanded service delivery by introducing evening activities, ensuring greater inclusivity for carers who work during the day. In addition, the team began developing a comprehensive Carers Handbook and launched an online events calendar, providing carers with quick and easy access to information and opportunities available to them.
5. Selected by JP Morgan under their Force for Good programme receiving valuable consultancy and research to identify an appropriate HR system for our needs, to be implemented in 2025/26
6. Developing corporate partnerships with local jewellery brand Augusta and George by TKLE, and LBox distribution company.

### **Strategic Objectives for 2024-2026**

Through a series of development meetings, service user and staff surveys and feedback, the Trustees reviewed the Strategic Objectives in light of the current economy, developments in health and social care, and in line with National Mind priorities and agreed a revised set of priorities for 2024 to 2026.

1. Sustain and Improve services by increasing reach to under-served communities
2. Strengthen the Support Networks (family, friends, local organisations) for people with mental health issues
3. Increase Influence and Visibility of Richmond Borough Mind for the benefit of mental health beneficiaries
4. Ensure long-term sustainability and growth by diversifying funding sources and improving operational efficiency

### **Future plans and considerations:**

Psychotherapy and Counselling has been and continues successfully to be expanded in the next 18 months with a view to providing more subsidised low-cost sessions.

Two long term services are to be re-tendered for April 2026: Crisis Cafes and Wellbeing Centre services. Richmond Mind is working actively with service users, carers and partner organisations to ensure success in these bids.

There is an identified need nationally and locally for prevention support for children and young people's mental health. RB Mind is keen to identify opportunities to develop the appropriate services.

### **The people we aim to benefit**

The Trustees have considered the Charity Commission's guidance on public benefit when reviewing the work of the Charity and our future activities.

RB Mind's client groups are young people, adults, including older adults with mental health needs, and carers living in the borough of Richmond. Services span low to moderate to more complex needs.

# **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

## **Our Services:**

Richmond Borough Mind provides services across the spectrum of mental health needs, from low to moderate needs to more complex needs and for people in crisis.

### **Services for people with Complex Needs / Support in Crisis**

#### ***Wellbeing Centre, Local Authority and ICB funded***

120 people were supported in the Wellbeing Centre, nearly 50% being new referrals.

The Wellbeing Centre has existed in various forms and locations for more than 30 years. The primary client group is people who have been under statutory mental health services and live with a chronic mental health condition which they seek help to manage to enable them to live well in the community.

It offers a range of psycho-educational and practical groups and one-to-one support aimed at improving confidence and self-esteem, working with service users to achieve life goals.

Specialised groups, Recovery from Trauma and Hearing Voices, provide in-depth support, with many people who may have been in services for years making a significant improvement to their mental health.

The service works closely with the community mental health teams, social services, Citizens Advice, Richmond AID, Turner's House (local artists and a community horticulturist) and Kew Gardens.

*"The Wellbeing Centre offers me support with my difficulties and have taught me how to handle my emotional difficulties and personal relationship better."*

#### **Wellbeing Centre Feedback 2024**

### ***Peer Support, funded by South West London and St George's NHS Trust.***

164 peers and carers were supported in year 3 of this project.

In 2024/25 RB Mind was commissioned as lead provider of a new Peer Support service by South West London and St George's NHS Trust. VCSE partners AgeUK, Crossroads Care and Richmond AID are subcontracted to run specialist elements. Clients are referred by the Trust for one to one and group support from a team of Peer Support Workers.

In the past year, as a partnership, we have been able to:

- Support 343 Peers and Carers,
- Deliver 1300 one-to-one sessions,
- Held 122 support groups,

# **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

## **Wellbeing outcomes:**

- 99% of total service users / Carers were able to maintain or improve their mental health and wellbeing.
- 87% of Service Users / Carers felt more confident in dealing with their day-to-day lives and felt more hopeful about their recovery.
- 80% of Service Users / Carers improved their support networks or social connections.

## ***Journey Recovery Hub (Crisis Cafes), ICB funded***

160 new people were supported.

Two hubs providing out-of-hours non-clinical crisis support operate in RB Mind's community building at 32 Hampton Road and the Alfriston Centre in Kingston. Support is provided for people in pending crisis every evening and at the weekend. Clients report to the hubs suffering from isolation, PTSD, self-harm, eating disorders, depression and anxiety.

The team play a significant role in crisis prevention, reducing risk of suicide and working with clients to develop their own crisis plans and coping techniques. The aim is to prevent crisis and to serve people who would otherwise attend the local emergency departments. The team works closely with the mental health teams and the police, and referrals continue to increase.

*Journey Recovery Hub is so positive, it really supported me having someone to talk to about giving another perspective with certain things. They saved my life. Healthwatch Crisis Café Survey 2023*

## **Services for people with low to moderate Mental Health Needs:**

### ***Peer Group Network / Befriending, Local Authority funded (via AgeUK Richmond)***

The Network comprises groups run by and for people who experience mental health problems. The project encourages our members to build their own support networks, develop skills and reduce isolation, and is funded by the local authority through the local Community Independent Living Scheme (CILS) initiative, and with a significant contribution from the Hampton Fund.

This service runs at full capacity with referrals mainly coming from Social Prescribers, GPs, self-referral and other RB Mind services.

### ***Talking Therapies Richmond (was Richmond Wellbeing Service)***

In 2024/25 RB Mind Talking Therapies Richmond team treated over 3040 patients (approximately 50% of the whole service), meeting access targets and exceeding the nationally targeted recovery rate of 50% by more than 10% in some months.

Talking Therapies Richmond is an NHS service and offers a range of support to people experiencing common mental health problems such as depression and anxiety. The service offers cognitive behavioural techniques to feel better and keep well in the future, mainly through group work. RB Mind is contracted for the Low Intensity element by South West London St George's NHS Trust (SWLStG).

# **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

## **Services spanning all levels of needs**

### ***Carers in Mind***

Families and friends play a vital role in supporting people with mental health problems. The Carers in Mind team in turn supports them with their own mental health needs through one-to-one meetings, information, social activities, and psycho-educational workshops to increase their understanding of mental health issues and how they can affect their cared-for. There is a strong peer support element in the provision, with a number of well-attended carers' peer support groups across the borough.

The team works extensively with the community mental health teams, with ward staff and other voluntary sector organisations. A regular surgery with social services is provided to increase carers' access to support they are entitled to receive.

62% of carers indicated they had been treated with respect and dignity, 42% felt less isolated through joining the service, 46% felt support to maintain their mental health. I have benefited from the support I have received, because I feel much better

*I have benefited from the support I have received, I feel much better informed about the different organisations I can go to for extra help when needed. I have found the learning lunches really helpful and interesting, and now I have more knowledge and understanding about mental health. Carers Survey 2024*

### ***Outreach Services, Funded by Local Authority and ICB***

The Outreach team continued to support community hubs across the borough, providing mental health interventions and signposting to appropriate services. The service supports people with more complex and multiple needs possibly stemming from food poverty, homelessness or alcohol and substance misuse and from a range of diverse communities, including Asian, Ukrainian, other East Europeans and the LGBT+ communities.

The team continues to build opportunities for people to access mental health support in the community, offering sessions in many new settings including foodbanks, drug and alcohol services and community centres.

### ***Psychotherapy and Counselling***

97 service users attended therapy, with an average of 20 volunteer counsellors each week.

The service offers a range of one to one and group psychotherapy and counselling models, providing a safe confidential space to explore and talk with a professional therapist. Clinical supervisors provide weekly supervision to the therapy team ensuring the service users are receiving a high quality service meeting the BACP ethical standards.

The service is self-funding, with 30% of clients offered the lowest cost sessions, and 15 clients were subsidised by funds from The Richmond Charities. RB Mind remains one of the few low-cost options for longer term counselling in the borough. Cost of living challenges have meant more clients being unable to afford therapy and RB Mind is very grateful to The Richmond Charities for increasing their grant fund again this year.

## **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

The diverse team of therapists enables RB Mind to provide a service for a more diverse group of clients.

*"I came for help, but I found understanding, patience, and a safe space to grow." Client Feedback 2024*

**Mind 'n Mortlake** is a satellite service of the Wellbeing Centre meeting on a Friday for a range of activities including art, outings and discussion. The aim behind the social, educational and recreational activities is to assist those with a lack of support, low self-esteem and confidence, helping them take steps towards personal goals.

**The Positive Living Group** on Wednesdays in Barnes is popular and focusses on relaxation such as chair yoga and food and nutrition. Service users learn how to choose and cook healthy foods, and how diet can impact on mental and physical health.

### **Volunteering**

53 volunteers provided more than 6,042 hours of support across the organisation.

Our Volunteer Coordinator, funded in part by Hampton Fund, provides specific support for both volunteers, many of whom have experience of mental health problems, and for the staff who support the volunteers within our projects.

Volunteers run peer groups, deliver counselling sessions in the Psychotherapy and Counselling Service, support the Carers in Mind and Wellbeing Centre service activities, support the finance function and support communications through social media and events.

### **Business Development, Training and Communications**

With an increased focus on community events and fundraising a number of successful fundraising events have been held including the annual quiz and great success with the annual Mind Mental Elf fun run.

We were delighted to have been chosen as Charity of the Year by Augusta and George, a local jewellery brand, and LBox distribution company and continue to seek new corporate partnerships.

Training clients have included London Boroughs of Richmond and Wandsworth, Kew Gardens, National Archives and the Poppy Factory.

RB Mind was chosen as one of the two local Mayor's charities in 2024/25 with a number of awareness raising and fundraising opportunities throughout the year, giving great opportunity to raise the charity's visibility and raise funds.

The Charity does not engage any external fundraising support. We have received no complaints about our fundraising activity and are pleased to receive regular comments on the value of our work from the people who fundraise for us.

Mindful Memo provides regular tips and insights in managing mental health and directing people to relevant services. This newsletter reaches 1,800 people bi-monthly.

# RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

## Financial Review:

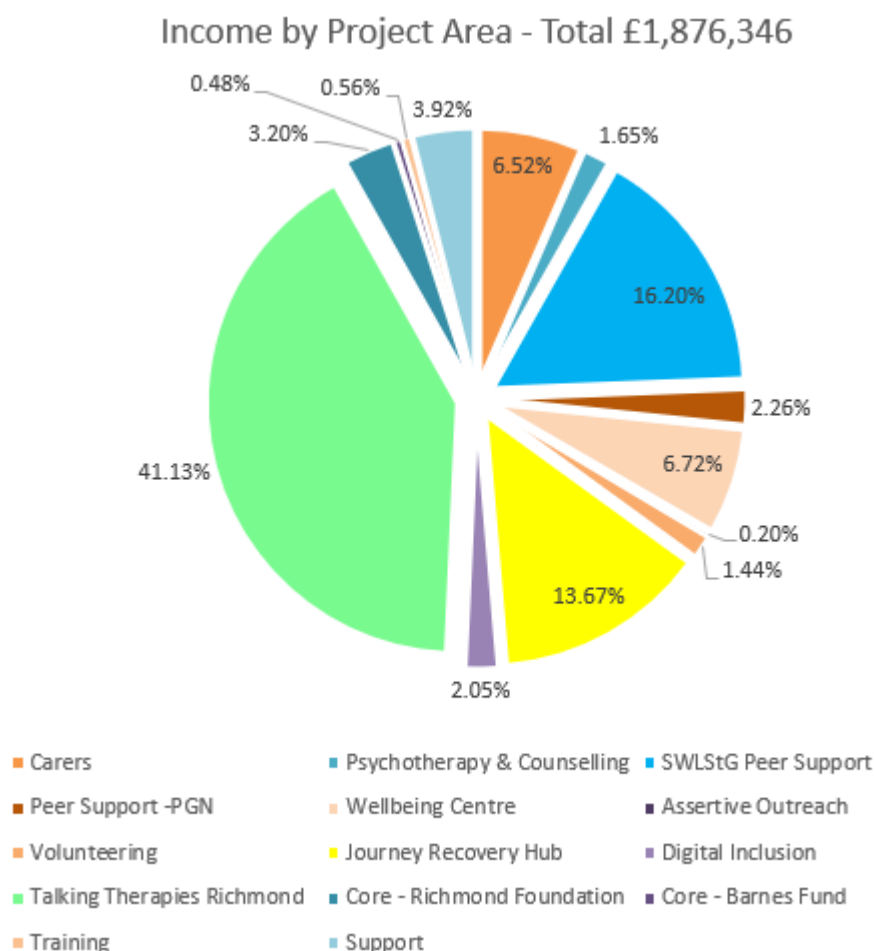
In the year to 31<sup>st</sup> March 2025, income decreased by 4.9% to £1,876,346. This decline was mainly due to factoring in lower than inflation uplifts across a range of contracts and projects, coupled with declining revenues in our earned income from counselling and the general downturn in fundraising, reflecting the difficult operating conditions during the financial year.

Expenditure was static year on year, decreasing marginally from £1,956,280 to £1,954,078. The expenditure base included the full year effect of the agreed 23/24 establishment infrastructure uplift, coupled with across the board, staff and service staff pay rises increases, mitigated by operating cost and salary savings during the year against full establishment.

The principle of Full Cost Recovery has been applied to our projects, based on Full Time Equivalent Staffing of the projects. Due to the decline in revenues below budgeted levels, an overall deficit of £77,732 resulted in a reduction of funds to £607,701 (as shown in the Statement of Financial Activities in the accounts and Note 13 - Funds Analysis).

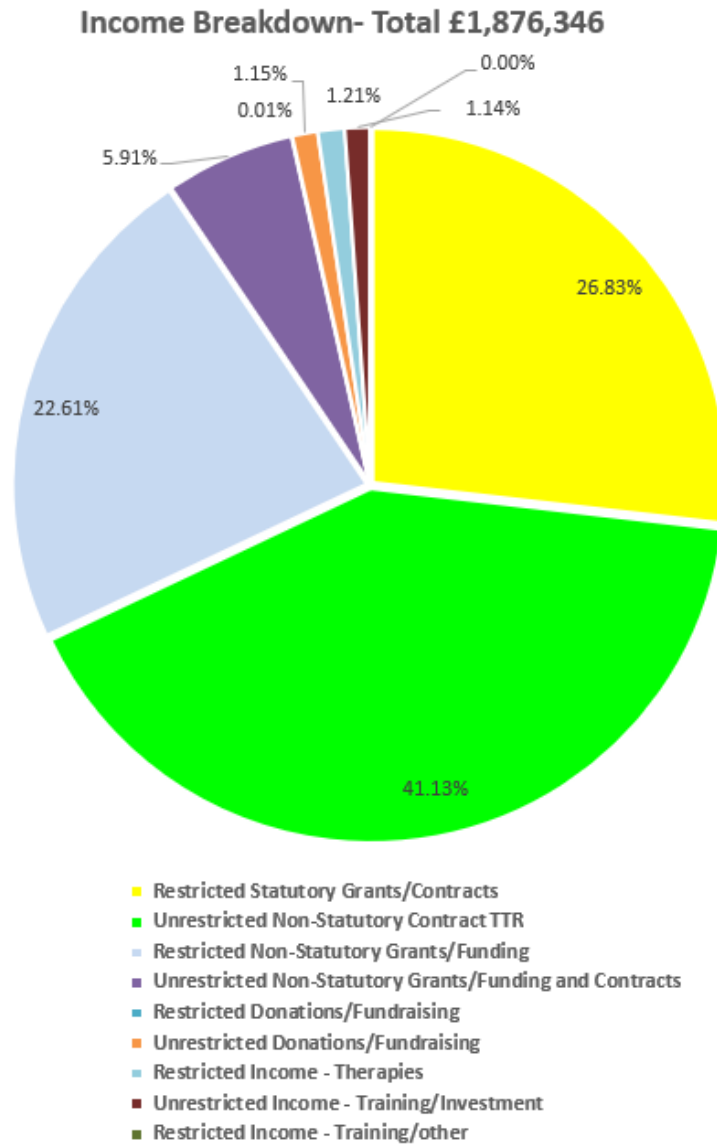
As ever we are grateful for the support of our local funders and supporters, who are detailed in a thank you section on page 16 of these accounts. in memoriam donations, other local organisations and other donations are valuable in the support of our services.

## Income by Project Area:



**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2025**

**Income Breakdown by Funding Source:**



# **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025**

## **Investment policy**

Interest rates have held during the course of the year. Cash balances are automatically managed between the interest-bearing CAF Gold account and the CAF Current Account to meet cash flow requirements in this financial year. The sum invested in the CAF Platinum Account remains at the same level.

It is planned to reinvest significant reserves funds during 2024/2025 to take advantage of continuing high savings rates available in the market.

A large deposit of £85,000 was transferred from the CAF Gold Account in 2024/2025 into a Cambridge and Counties Bank - One Year fixed rate Bond at 5.15% interest, to help maximise interest returns. A reasonable sum is always kept at CAF bank to help manage RBM cash flow requirements.

## **Reserves Policy**

RB Mind holds reserves to increase resilience in times of uncertainty, to provide a temporary buffer if funding is lost, and to cover any future potential liabilities that are not provided for in the accounts.

RB Mind's funding model is a mixed one, with substantial funding coming from statutory bodies such as the London Borough of Richmond and the NHS, and the majority of the rest from non-statutory grants. Through building fundraising activity, we are trying to increase the level of income generated from donations and other sources in order to provide funds for new projects as well as ensuring that all overheads are covered. The Board has setup a new Business Development and Innovation Committee to create a new fundraising strategy.

Some projects are funded by a sole funder, others may be funded by a mixture of funders. If funding for a particular project is lost, reserves may be used while alternative funding is sought, but if this is not possible the project would generally be terminated. In some cases, a project may be taken over by a different operator. The Board reviews risks to funding on a regular basis and has contingency plans for the loss of funding.

At the balance sheet date, free reserves (after deducting the value of fixed assets and restricted reserves) was £409,238 which is just less than 2.5 months of future forecasted operating costs. The Board had agreed additional expenditure on core infrastructure to enable growth in capacity and sustainability and this will be reviewed in 2025/2026.

The Board's revised reserves target, reflecting current operational reality is to hold a minimum 2 months of operating costs as reserves, which based on the latest forecast for 2025-2026, equates to approximately £348,181. The outlook for 2025/2026 is another year of difficult trading but the aim is to rebuild reserves over the period of the next strategic plan to 2027/2030, by generating small operating surpluses in each trading year going forward.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2025**

**Thank you to our funders and fundraisers**

We of course could not offer the services or have the same impact without the support of our funders and fundraisers, and those who give their support in kind. They are acknowledged below, and we thank them all most sincerely. In addition, we would like to thank those funders who wish to remain anonymous.

Age UK	Richmond Charities
Big Yellow Richmond	Richmond Foundation
Hampton Fund	South West London & St Georges NHS Trust
Heathrow Community Trust	South West London Integrated Care Board
Kew Fete	St Michaels and All Angels Church
London Borough of Richmond Upon Thames	St Stephen's Church
LBox Communications	The Barnes Fund
Richmond Carers Centre	TLKE

**Statement as to Disclosure of Information to Auditors**

The Trustees in office at the date of approval of this report have confirmed that, as far as they are aware, there is no relevant audit information of which the auditors are unaware.

Each of the Trustees has confirmed that they have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditors.

The Trustees' Report was approved by the Trustees on 4 December 2025 and signed on their behalf by:



Gurjit Mahil  
Chair of Trustees

# **RICHMOND BOROUGH MIND INDEPENDENT AUDITOR'S REPORT FOR THE YEAR ENDED 31 MARCH 2025**

## **Opinion**

We have audited the financial statements of Richmond Borough Mind (the 'Charity') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

## **Basis for opinion**

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

## **Conclusions relating to going concern**

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

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

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

## **Other information**

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to

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FOR THE YEAR ENDED 31 MARCH 2025**

be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**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 Trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' report (incorporating the directors' report) 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which 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;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

**Responsibilities of the Trustees**

As explained more fully in the Trustees' responsibilities statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

**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 an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will

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always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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. 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](http://www.frc.org.uk/auditorsresponsibilities)]. This description forms part of our auditor's report.

This report is made solely to the Charity'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 Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

*Anthony Epton*

**Anthony Epton (Senior Statutory Auditor)**  
for and on behalf of  
**Goldwins Limited**  
**Statutory Auditor**  
**Chartered Accountants**  
**75 Maygrove Road**  
**West Hampstead**  
**London NW6 2EG**  
4th December 2025

**RICHMOND BOROUGH MIND**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
(incorporating an income and expenditure account)  
**FOR THE YEAR ENDED 31 MARCH 2025**

		Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total Funds £
	Notes				
<b>Income from:</b>					
Charitable activities:	3	882,792	950,297	1,833,089	1,943,121
Other trading activities	4	32,030	210	32,240	18,663
Investment income	5	11,017	-	11,017	10,637
<b>Total income</b>		<u>925,839</u>	<u>950,507</u>	<u>1,876,346</u>	<u>1,972,421</u>
<b>Expenditure on:</b>					
Raising funds		64,885	-	64,885	44,186
Charitable activities		869,958	1,019,235	1,889,193	1,912,094
<b>Total expenditure</b>	6	<u>934,843</u>	<u>1,019,235</u>	<u>1,954,078</u>	<u>1,956,280</u>
Net income before fund transfers		(9,004)	(68,728)	(77,732)	16,141
Transfers between funds		<u>(79,462)</u>	<u>79,462</u>	<u>-</u>	<u>-</u>
<b>Net movement in funds</b>	14	<b>(88,466)</b>	<b>10,734</b>	<b>(77,732)</b>	<b>16,141</b>
<b>Total funds brought forward</b>		<b>595,680</b>	<b>89,753</b>	<b>685,433</b>	<b>669,292</b>
<b>Total funds carried forward</b>		<u><u>507,214</u></u>	<u><u>100,487</u></u>	<u><u>607,701</u></u>	<u><u>685,433</u></u>

The attached notes form part of these financial statements.

**RICHMOND BOROUGH MIND  
BALANCE SHEET  
AS AT 31 MARCH 2025**

	Notes	2025 £	2024 £
<b>FIXED ASSETS</b>			
Tangible assets	7	96,977	100,447
<b>CURRENT ASSETS</b>			
Debtors	8	310,217	203,672
Cash at bank and in hand		391,771	593,290
		<u>701,988</u>	<u>796,962</u>
<b>CREDITORS:</b>			
Amounts falling due within one year	9	<u>(168,325)</u>	<u>(190,921)</u>
<b>Net current assets</b>		<b>533,663</b>	606,041
<b>CREDITORS:</b>			
Amounts falling due after more than one year	10	<u>(22,939)</u>	<u>(21,055)</u>
		<b>510,724</b>	584,986
<b>Total assets less current liabilities</b>		<b><u>607,701</u></b>	<b><u>685,433</u></b>
<b>FUNDS</b>			
	11		
Unrestricted funds		507,214	595,680
Restricted funds		<u>100,487</u>	<u>89,753</u>
		<b><u>607,701</u></b>	<b><u>685,433</u></b>

The accounts were approved by the board of directors on 4 December 2025 and signed on their behalf by



**Gurjit Mahil (Chair)**  
Company Registration No. 7954134

**RICHMOND BOROUGH MIND  
CASH FLOW STATEMENT  
AS AT 31 MARCH 2025**

The attached notes form part of these financial statements.

	Notes	2025 £	2024 £
<b>Cash flows from operating activities:</b>			
Net cash provided by / (used in) operating activities	14	(211,096)	(151,387)
<b>Cash flows from investing activities:</b>			
Interest/ rent/ dividends from investments		11,017	10,011
Sale / (purchase) of fixed assets		<u>(1,440)</u>	<u>-</u>
<b>Cash provided by / (used in) investing activities</b>		<b>9,577</b>	<b>10,011</b>
<b>Change in cash and cash equivalents in the year</b>		<b>(201,519)</b>	<b>(141,276)</b>
Cash and cash equivalents at the beginning of the year		<b>593,290</b>	734,566
<b>Cash and cash equivalents at the end of the year</b>	15	<b><u>391,771</u></b>	<b><u>593,290</u></b>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**1 ACCOUNTING POLICIES**

**a) Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

**b) Going concern**

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

**c) Income**

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income received in advance for the provision of specified service is deferred until the criteria for income recognition are met.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

**d) Donations of gifts, services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the Trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**e) Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**ACCOUNTING POLICIES (continued)**

**f) Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the Trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

**g) Expenditure and irrecoverable VAT**

Value Added Tax is not recoverable by the Charity, and as such, is included in the relevant costs in the Statement of Financial Activities.

**h) Allocation of support costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, personnel, payroll and governance costs which support the Charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 6.

**i) Operating leases**

Rental charges are charged on a straight-line basis over the term of the lease.

**j) Tangible fixed assets**

Fixed assets are all used for the Charity's purposes and are included at cost and are depreciated on a straight-line basis at the following rates: -

Freehold buildings	-	2%
Fixtures fittings and equipment	-	10%
Office equipment	-	10%

Only purchases costing more than £1,000 are capitalised.

**k) Stocks**

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the charity would have been willing to pay for the items on the open market.

**l) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**m) Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**n) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**2 DETAILED COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted Funds £	Restricted Funds £	2024 Total funds £
<b>Income from:</b>			
Charitable activities:	840,748	1,102,373	1,943,121
Other trading activities	16,497	2,166	18,683
Investment income	10,111	526	10,637
<b>Total income</b>	<u>867,356</u>	<u>1,105,065</u>	<u>1,972,421</u>
<b>Expenditure on:</b>			
Raising funds	44,186	-	44,166
Charitable activities	822,438	1,089,656	1,912,094
<b>Total expenditure</b>	<u>866,624</u>	<u>1,089,656</u>	<u>1,956,280</u>
Net income before fund transfers	732	15,409	16,141
Transfers between funds	<u>(15,655)</u>	<u>15,655</u>	<u>-</u>
<b>Net movement in funds</b>	(14,923)	31,064	16,141
<b>Total funds brought forward</b>	610,603	58,689	669,292
<b>Total funds carried forward</b>	<u>595,680</u>	<u>89,753</u>	<u>685,433</u>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**3 GRANTS AND DONATIONS**

After allowing for grants in advance brought forward and carried forward

	Unrestricted £	Restricted £	Total 2025 £	Total 2024 £
<b>Statutory Grants</b>				
London Borough of Richmond Upon Thames	-	126,171	126,171	232,980
Richmond Carers Centre	-	120,847	120,847	110,313
Wandsworth Council- Covid research	-	-	-	2,000
NHS Richmond –Youth	-	-	-	30,800
NHS Richmond - Journey Recovery Hub	-	256,447	256,447	254,917
	-	-	-	-
<b>Non-Statutory Grants/Funding and Contracts</b>				
Hampton Funds	-	41,500	41,500	45,200
Richmond Parish Lands Charity	60,000	-	60,000	55,550
Richmond Charities	-	8,640	8,640	11,655
London Borough of Richmond Upon Thames	-	37,887	37,887	733,106
South West London St Georges NHS TTR	771,817	-	771,817	733,106
South West London St Georges NHS PS	-	304,000	304,000	277,600
Barnes Workhouse Fund	9,000	-	9,000	9,500
Heathrow Community Trust	-	3,750	3,750	-
Mind Enfield and Barnet	-	-	-	14,223
National Mind Youth Grants	-	-	-	4,825
National Mind Counselling Grant	-	-	-	30,315
Age UK	-	27,000	27,000	25,512
Lambert Charitable Trust	1,000	-	1,000	-
Sunny Lives	5,000	-	5,000	-
Other Grants	30,800	-	30,800	58,343
	-	-	-	-
<b>Other Donations</b>	<b>5,175</b>	<b>1,374</b>	<b>6,549</b>	<b>15,178</b>
<b>Psychotherapy &amp; Counselling</b>	<b>-</b>	<b>22,681</b>	<b>22,681</b>	<b>31,104</b>
	<u><b>882,792</b></u>	<u><b>950,297</b></u>	<u><b>1,833,089</b></u>	<u><b>1,943,121</b></u>

**4 OTHER TRADING ACTIVITIES**

	Unrestricted £	Restricted £	Total 2025 £	Total 2024 £
Corporate Partners	3,000	-	3,000	5,000
Core Contributions	1,758	-	1,758	-
Fairs and Events	4,541	210	4,751	2,971
Fund Generation	12,306	-	12,306	2,767
Workshops	-	-	-	500
Training income	10,425	-	10,425	7,425
	<u><b>32,030</b></u>	<u><b>210</b></u>	<u><b>32,240</b></u>	<u><b>18,663</b></u>

**5 INVESTMENT INCOME**

	Unrestricted £	Restricted £	Total 2025 £	Total 2024 £
Sales of shares	-	-	-	526
Bank interest received	11,017	-	11,017	10,111
	<u><b>11,017</b></u>	<u><b>-</b></u>	<u><b>11,017</b></u>	<u><b>10,637</b></u>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**6 ANALYSIS OF EXPENDITURE**

	<b>Cost of raising funds</b>	<b>Charitable Activities</b>	<b>Support costs</b>	<b>Governance costs</b>	<b>2025 Total</b>	<b>2024 Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Staff costs	54,482	1,236,225	260,757	-	<b>1,551,464</b>	1,535,873
Other staff costs	65	5,392	7,384	-	<b>12,841</b>	45,221
Direct projects costs	2,392	208,784	4,593	-	<b>215,769</b>	204,814
Audit fees	-	-	-	5,500	<b>5,500</b>	5,500
Other governance costs	748	584	1,838	-	<b>3,171</b>	3,172
Legal & professional fees	-	2,933	6,510	-	<b>9,443</b>	12,764
Marketing and publication	-	-	173	-	<b>173</b>	3,527
Subscriptions	854	36	7,040	-	<b>7,930</b>	9,393
Depreciation	-	4,838	72	-	<b>4,910</b>	4,838
Premises costs	5,065	77,631	5,532	-	<b>88,228</b>	78,795
Office running costs	1,279	32,174	21,197	-	<b>54,650</b>	52,383
	<b>64,885</b>	<b>1,568,597</b>	<b>315,096</b>	<b>5,500</b>	<b>1,954,078</b>	<b>1,956,280</b>
Support costs	-	315,096	(315,096)	-	-	-
Governance costs	-	5,500	-	(5,500)	-	-
<b>Total expenditure 2024</b>	<b>64,885</b>	<b>1,889,193</b>	<b>-</b>	<b>-</b>	<b>1,954,078</b>	
Total expenditure 2024	<u>44,186</u>	<u>1,912,094</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>1,956,280</u>

Of the total expenditure £934,843 was unrestricted expenditure (2024: £866,624) and £1,019,235 was restricted expenditure (2024: £1,089,656).

Support and governance costs refer to the costs involved in operational activity which support the delivery of the charitable aims. They are allocated on the basis of full-time equivalent staff working on each activity.

**7 FIXED ASSETS (FOR THE CHARITY'S OWN USE)**

	<b>Freehold Property</b>	<b>Fixtures &amp; Fittings</b>	<b>Office Equipment</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>COST</b>				
At 31 March 2024	110,846	47,861	2,407	161,114
Additions	-	1,440	-	1,440
At 31 March 2025	<b>110,846</b>	<b>49,301</b>	<b>2,407</b>	<b>162,554</b>
<b>DEPRECIATION</b>				
At 31 March 2024	24,400	33,860	2,407	60,667
Charge for period	2,217	2,693	-	4,910
At 31 March 2025	<b>26,617</b>	<b>36,553</b>	<b>2,407</b>	<b>65,577</b>
<b>NET BOOK VALUE</b>				
At 31 March 2025	<b>84,229</b>	<b>12,748</b>	<b>-</b>	<b>96,977</b>
At 31 March 2024	<u>88,446</u>	<u>14,001</u>	<u>-</u>	<u>100,447</u>

The Trustees estimate the market value of the freehold property to be £515,000. (2024: £515,000).

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**8 DEBTORS**

	<b>2025</b>	2024
	£	£
Grant and contract debtors	<b>277,895</b>	176,942
Prepayments	<b>19,055</b>	16,594
Other debtors	<b>13,267</b>	10,136
	<b><u>310,217</u></b>	<u>203,672</u>

**9 CREDITORS – amounts falling due within one year**

	<b>2025</b>	2024
	£	£
Deferred income	<b>82,643</b>	98,691
PAYE/NIC	<b>38,638</b>	37,632
Accruals	<b>28,299</b>	22,161
Other creditors	<b>18,745</b>	32,437
	<b><u>168,325</u></b>	<u>190,921</u>

**Deferred income**

	<b>2025</b>	2024
	£	£
Balance at the beginning of the year	<b>98,691</b>	243,332
Amount released to income in the year	<b>(24,673)</b>	(156,105)
Amount deferred in the year	<b>8,625</b>	11,464
Balance at the end of the year	<b><u>82,643</u></b>	<u>98,691</u>

**10 CREDITORS – amounts falling due after more than one year**

	<b>2025</b>	2024
	£	£
Other Creditors	<b><u>22,939</u></b>	<u>21,055</u>

This is a dilapidation provision for refurbishment costs falling due in Sept 2026 for office premises.

**11 STAFF COSTS**

	<b>2025</b>	2024
	£	£
Salaries and wages	<b>1,372,998</b>	1,368,591
Pension	<b>53,431</b>	47,243
Social Security costs	<b>125,035</b>	120,038
	<b><u>1,551,464</u></b>	<u>1,535,872</u>

There were **53** full and part-time employees during the year (2024: 56).

One employee received emoluments between £60,000 to £69,999.

The total employee benefits including pension contributions of the key management personnel were £78,653 (2024: £75,214).

**RICHMOND BOROUGH MIND**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**  
**12 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

Funds balances at 31 March 2025 are represented by

	Unrestricted Funds £	Restricted Funds £	Total funds 2025 £	Total funds 2024 £
Fixed assets	96,977	-	96,977	100,447
Current assets	601,501	100,487	701,988	796,962
Current liabilities	(168,325)	-	(168,325)	(190,921)
Long term liabilities	(22,939)	-	(22,939)	(21,055)
Total Net Assets	<u>507,214</u>	<u>100,487</u>	<u>607,701</u>	<u>685,433</u>

Funds balances at 31 March 2024 were represented by

	Unrestricted Funds £	Restricted Funds £	Total funds 2024 £	Total funds 2023 £
Fixed assets	100,447	-	100,447	105,285
Current assets	707,209	89,753	796,962	899,054
Current liabilities	(190,921)	-	(190,921)	(314,372)
Long term liabilities	(21,055)	-	(21,055)	(20,675)
Total Net Assets	<u>595,680</u>	<u>89,753</u>	<u>685,433</u>	<u>669,292</u>

**13 FUNDS ANALYSIS 2025**

	Balance at 01/04/2024 £	Income £	Expenditure £	Transfers £	Balance at 31/03/2025 £
<b>Unrestricted Funds</b>	<b>595,680</b>	<b>925,839</b>	<b>(934,843)</b>	<b>(79,462)</b>	<b>507,214</b>
<b>Restricted Funds</b>					
Carers	35,742	121,432	(117,358)	-	39,816
Handbook	12,572	-	-	-	12,572
Psychotherapy & Counselling	-	30,958	(75,100)	44,142	-
Peer Support -SWLStG	-	304,000	(326,256)	22,256	-
Peer Support - PGN	11,476	42,328	(25,623)	-	28,181
Wellbeing Centre	20,701	126,171	(130,852)	-	16,020
Assertive Outreach	4,958	3,750	(20,226)	11,518	-
Volunteering	-	27,000	(25,055)	-	1,945
Journey Recovery hub	-	256,447	(257,993)	1,546	-
Hampton road project	828	-	-	-	828
Digital inclusion	3,476	38,422	(40,773)	-	1,125
	<u>89,753</u>	<u>950,508</u>	<u>(1,019,236)</u>	<u>79,462</u>	<u>100,487</u>
<b>TOTAL FUNDS</b>	<u><b>685,433</b></u>	<u><b>1,876,347</b></u>	<u><b>(1,954,079)</b></u>	<u><b>-</b></u>	<u><b>607,701</b></u>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

13 - Continued

**FUNDS ANALYSIS 2024**

	Balance at 01/04/2023 £	Income £	Expenditure £	Transfers £	Balance at 31/03/2024 £
<b>Unrestricted Funds</b>	<u>610,603</u>	<u>867,356</u>	<u>(866,624)</u>	<u>(15,655)</u>	<u>595,680</u>
<b>Restricted Funds</b>					
Carers	10,371	130,915	(105,544)	-	35,742
Handbook	12,572	-	-	-	12,572
Psychotherapy & Counselling	-	59,336	(62,566)	3,230	-
Peer Support PGN	9,399	55,112	(53,035)	-	11,476
Peer Support SWLStG	-	277,600	(278,579)	979	-
Wellbeing Centre	11,021	122,379	(112,699)	-	20,701
Volunteering	-	13,000	(18,532)	5,532	-
Youth	14,498	65,510	(81,647)	1,639	-
Journey recovery hub	-	254,917	(259,660)	4,743	-
- Hampton road project	828	-	-	-	828
Digital inclusion	-	44,283	(40,807)	-	3,476
Assertive Outreach	-	59,374	(54,416)	-	4,958
SMI Healthchecks	-	22,739	(22,271)	(468)	-
	<u>58,689</u>	<u>1,105,165</u>	<u>(1,089,756)</u>	<u>15,655</u>	<u>89,753</u>
<b>TOTAL FUNDS</b>	<u><u>669,292</u></u>	<u><u>1,972,521</u></u>	<u><u>(1,956,380)</u></u>	<u><u>-</u></u>	<u><u>685,433</u></u>

**Restricted Funds:**

Carers

Carers in Mind supports families and friends supporting someone with a mental health problem. The reserves carried forward are to be spent on activities, the rewriting and publishing of the Carers Handbook and the recruitment of a new Carers Manager.

Peer Group Network

Restricted reserves to be spent on training peer volunteers and community venue hire.

Wellbeing Centre, including Positive Living Group

The Wellbeing Centre is a referral only project for adults under the care of the Community Mental Health Team. The reserves carried forward are to be spent on the Wellbeing Centre. £16,020.

Hampton Road Project

The refurbishment, extension, and fit out of our premises at Hampton Road took place in 2018. Funding for the project came from Hampton Fund £25,000, Richmond Parish Lands Charity £25,000, Lloyds Bank Foundation (Enable) £10,369, and unrestricted reserves. The expenditure has been capitalised and is shown in fixed assets. Reserves of £828 remain for the fit out, from Richmond Parish Lands Charity reserves transferred to spend for this project.

Assertive Outreach

£4,958 was utilised in 2024/2025 supporting the continuing programme of outreach care in the community, whilst new ongoing funding is sought.

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**14 RECONCILIATION OF NET INCOME / (EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	<b>2025</b>	2024
	£	£
<b>Net income / (expenditure) for the reporting period (as per the statement of financial activities)</b>	<b>(77,732)</b>	16,141
Depreciation	<b>4,910</b>	4,838
Interest, rent and dividends from investments	<b>(11,017)</b>	(10,111)
(Increase) / decrease in debtors	<b>(106,545)</b>	(39,185)
Increase / (decrease) in creditors	<b>(20,712)</b>	(123,070)
<b>Net cash provided by / (used in) operating activities</b>	<b><u>(211,096)</u></b>	<b><u>(151,387)</u></b>

**15 ANALYSIS OF CASH AND CASH EQUIVALENTS**

	At 1 April 2024	Cash flows	Other changes	At 31 March 2025
	£	£	£	£
Cash at bank and in hand	593,290	(201,519)	-	391,771
<b>Total cash and cash equivalents</b>	<b><u>593,290</u></b>	<b><u>(201,519)</u></b>	<b><u>-</u></b>	<b><u>391,771</u></b>

**16 OPERATING LEASE COMMITMENTS**

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

	<b>2025</b>	2024
	£	£
Less than 1 year	<b>33,600</b>	33,600
	<b><u>33,600</u></b>	<b><u>33,600</u></b>

**17 TRUSTEES**

No Trustee or connected persons received any remuneration.

The Charity held Trustee Indemnity Insurance. The charity subscribes to the Mind block policy.

**18 RELATED PARTY TRANSACTIONS**

There are no related party transactions to disclose for 2025 (2024: none).

**RICHMOND BOROUGH MIND**

England & Wales - Charity number 1146297

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# Accounts

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**Registered Company No. 07954134**

**Registered Charity No. 1146297**

**RICHMOND BOROUGH MIND**

**Report of the Trustees and Financial Statements**

**For the year ended 31 MARCH 2024**



**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

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**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

The Trustees present their report with the financial statements of the Charity for the period ended 31 March 2024.

**Role**

The objects for which the Association is established are primarily, but not exclusively, within the London Borough of Richmond upon Thames:

- (1) to promote the preservation of good mental health in particular by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition.
- (2) to relieve the needs of people with mental health problems by working to increase the understanding of mental health and mental health problems by gathering and disseminating information and working to raise awareness, promote understanding and challenge stigma and discrimination.

**Officeholders, Trustees and Management**

<b>Trustees</b>	Gurjit Mahil, Chair Philip Congdon, Treasurer (Resigned December 2023) Kim Tasso (Resigned April 2024) Monika Waller Lisa Leonard Samuel Hopcroft Tracy Cherrington (Appointed July 2023) Sarah Talbot (Appointed July 2023) Reema Kotecha (Appointed July 2023) Vikram Yadav, Treasurer (Appointed November 2023) Jack Carling (Appointed November 2023) Murray Cook (Appointed November 2023)
<b>Charity No.</b>	1146297
<b>Company No.</b>	07954134
<b>Chief Executive</b>	Val Farmer
<b>Principal office</b>	UK House, 82 Heath Road, Twickenham, Middlesex, TW1 4BW
<b>Bankers</b>	CAF Bank Limited, 25 Kings Hill, West Malling, Kent ME19 4JQ
<b>Auditors</b>	Goldwins Limited, 75 Maygrove Road, West Hampstead, London NW6 2EG

# **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

## **Structure, Governance and Management**

### **Constitution**

Richmond Borough Mind (RB Mind) is a charity operating under a written constitution. It was incorporated on 17<sup>th</sup> February 2012. It was registered as a charity on 8<sup>th</sup> March 2012. The earlier Charity (number 263810) was formed in April 2001 from a merger of Twickenham Mind, founded in 1959, and Richmond and Barnes Mind, founded in 1971, and its assets and liabilities were transferred on 1<sup>st</sup> April 2012 to the newly incorporated Charity.

### **Trustees**

Members of the Board are elected annually at the Annual General Meeting. Between Annual General Meetings new members can be appointed, with formal tenure commencing following election at the AGM.

On retirement or resignation of any Trustee, the Board reviews the skills across the existing trustees to identify any gaps and will recruit to fill those skills.

Trustees are recruited through a process of advertisement and participation at local volunteer recruitment sessions, followed always by application and interview by a sub-group of the Board, with the aim of securing a good range of experience and skills for the Trustee board. There are no outside bodies entitled to appoint Trustees.

New Trustees are inducted through visits to services, governance documents including the charity's Memorandum and Articles and the Charity Commission's guide 'The Essential Trustee', opportunities to attend training on governance and the Trustee role and all aspects of mental health, and policies including Risk Management, Safeguarding, Financial Procedures, Equality and Diversity, Confidentiality and Anti-Bribery.

During 2023 six new Trustees were recruited following some turnover as the previous Treasurer reached full term on his tenure and two trustees moved on to focus on setting up their therapy practices.

### **Risk Management**

The Trustees have reviewed and updated the risk management processes against the Charity Commission guidance. Trustees consistently review the major risks to which the Charity is exposed, and where practical, take steps to guard or mitigate against them. RB Mind has clear, regularly updated policies on professional good practice and on areas such as safeguarding, health and safety and financial procedures.

All Trustees are required to undertake safeguarding training. One Trustee is designated the Safeguarding Lead, ensuring the Board has oversight and understanding of safeguarding issues, policy and procedures and their implementation. Staff receive appropriate training, and compliance and standards of performance are monitored through the appraisal and supervision process and reported through the committee structures.

All staff undertake training in Safeguarding, Cyber Fraud and relevant financial processes.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

An outsourced Data Protection Officer has been appointed and an audit of all RB Mind’s related policies and procedures, including training for staff and volunteers, will be undertaken during 2024.

<b>Key risks</b>	<b>Mitigations</b>
Reliance on statutory funding, with two NHS contracts constituting half RB Mind’s income	<ul style="list-style-type: none"> <li>• Investment in fundraising capacity, with an additional Fundraising Officer recruited in 2023</li> <li>• Expanding delivery options and funding sources for services</li> </ul>
Cost of Living impact on staff retention	<ul style="list-style-type: none"> <li>• Increased inflationary pay rise to 5% in 2024</li> <li>• Potential introduction of pay bands</li> </ul>
Changing procurement and commissioning practices and increased competition from other providers	<ul style="list-style-type: none"> <li>• Strengthen collaboration and partnerships for bidding for funds</li> <li>• Ensure quality of services through data management and Service User feedback</li> </ul>
Core infrastructure insufficient to support the growth in services	<ul style="list-style-type: none"> <li>• Invested in HR, Finance and Services management, additional fundraising and data management</li> </ul>

**Governance structure**

The Board meets six times a year and is responsible for the strategic direction and policy of the Charity. In 2024 the board reviewed the committee structure and changed the remit of each committee. The Full Board delegates tasks to three sub committees:

1. Finance and Risk Committee meets prior to each Board meeting to review the risk register in detail and to review management accounts and cash flow, and ensure financial procedures are adhered to and updated as necessary.
2. Services and Quality Committee meets prior to each Board to review how RB Mind delivers high quality and safe services, and to support RB Mind’s overall quality management.
3. Business Development and Innovation Committee. Introduced in 2024, this committee reviews and supports fundraising strategy and income generation.

The Charity’s Chief Executive attends and advises each committee, with the support of relevant staff, and has been delegated responsibility for the running of the Charity and its performance. The Charity maintains a Schedule of Delegation detailing where responsibilities are held across the Board of Trustees, committees and the executive teams.

# **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

## **Governance and Quality**

RB Mind works to the Mind Quality Management (MQM) standard, closely aligned to the Charity Governance code. A full peer review against the MQM standards is carried out every three years, and most recently over spring of 2022. RB Mind achieved success in all standards and won an Excellence Award for provision of Effective Services.

## **Executive and staff pay**

The Chief Executive and senior staff salaries are reviewed annually by a sub-group of the Board, benchmarking with other local Minds, the wider voluntary sector, and referring to ACEVO's pay survey when available.

Staff remuneration is also reviewed annually by the Board against the rate of inflation and consideration is given to a general increase taking into account the organisation's financial position. In 2023/24 a general increase of 5% was given, and this was repeated in April 2024. The Board has adopted the London Living Wage. A group personal pension scheme is available to all staff, with a minimum staff contribution of 4% matched by an Employer contribution to a maximum of 5%.

## **Staff Development**

There were 56 full and part-time staff in 2023/24. All staff have access to training throughout the year, both mandatory and specialist as required. There is a regular, anonymous staff survey to measure staff well-being and happiness about various aspects of their roles and employment. The organisation was also supported by 100 volunteers who receive relevant training and development.

## **Statement of Trustees' responsibilities**

The Trustees are responsible for preparing the Annual Report and financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the Charity's financial activities during the year and its financial position at the end of the year. In preparing those financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently, making judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping accounting records which disclose, with reasonable accuracy at any time, the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Acts. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. All Trustees have signed the new Automatic Disqualification declaration introduced in August 2019.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

**RB Mind's local and national partners**

RB Mind is affiliated to National Mind but is an independent organisation. Limited funding is received from National Mind, through applications for grants. Through affiliation fees National Mind provides block insurance and access to outsourced HR and employment advice.

Access to information and resources is provided through a Mind intranet (Connecting Minds) run by National Mind, through an annual online Mind Conference, and bi-annual Mind Leadership Conference. Bi-annual regional meetings are held between local and national Mind where strategic priorities are explored to enable effective implementation.

RB Mind is active in Mind in London, a collaborative body of London Minds which provides opportunities for sharing resources, learning from best practice, joint fundraising and joint procurement activity where appropriate.

Increasingly important is the ability to work at South West London regional level to reflect the needs of the South West London Integrated Care Board. RB Mind does this through a collaboration with the other local Minds in Kingston, Croydon and Wandsworth.

Locally, RB Mind is actively involved in a number of groups to ensure the voice of mental health service users is heard across the health and social care sector. RB Mind chairs the Richmond Mental Health and Wellbeing Alliance, with the Local Authority providing secretariat support. Other groups include the Carers Strategy Group, Integrated Care System's involvement group Community Voices Richmond, Local Authority's Care and Support Partnership Board, and local Health and Wellbeing Network.

RB Mind works in partnership with other local charities (Age UK, Ruils, Integrated Neurological Society (INS), Richmond AID, Citizens Advice Richmond and others) and South West London and St George's Mental Health Trust in the provision of local services.

**Key Achievements in 2023/2024**

The Charity develops a separate short Impact Report every year demonstrating the difference made to individuals' lives. Highlights in this year:

1. Reaching more than 5,000 people through Services and Training.
2. 25% of Journey Recovery Hub (also known as a Crisis Café) service users would have gone to the Emergency Department had the service not been available.
3. Implementing a new Peer Support service commissioned by South West London St George's NHS Trust to provide mental health Peer Support Workers across the borough, subcontracting Age UK, Crossroads Care and Richmond AID for some specialist aspects. In a Healthwatch Survey 74% of peers/carers reported after using the service they were able to maintain or improve their mental health and wellbeing.
4. Developing a new Senior Leadership team and new governance structure reflecting the needs of a charity of this size.
5. Developing a corporate partnership with local jewellery brand Augusta and George, and LBox distribution company.
6. Chosen as one of the two local Mayor's charities for 2024/25.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

**Strategic Objectives for 2024-2026**

Through a series of development meetings, service user and staff surveys and feedback, the Trustees reviewed the Strategic Objectives in light of the current economy, developments in health and social care, and in line with National Mind priorities and agreed a revised set of priorities for 2024 to 2026.

1. Sustain and Improve services by increasing reach to under-served communities
2. Strengthen the Support Networks (family, friends, local organisations) for people with mental health issues
3. Increase Influence and Visibility of Richmond Borough Mind for the benefit of mental health beneficiaries
4. Ensure long-term sustainability and growth by diversifying funding sources and improving operational efficiency

**Future plans and considerations:**

In 2023/2024 funding for youth provision came to an end. While understanding that the need for Children and Young People's support is only increasing, and that preventing mental health worsening in later years is crucial, the board agreed that consolidation and sustainability of adult services should be the short-term focus. Should there be a clear opportunity for a young persons' service this will be pursued in the future.

Psychotherapy and Counselling will be expanded in the next 18 months with a view to providing more subsidised low-cost sessions.

RB Mind's Chief Executive is one of two mental health VCSE representatives working with the ICB at South West London level. From 2024/25 the Mental Health Provider Collaborative plans to include the voluntary sector in a new model of decision-making on service delivery and investment as part of mental health transformation.

**The people we aim to benefit**

The Trustees have considered the Charity Commission's guidance on public benefit when reviewing the work of the Charity and our future activities.

RB Mind's client groups are young people, adults, including older adults with mental health needs, and carers living in the borough of Richmond. Services span low to moderate to more complex needs.

**Our Services:**

Richmond Borough Mind provides services across the spectrum of mental health needs, from low to moderate needs to more complex needs and for people in crisis.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

**Services for people with Complex Needs / Support in Crisis**

***Wellbeing Centre, Local Authority and ICB funded***

116 people were supported in the Wellbeing Centre, nearly 50% being new referrals.

The Wellbeing Centre has existed in various forms and locations for more than 30 years. The primary client group is people who have been under statutory mental health services and live with a chronic mental health condition which they seek help to manage to enable them to live well in the community.

It offers a range of psycho-educational and practical groups and one-to-one support aimed at improving confidence and self-esteem, working with service users to achieve life goals.

Specialised groups, Recovery from Trauma and Hearing Voices, provide in-depth support, with many people who may have been in services for years making a significant improvement to their mental health.

The service works closely with the community mental health teams, social services, Citizens Advice, Richmond AID, Turner's House (local artists and a community horticulturist) and Kew Gardens.

*I know how bad my mental health can get, and I appreciate being able to do something proactive. I can see a real chance in getting through this time and get through it okay.*  
Wellbeing Centre Survey 2024

***Peer Support, funded by South West London and St George's NHS Trust.***

267 peers and carers were supported in year 1.

In 2023/24 RB Mind was commissioned as lead provider of a new Peer Support service by South West London and St George's NHS Trust. VCSE partners AgeUK, Crossroads Care and Richmond AID are subcontracted to run specialist elements. Clients are referred by the Trust for one to one and group support from a team of Peer Support Workers.

- 74% of peers/carers reported after using the service they were able to maintain or improve their mental health and well-being. (Healthwatch evaluation report 2024)
- *I felt heard and understood and I very much appreciate it*
- *You have completely changed my life*
- *A true collaborative journey*

***Journey Recovery Hub (Crisis Cafes), ICB funded***

231 new people were supported.

Two hubs providing out-of-hours non-clinical crisis support operate in RB Mind's community building at 32 Hampton Road and the Alfriston Centre in Kingston. Support is provided for people in pending crisis every evening and at the weekend. Clients report to the hubs suffering from isolation, PTSD, self-harm, eating disorders, depression and anxiety.

The team play a significant role in crisis prevention, reducing risk of suicide and working with clients to develop their own crisis plans and coping techniques. The aim is to prevent crisis and to serve people who would otherwise attend the local emergency departments. The team works closely with the mental health teams and the police, and referrals continue to increase.

*RB Mind is so positive, it really supported me having someone to talk to about giving another perspective with certain things. They saved my life.* Healthwatch Crisis Café Survey 2023

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

**Services for people with low to moderate Mental Health Needs:**

***Peer Group Network / Befriending, Local Authority funded (via AgeUK Richmond)***

The Network comprises groups run by and for people who experience mental health problems. The project encourages our members to build their own support networks, develop skills and reduce isolation, and is funded by the local authority through the local Community Independent Living Scheme (CILS) initiative, and with a significant contribution from the Hampton Fund.

This service runs at full capacity with referrals mainly coming from Social Prescribers, GPs, self-referral and other RB Mind services.

***Talking Therapies Richmond (was Richmond Wellbeing Service)***

In 2023/24 Talking Therapies Richmond treated over 5000 patients, meeting access targets and exceeding the nationally targeted recovery rate of 50% by more than 10% in some months.

Talking Therapies Richmond is an NHS service and offers a range of support to people experiencing common mental health problems such as depression and anxiety. The service offers cognitive behavioural techniques to feel better and keep well in the future, mainly through group work. RB Mind is contracted for the Low Intensity element by South West London St George's NHS Trust (SWLStG).

**Services spanning all levels of needs**

***Carers in Mind***

449 carers were directly supported in 2023/24, with 90 new referrals.

Families and friends play a vital role in supporting people with mental health problems. The Carers in Mind team in turn supports them with their own mental health needs through one-to-one meetings, information, social activities, and psycho-educational workshops to increase their understanding of mental health issues and how they can affect their cared-for. There is a strong peer support element in the provision, with a number of well-attended carers' peer support groups across the borough.

The team works extensively with the community mental health teams, with ward staff and other voluntary sector organisations. A regular surgery with social services is provided to increase carers' access to support they are entitled to receive.

*Filling in forms becomes overwhelming as a carer, having the Carers in Mind Team to help with this is so valuable. Carers Survey 2024*

***Outreach Services, Funded by Local Authority and ICB***

Gaining visibility and reaching more people is one of RB Mind's key priorities as outlined above. The reach has been greatly enhanced by growing the Outreach team with skilled

## **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

workers who can provide interventions in the community while raising awareness of mental health and signposting to services.

Building on the successful set up of 3 community hubs supported by RB Mind's Peer Outreach worker, Richmond Council agreed funding for a further Outreach Worker to reach people with more complex needs possibly stemming from food poverty, homelessness or alcohol and substance misuse. This team has attracted and supported many more people from a range of diverse communities, including Asian, Ukrainian, other East Europeans and the LGBT+ communities.

The team continues to build opportunities for people to access mental health support in the community, offering sessions in many new settings including Peter and Paul Community Centre in Teddington, St. James Church in Hampton Hill, Spear offices, Mortlake Community Centre, Richmond's all-in-one hub for walk-in clients and at the foodbank on Heathfield Recreation Ground.

### ***Psychotherapy and Counselling***

131 service users attended therapy, with an average of 20 volunteer counsellors each week.

The service offers a range of one to one and group psychotherapy and counselling models, providing a safe confidential space to explore and talk with a professional therapist. Clinical supervisors provide weekly supervision to the therapy team ensuring the service users are receiving a high quality service meeting the BACP ethical standards.

The service is self-funding, with 30% of clients offered the lowest cost sessions, and 15 clients were subsidised by funds from The Richmond Charities. RB Mind remains one of the few low-cost options for longer term counselling in the borough.

The team of diverse group of therapists enables RB Mind to provide a service for a more diverse group of clients.

Cost of living challenges have meant more clients being unable to afford therapy and RB Mind is very grateful to The Richmond Charities for increasing their grant fund this year.

***Mind 'n Mortlake*** is a satellite service of the Wellbeing Centre meeting on a Friday for a range of activities including art, cooking and discussion. The aim behind the social, educational and recreational activities is to assist those with a lack of support, low self-esteem and confidence, helping them make steps towards their goals.

***The Positive Living Group*** on Wednesdays in Barnes is well attended and focusses on food and nutrition, learning how to choose and cook healthy foods, and how diet can impact on mental and physical health.

### ***Youth and Schools Services***

Our Youth Wellbeing projects engaged 599 people, mostly young people aged eight to twenty five, but also parents, carers and school staff. Finding sustainable funding for youth projects continues to be a real challenge, and funding ended in January 2023 for all projects.

# **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

Highlights in this year included

- Joint delivery with Creative Youth in the new 'youth hub' in central Kingston. This has consisted of creative art sessions delivered by RB Mind and Creative Youth staff.
- Brandon Centre and local Minds' Parents Course has had positive feedback from participants, with parents feeling more confident in their support and young people's mental health becoming more manageable, requiring fewer GP appointments.

## **Volunteering**

100 volunteers provided more than 5,000 hours of support across the organisation.

Our Volunteer Coordinator, funded in part by Hampton Fund, provides specific support for both volunteers, many of whom have experience of mental health problems, and for the staff who support the volunteers within our projects.

Volunteers run peer groups, deliver counselling sessions in the Psychotherapy and Counselling Service, support the Carers in Mind and Wellbeing Centre service activities, support the finance function and support communications through social media and events.

## **Business Development, Training and Communications**

The Charity does not engage any external fundraising support. We have received no complaints about our fundraising activity and are pleased to receive regular comments on the value of our work from the people who fundraise for us.

A new Fundraiser joined in October 2023, and a number of successful fundraising events have been held including the annual quiz and The Senior Street Sextet playing a blinding jazz concert.

We were delighted to have been chosen as Charity of the Year by August and George, a local jewellery brand.

Training clients have included London Boroughs of Richmond and Wandsworth, Yamaha and Kingston Technologies.

Mindful Memo provides regular tips and insights in managing mental health and directing people to relevant services. This newsletter reaches 1,800 people bi-monthly.

RB Mind has been chosen as one of the two local Mayor's charities in 2024/25 which will give great opportunity to raise the charity's visibility and raise funds.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

**Financial Review:**

In the year to 31<sup>st</sup> March 2024, income increased by 14.4% to £1,972,421. This growth is due mainly to additional funding for the SWLStG Peer Support project.

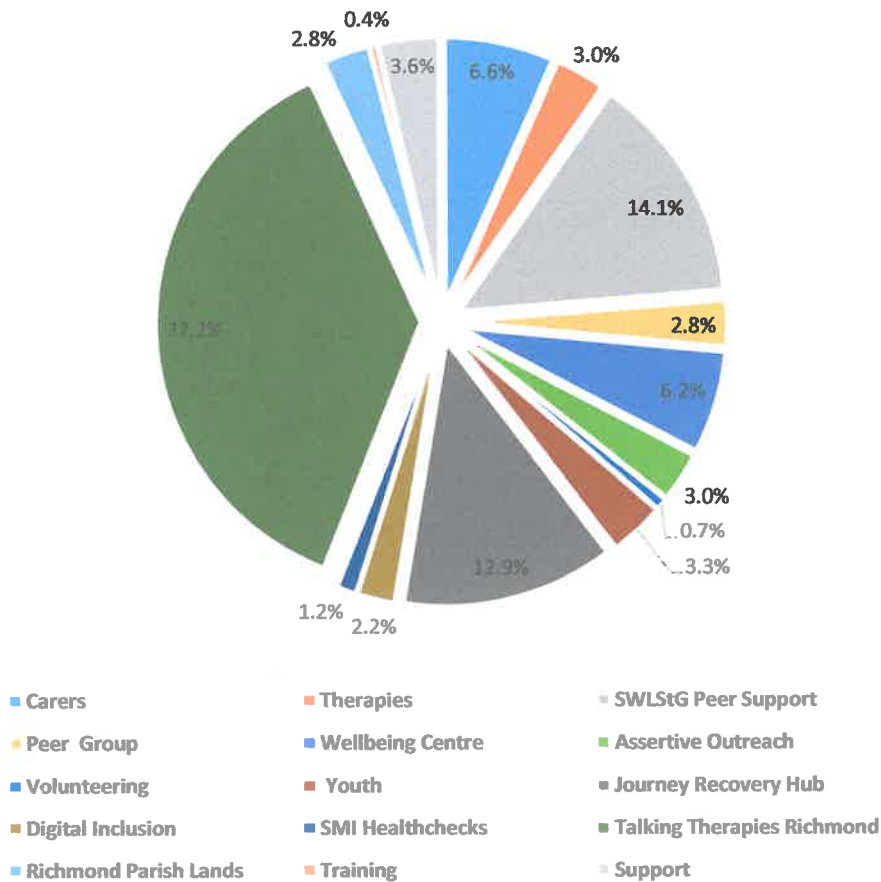
In the year, expenditure rose by 15.3% to £1,956,280. Much of the additional expenditure is driven by the first year Peer Support direct costs and partner payments. These together with the costs in the 2<sup>nd</sup> half year of the agreed establishment infrastructure uplift and across the board staff and service staff pay rises increased the cost base.

The principle of Full Cost Recovery has been applied to our projects, based on Full Time Equivalent Staffing of the projects. An overall surplus of £16,141 results in a positive movement of funds to £685,433 (as shown in the Statement of Financial Activities in the accounts and Note 13 - Funds Analysis).

As ever we are grateful for the support of our local funders and supporters: Barnes Workhouse, Big Yellow Richmond, Hampton Fund, Richmond Charities and Richmond Parish Lands Charity and new local corporate partner TLKE. Legacies, in memoriam donations, other local organisations and other donations are valuable in the support of our services.

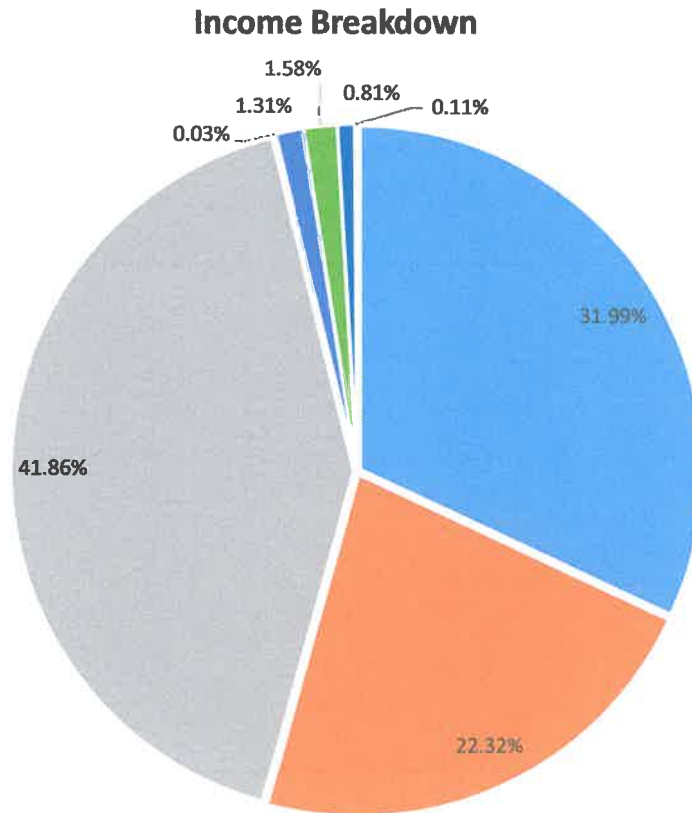
**Income by Project Area:**

**Income by Project Area**



**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

**Income Breakdown by Funding Source:**



- Restricted Statutory Grants/Contracts
- Restricted Non-Statutory Grants/Funding
- Unrestricted Non-Statutory Grants/Funding and Contracts
- Restricted Donations/Fundraising
- Unrestricted Donations/Fundraising
- Restricted Income - Therapies/Training
- Unrestricted Income - Training/other
- Restricted Income - Training/other

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

**Investment policy**

Interest rates have increased during the course of the year. Cash balances are automatically managed between the interest-bearing CAF Gold account and the CAF Current Account to meet cash flow requirements. The sum invested in the CAF Platinum Account remains at the same level.

Transfers of cash which had been made from the CAF Gold Account in 2022/2023 into the Hampshire Trust Bank, Cambridge Building Society, and Monmouthshire Building Society, were recalled during the year to assist with smoothing out cash flow, where a significant outflow of deferred income release was experienced year on year and to manage contract cash flow requirements.

It is planned to reinvest significant funds during 2024/2025 to take advantage of continuing high savings rates available in the market.

**Reserves Policy**

RB Mind holds reserves to increase resilience in times of uncertainty, to provide a temporary buffer if funding is lost, and to cover any future potential liabilities that are not provided for in the accounts.

RB Mind's funding model is a mixed one, with substantial funding coming from statutory bodies such as the London Borough of Richmond and the NHS, and the majority of the rest from non-statutory grants. Through building fundraising activity, we are trying to increase the level of income generated from donations and other sources in order to provide funds for new projects as well as ensuring that all overheads are covered. The Board is setting up a new Business Development and Innovation Committee to create a new fundraising strategy in 2024-2025.

Some projects are funded by a sole funder, others may be funded by a mixture of funders. If funding for a particular project is lost, reserves may be used while alternative funding is sought, but if this is not possible the project would generally be terminated. In some cases, a project may be taken over by a different operator. The Board reviews risks to funding on a regular basis and has contingency plans for the loss of funding.

At the balance sheet date, free reserves (after deducting the value of fixed assets and restricted reserves) was £495,233 which is fractionally less than 3 months of future budgeted operating costs. The Board agreed additional expenditure on core infrastructure to enable growth in capacity and sustainability.

The Board's target is to hold a minimum 3 months of operating costs as reserves, which based on the current full budget for 2024-2025, equates to approx. £538,500. The aim is to rebuild reserves to the minimum level over the period of the next strategic plan to 2026/2027.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

**Thank you to our funders and fundraisers**

We of course could not offer the services or have the same impact without the support of our funders and fundraisers, and those who give their support in kind. They are acknowledged below, and we thank them all most sincerely. In addition, we would like to thank those funders who wish to remain anonymous.

Age UK	Richmond Carers Centre
Big Yellow Richmond	Richmond Charities
Hampton Fund	Richmond Parish Lands Charity
London Borough of Richmond Upon Thames	Richmond Voluntary Fund
Masonic Charitable Foundation	South West London & St Georges NHS Trust
Mind in Brent, Wandsworth and Westminster	South West London Integrated Care Board
Mind in Enfield & Barnet	St Michaels and All Angels Church
National Mind	The Barnes Fund
Richmond Active Fund	TLKE

**Statement as to Disclosure of Information to Auditors**

The Trustees in office at the date of approval of this report have confirmed that, as far as they are aware, there is no relevant audit information of which the auditors are unaware.

Each of the Trustees has confirmed that they have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditors.

The Trustees' Report was approved by the Trustees on 11<sup>th</sup> November 2024 and signed on their behalf by:



Gurjit Mahil  
Chair of Trustees

**RICHMOND BOROUGH MIND  
INDEPENDENT AUDITOR'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2024**

**Opinion**

We have audited the financial statements of Richmond Borough Mind (the 'Charity') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

**Basis for opinion**

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

**Conclusions relating to going concern**

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

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

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

**Other information**

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to

**RICHMOND BOROUGH MIND  
INDEPENDENT AUDITOR'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2024**

be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**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 Trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' report (incorporating the directors' report) have 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which 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;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

**Responsibilities of the Trustees**

As explained more fully in the Trustees' responsibilities statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

**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 an

auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are

**RICHMOND BOROUGH MIND  
INDEPENDENT AUDITOR'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2024**

3considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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. 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](http://www.frc.org.uk/auditorsresponsibilities)]. This description forms part of our auditor's report.

This report is made solely to the Charity'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 Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

*Anthony Epton*

**Anthony Epton (Senior Statutory Auditor)**

**for and on behalf of**

**Goldwins Limited**

**Statutory Auditor**

**Chartered Accountants**

**75 Maygrove Road**

**West Hampstead**

**London NW6 2EG**

12th November 2024

**RICHMOND BOROUGH MIND**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**(incorporating an income and expenditure account)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

		Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total Funds £
	Notes				
<b>Income from:</b>					
Charitable activities:	3	840,748	1,102,373	1,943,121	1,706,822
Other trading activities	4	16,497	2,166	18,663	10,780
Investment income	5	10,111	526	10,637	6,161
<b>Total income</b>		<u>867,356</u>	<u>1,105,065</u>	<u>1,972,421</u>	<u>1,723,763</u>
<b>Expenditure on:</b>					
Raising funds		44,186	-	44,186	48,672
Charitable activities		822,438	1,089,656	1,912,094	1,647,586
<b>Total expenditure</b>	6	<u>866,624</u>	<u>1,089,656</u>	<u>1,956,280</u>	<u>1,696,258</u>
Net income before fund transfers		732	15,409	16,141	27,505
Transfers between funds		<u>(15,655)</u>	<u>15,655</u>	-	-
<b>Net movement in funds</b>	14	<u>(14,923)</u>	<u>31,064</u>	<u>16,141</u>	<u>27,505</u>
<b>Total funds brought forward</b>		610,603	58,689	669,292	641,787
<b>Total funds carried forward</b>		<u><u>595,680</u></u>	<u><u>89,753</u></u>	<u><u>685,433</u></u>	<u><u>669,292</u></u>

The attached notes form part of these financial statements.

**RICHMOND BOROUGH MIND  
BALANCE SHEET  
AS AT 31 MARCH 2024**

	Notes	2024 £	2023 £
<b>FIXED ASSETS</b>			
Tangible assets	7	100,447	105,285
<b>CURRENT ASSETS</b>			
Debtors	8	203,672	164,488
Cash at bank and in hand		593,290	734,566
		<u>796,962</u>	<u>899,054</u>
<b>CREDITORS:</b>			
Amounts falling due within one year	9	<u>(190,921)</u>	<u>(314,372)</u>
<b>Net current assets</b>		<b>606,041</b>	<b>584,682</b>
<b>CREDITORS:</b>			
Amounts falling due after more than one year	10	<u>(21,055)</u>	<u>(20,675)</u>
		<b>584,986</b>	<b>564,007</b>
<b>Total assets less current liabilities</b>		<b><u>685,433</u></b>	<b><u>669,292</u></b>
<b>FUNDS</b>			
	11		
Unrestricted funds		595,680	610,603
Restricted funds		<u>89,753</u>	<u>58,689</u>
		<b><u>685,433</u></b>	<b><u>669,292</u></b>

The accounts were approved by the board of directors on 11<sup>th</sup> November 2024 and signed on their behalf by



**Gurjit Mahil (Chair)**  
Company Registration No. 7954134

The attached notes form part of these financial statements.

**RICHMOND BOROUGH MIND  
CASH FLOW STATEMENT  
AS AT 31 MARCH 2024**

	Notes	2024 £	2023 £
<b>Cash flows from operating activities:</b>			
Net cash provided by / (used in) operating activities	14	(151,387)	12,761
<b>Cash flows from investing activities:</b>			
Interest/ rent/ dividends from investments		10,011	6,161
Sale / (purchase) of fixed assets		-	-
<b>Cash provided by / (used in) investing activities</b>		<b>10,111</b>	<b>6,161</b>
<b>Change in cash and cash equivalents in the year</b>		<b>(141,276)</b>	<b>18,922</b>
Cash and cash equivalents at the beginning of the year		734,566	715,644
<b>Cash and cash equivalents at the end of the year</b>	15	<b>593,290</b>	<b>734,566</b>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**1 ACCOUNTING POLICIES**

**a) Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

**b) Going concern**

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

**c) Income**

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income received in advance for the provision of specified service is deferred until the criteria for income recognition are met.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

**d) Donations of gifts, services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the Trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**e) Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**ACCOUNTING POLICIES (continued)**

**f) Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the Trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

**g) Expenditure and irrecoverable VAT**

Value Added Tax is not recoverable by the Charity, and as such, is included in the relevant costs in the Statement of Financial Activities.

**h) Allocation of support costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, personnel, payroll and governance costs which support the Charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 6.

**i) Operating leases**

Rental charges are charged on a straight-line basis over the term of the lease.

**j) Tangible fixed assets**

Fixed assets are all used for the Charity's purposes and are included at cost and are depreciated on a straight-line basis at the following rates: -

Freehold buildings	-	2%
Fixtures fittings and equipment	-	10%
Office equipment	-	10%

Only purchases costing more than £1,000 are capitalised.

**k) Stocks**

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the charity would have been willing to pay for the items on the open market.

**l) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**m) Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**n) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**2 DETAILED COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted Funds £	Restricted Funds £	2023 Total funds £
<b>Income from:</b>			
Charitable activities:	832,917	873,905	1,706,822
Other trading activities	8,985	1,795	10,780
Investment income	6,161	-	6,161
<b>Total income</b>	<u>848,063</u>	<u>875,700</u>	<u>1,723,763</u>
<b>Expenditure on:</b>			
Raising funds	48,672	-	48,672
Charitable activities	762,615	884,971	1,647,586
<b>Total expenditure</b>	<u>811,287</u>	<u>884,971</u>	<u>1,696,258</u>
 Net income before fund transfers	 36,776	 (9,271)	 27,505
 Transfers between funds	 (11,579)	 11,579	 -
 <b>Net movement in funds</b>	 25,197	 2,308	 27,505
 <b>Total funds brought forward</b>	 585,406	 56,381	 641,787
 <b>Total funds carried forward</b>	 <u>610,603</u>	 <u>58,689</u>	 <u>669,292</u>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**3 GRANTS AND DONATIONS**

After allowing for grants in advance brought forward and carried forward

	Unrestricted £	Restricted £	Total 2024 £	Total 2023 £
<b>Statutory Grants</b>				
London Borough of Richmond Upon Thames	-	232,980	232,980	190,219
Richmond Carers Centre	-	110,313	110,313	103,784
Wandsworth Council- Covid research	-	2,000	2,000	2,000
NHS Richmond –Youth	-	30,800	30,800	41,200
NHS Richmond - Journey Recovery Hub	-	254,917	254,917	256,969
	-	-	-	-
<b>Non-Statutory Grants/Funding and Contracts</b>				
Hampton Funds	-	45,200	45,200	42,600
Richmond Parish Lands Charity	55,550	-	55,550	60,295
Richmond Voluntary Fund	-	11,655	11,655	29,032
East London NHS Foundation Trust	-	-	-	481,732
South West London St Georges NHS TTR	733,106	-	733,106	227,268
South West London St Georges NHS PS	4,000	273,600	277,600	-
Barnes Workhouse Fund	1,000	8,500	9,500	12,974
Bill Brown Charitable Trust	-	-	-	-
Mind Enfield and Barnet	-	14,223	14,223	33,224
National Mind Youth Grants	-	4,825	4,825	60,938
National Mind Counselling Grant	-	30,315	30,315	40,000
Age UK	-	25,512	25,512	25,548
Other Grants	31,979	26,364	58,343	8,300
<b>Other Donations</b>	<b>15,113</b>	<b>65</b>	<b>15,178</b>	<b>64,367</b>
<b>Therapies</b>	<b>-</b>	<b>31,104</b>	<b>31,104</b>	<b>26,372</b>
	<u>840,748</u>	<u>1,102,373</u>	<u>1,943,121</u>	<u>1,706,822</u>

**4 OTHER TRADING ACTIVITIES**

	Unrestricted £	Restricted £	Total 2024 £	Total 2023 £
Corporate Partners	5,000	-	5,000	-
Food income	-	-	0	795
Fairs and Events	2,380	591	2,971	-
Fund Generation	2,767	-	2,767	-
Workshops	500	-	500	-
Training income	5,850	1,575	7,425	9,985
	<u>16,497</u>	<u>2,166</u>	<u>18,663</u>	<u>10,780</u>

**5 INVESTMENT INCOME**

	Unrestricted £	Restricted £	Total 2024 £	Total 2023 £
Sales of shares	-	526	526	-
Bank interest received	10,111	-	10,111	6,161
	<u>10,111</u>	<u>526</u>	<u>10,637</u>	<u>6,161</u>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**6 ANALYSIS OF EXPENDITURE**

	Cost of raising funds £	Charitable Activities £	Support costs £	Governance costs £	2024 Total £	2023 Total £
Staff costs	32,931	1,307,239	195,703	-	1,535,873	1,336,905
Other staff costs	343	9,222	35,656	-	45,221	64,549
Direct projects costs	1,503	202,407	904	-	204,814	108,106
Audit fees	-	-	-	5,500	5,500	4,000
Other governance costs	62	343	2,767	-	3,172	872
Legal & professional fees	-	1,078	11,686	-	12,764	12,785
Marketing and publication	2,633	152	742	-	3,527	2,380
Subscriptions	496	970	7,927	-	9,393	4,888
Depreciation	-	4,838	-	-	4,838	4,418
Premises costs	5,123	58,999	14,673	-	78,795	96,885
Office running costs	1,095	29,441	21,847	-	52,383	60,470
	<u>44,186</u>	<u>1,614,689</u>	<u>291,905</u>	<u>5,500</u>	<u>1,956,280</u>	<u>1,696,258</u>
Support costs	-	291,905	(291,905)	-	-	-
Governance costs	-	5,500	-	(5,500)	-	-
<b>Total expenditure 2024</b>	<u><b>44,186</b></u>	<u><b>1,912,094</b></u>	<u><b>-</b></u>	<u><b>-</b></u>	<u><b>1,956,280</b></u>	
<b>Total expenditure 2023</b>	<u><b>48,672</b></u>	<u><b>1,647,586</b></u>	<u><b>-</b></u>	<u><b>-</b></u>	<u><b>-</b></u>	<u><b>1,696,258</b></u>

Of the total expenditure £866,624 was unrestricted expenditure (2023: £811,287) and £1,089,656 was restricted expenditure (2023: £884,971).

Support and governance costs refer to the costs involved in operational activity which support the delivery of the charitable aims. They are allocated on the basis of full-time equivalent staff working on each activity.

**7 FIXED ASSETS (FOR THE CHARITY'S OWN USE)**

	Freehold Property £	Fixtures & Fittings £	Office Equipment £	Total £
<b>COST</b>				
At 31 March 2023	110,846	47,861	2,407	161,114
Additions	-	-	-	-
At 31 March 2024	<u>110,846</u>	<u>47,861</u>	<u>2,407</u>	<u>161,114</u>
<b>DEPRECIATION</b>				
At 31 March 2023	22,183	31,239	2,407	55,829
Charge for period	2,217	2,621	0	4,838
At 31 March 2024	<u>24,400</u>	<u>33,860</u>	<u>2,407</u>	<u>60,667</u>
<b>NET BOOK VALUE</b>				
At 31 March 2024	<u>86,446</u>	<u>14,001</u>	<u>-</u>	<u>100,447</u>
At 31 March 2023	<u>88,683</u>	<u>16,622</u>	<u>-</u>	<u>105,285</u>

The Trustees estimate the market value of the freehold property to be £515,000. (2023: £500,000).

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

<b>8 DEBTORS</b>	<b>2024</b>	<b>2023</b>
	£	£
Grant and contract debtors	176,942	128,382
Prepayments	16,594	24,469
Accrued income	-	1,500
Other debtors	10,136	10,137
	<u>203,672</u>	<u>164,488</u>
<b>9 CREDITORS – amounts falling due within one year</b>	<b>2024</b>	<b>2023</b>
	£	£
Deferred income	98,691	243,332
PAYE/NIC	37,632	33,944
Accruals	22,161	17,264
Other creditors	32,437	19,832
	<u>190,921</u>	<u>314,372</u>
<b>Deferred income</b>	<b>2024</b>	<b>2023</b>
	£	£
Balance at the beginning of the year	243,332	308,125
Amount released to income in the year	(156,105)	(219,645)
Amount deferred in the year	11,464	154,852
Balance at the end of the year	<u>98,691</u>	<u>243,332</u>
<b>10 CREDITORS – amounts falling due after more than one year</b>	<b>2024</b>	<b>2023</b>
	£	£
Other Creditors	<u>21,055</u>	<u>20,675</u>
This is a dilapidation provision for refurbishment costs falling due in Sept 2026 for office premises.		
<b>11 STAFF COSTS</b>	<b>2024</b>	<b>2023</b>
	£	£
Salaries and wages	1,368,591	1,196,915
Pension	47,243	41,540
Social Security costs	120,038	98,450
	<u>1,535,872</u>	<u>1,336,905</u>

There were 56 full and part-time employees during the year (2023: 58).

One employee received emoluments between £60,000 to £69,999.

The total employee benefits including pension contributions of the key management personnel were £75,214 (2023: £72,931).

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**12 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

Funds balances at 31 March 2024 are represented by

	Unrestricted Funds £	Restricted Funds £	Total funds 2024 £	Total funds 2023 £
Fixed assets	100,447	-	100,447	105,285
Current assets	707,209	89,753	796,962	899,054
Current liabilities	(190,921)	-	(190,921)	(314,372)
Long term liabilities	(21,055)	-	(21,055)	(20,675)
<b>Total Net Assets</b>	<b>595,680</b>	<b>89,753</b>	<b>685,433</b>	<b>669,292</b>

Funds balances at 31 March 2023 were represented by

	Unrestricted Funds £	Restricted Funds £	Total funds 2023 £	Total funds 2022 £
Fixed assets	105,285	-	105,285	109,703
Current assets	840,365	58,689	899,054	914,158
Current liabilities	(314,372)	-	(314,372)	(382,073)
Long term liabilities	(20,675)	-	(20,675)	-
<b>Total Net Assets</b>	<b>610,603</b>	<b>56,689</b>	<b>669,292</b>	<b>641,787</b>

**13 FUNDS ANALYSIS 2024**

	Balance at 01/04/2023 £	Income £	Expenditure £	Transfers £	Balance at 31/03/2024 £
<b>Unrestricted Funds</b>	<b>610,603</b>	<b>867,356</b>	<b>(866,624)</b>	<b>(15,665)</b>	<b>595,680</b>
<b>Restricted Funds</b>					
Carers	10,371	130,915	(105,543)	-	35,743
Handbook	12,572	-	-	-	12,572
Therapies	-	59,336	(62,567)	3,230	-
Peer Support - PGN	9,399	55,112	(53,035)	-	11,476
Peer Support -SWLStG	-	277,600	(278,579)	979	-
Wellbeing Centre	11,021	122,379	(112,699)	-	20,701
Assertive Outreach	-	59,374	(54,415)	-	4,959
Volunteering	-	13,000	(18,532)	5,532	-
Youth	14,498	65,510	(81,647)	1,639	-
Journey Recovery hub	-	254,917	(259,660)	4,743	-
Hampton road project	828	-	-	-	828
Digital inclusion	-	44,183	(40,709)	-	3,474
SMI Healthchecks	-	22,739	(22,271)	(468)	-
	<b>58,689</b>	<b>1,105,065</b>	<b>(1,089,656)</b>	<b>15,655</b>	<b>89,753</b>
<b>TOTAL FUNDS</b>	<b>669,292</b>	<b>1,972,421</b>	<b>(1,956,280)</b>	<b>-</b>	<b>685,433</b>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

13 - Continued

**FUNDS ANALYSIS 2023**

	Balance at 01/04/2022 £	Income £	Expenditure £	Transfers £	Balance at 31/03/2023 £
<b>Unrestricted Funds</b>	<u>585,406</u>	<u>848,063</u>	<u>(811,287)</u>	<u>(11,579)</u>	<u>610,603</u>
<b>Restricted Funds</b>					
Carers	26,072	106,578	(109,707)	-	22,943
Therapies	-	67,872	(76,751)	8,879	-
Peer Support	6,698	53,148	(36,322)	(14,125)	9,399
Wellbeing Centre	8,319	123,712	(121,009)	-	11,021
Volunteering	-	13,000	(27,125)	14,125	14,498
Bounce / Youth	14,464	174,189	(174,156)	-	-
Journey recovery hub	-	256,969	(256,969)	-	-
Kickstart	-	16,535	(19,235)	2,700	-
Hampton road project	828	-	-	-	828
Training	-	1,000	1,000	-	-
Digital inclusion	-	38,756	(38,756)	-	-
Assertive Outreach	-	23,941	(23,941)	-	-
	<u>56,381</u>	<u>875,700</u>	<u>(884,971)</u>	<u>11,579</u>	<u>58,689</u>
<b>TOTAL FUNDS</b>	<u><u>641,787</u></u>	<u><u>1,723,763</u></u>	<u><u>(1,696,258)</u></u>	<u><u>-</u></u>	<u><u>669,292</u></u>

**Restricted Funds:**

Carers

Carers in Mind supports families and friends supporting someone with a mental health problem. The reserves carried forward are to be spent on activities, the rewriting and publishing of the Carers Handbook and the recruitment of a new Carers Manager.

Peer Group Network

Restricted reserves to be spent on training peer volunteers and community venue hire.

Wellbeing Centre, including Positive Living Group

The Wellbeing Centre is a referral only project for adults under the care of the Community Mental Health Team. The reserves carried forward are to be spent on the Wellbeing Centre. £20,701.

Hampton Road Project

The refurbishment, extension, and fit out of our premises at Hampton Road took place in 2018. Funding for the project came from Hampton Fund £25,000, Richmond Parish Lands Charity £25,000, Lloyds Bank Foundation (Enable) £10,369, and unrestricted reserves. The expenditure has been capitalised and is shown in fixed assets. Reserves of £828 remain for the fit out, from Richmond Parish Lands Charity reserves transferred to spend for this project.

Assertive Outreach

£4,959 to be utilised in 2024/2025 supporting the continuing programme of outreach care in the community, whilst new ongoing funding is sought.

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**14 RECONCILIATION OF NET INCOME / (EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
<b>Net income / (expenditure) for the reporting period (as per the statement of financial activities)</b>	<b>16,141</b>	<b>27,505</b>
Depreciation	4,838	4,417
Interest, rent and dividends from investments	(10,111)	(6,161)
(Increase) / decrease in debtors	(39,184)	34,026
Increase / (decrease) in creditors	<u>(123,070)</u>	<u>(47,026)</u>
<b>Net cash provided by / (used in) operating activities</b>	<b><u>(151,387)</u></b>	<b><u>12,761</u></b>

**15 ANALYSIS OF CASH AND CASH EQUIVALENTS**

	At 1 April 2023	Cash flows	Other changes	At 31 March 2024
	£	£	£	£
Cash at bank and in hand	<u>734,566</u>	<u>(141,276)</u>	-	<u>593,290</u>
<b>Total cash and cash equivalents</b>	<b><u>734,566</u></b>	<b><u>(141,276)</u></b>	<b>-</b>	<b><u>593,290</u></b>

**16 OPERATING LEASE COMMITMENTS**

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

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Less than 1 year	<b>33,600</b>	33,600
	<u><b>33,600</b></u>	<u>33,600</u>

**17 TRUSTEES**

No Trustee or connected persons received any remuneration.  
The Charity held Trustee Indemnity Insurance. The charity subscribes to the Mind block policy.

**18 RELATED PARTY TRANSACTIONS**

There are no related party transactions to disclose for 2024 (2023: none).

**RICHMOND BOROUGH MIND**

England & Wales - Charity number 1146297

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# Accounts

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Registered Company No. 07954134

Registered Charity No. 1146297

## **RICHMOND BOROUGH MIND**

**Report of the Trustees and Financial Statements**

**For the year ended 31 MARCH 2023**



**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

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**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

The Trustees present their report with the financial statements of the Charity for the period ended 31 March 2023.

**Role**

The objects for which the Association is established are primarily, but not exclusively, within the London Borough of Richmond upon Thames:

- (1) to promote the preservation of good mental health in particular by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition.
- (2) to relieve the needs of people with mental health problems by working to increase the understanding of mental health and mental health problems by gathering and disseminating information and working to raise awareness, promote understanding and challenge stigma and discrimination.

**Officeholders, Trustees and Management**

<b>Trustees</b>	Gurjit Mahil, Chair (Appointed October 2022) Richard Hurst, Chair (Retired December 2022) Philip Congdon, Treasurer Kim Tasso Monika Waller Colette Noe (Resigned August 2022) Nasrin Farahani (Resigned January 2023) Joanna Nakielny (Resigned November 2022) Lisa Leonard Samuel Hopcroft Jasdeep Bains (Appointed February 2022) Katharine Rodde (Resigned October 2022)
<b>Charity No.</b>	1146297
<b>Company No.</b>	07954134
<b>Chief Executive</b>	Val Farmer
<b>Principal office</b>	UK House, 82 Heath Road, Twickenham, Middlesex, TW1 4BW
<b>Bankers</b>	CAF Bank Limited, 25 Kings Hill, West Malling, Kent ME19 4JQ
<b>Auditors</b>	Goldwins Limited, 75 Maygrove Road, West Hampstead, London NW6 2EG

# **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023**

## **Structure, Governance and Management**

### **Constitution**

Richmond Borough Mind (RB Mind) is a charity operating under a written constitution. It was incorporated on 17<sup>th</sup> February 2012. It was registered as a charity on 8<sup>th</sup> March 2012. The earlier Charity (number 263810) was formed in April 2001 from a merger of Twickenham Mind, founded in 1959, and Richmond and Barnes Mind, founded in 1971, and its assets and liabilities were transferred on 1<sup>st</sup> April 2012 to the newly incorporated Charity.

### **Trustees**

Members of the Board are elected annually at the Annual General Meeting. Between Annual General Meetings new members can be appointed, with formal tenure commencing following election at the AGM.

On retirement or resignation of any Trustee, the Board reviews the skills across the existing trustees to identify any gaps and will recruit to fill those skills.

Trustees are recruited through a process of advertisement and participation at local volunteer recruitment sessions, followed always by application and interview by a Nominations Committee, with the aim of securing a good range of experience and skills for the Trustee board. There are no outside bodies entitled to appoint Trustees.

New Trustees are inducted through visits to services; governance documents including the charity's Memorandum and Articles and the Charity Commission's guide 'The Essential Trustee'; opportunities to attend training on governance and the Trustee role and all aspects of mental health; and policies including Risk Management, Safeguarding, Financial Procedures, Equality and Diversity, Confidentiality and Anti-Bribery.

During 2022 the Trustees recruited a new Chair, Gurjit Mahil, through external sources. Gurjit is a Senior NHS Manager, bringing substantial knowledge and experience to the board at a time where much of our funding is from the statutory sector. The previous Chair, Richard Hurst, completed his tenure and retired from the board in December 2022. The Board records its thanks for Richard's valued contribution to RB Mind.

### **Risk Management**

The Trustees have reviewed and updated the risk management processes against the Charity Commission guidance. Trustees consistently review the major risks to which the Charity is exposed, and where practical, take steps to guard or mitigate against them. RB Mind has clear, regularly updated policies on professional good practice and on areas such as safeguarding, health and safety and financial procedures.

All Trustees are required to undertake safeguarding training. One Trustee is designated the Safeguarding Lead, ensuring the Board has sight and understanding of safeguarding issues, policy and procedures and their implementation. Staff receive appropriate training, and compliance and standards of performance are monitored through the appraisal and supervision process, and reported through the committee structures.

All staff undertake training in Safeguarding, Cyber Fraud and relevant financial processes.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

<b>Key risks</b>	<b>Mitigations</b>
Reliance on Statutory funding, with one NHS contract constituting one third of income	<ul style="list-style-type: none"> <li>• Investment in fundraising capacity, recruiting an additional Fundraising Officer</li> <li>• Developing new areas of work and expanding delivery options and funding source for Outreach, Youth services, NHS Peer Support</li> </ul>
Cost of Living impact on staff retention	<ul style="list-style-type: none"> <li>• Increased inflationary payrise to 5%</li> <li>• Introduction of paybands</li> </ul>
Current accommodation restrictions prevent the most effective location of staff and services	<ul style="list-style-type: none"> <li>• Invest in consultant for professional review of future needs and identify options for existing accommodation</li> <li>• Budget allowance for interim rental costs</li> </ul>
Core infrastructure insufficient to support the growth in services	<ul style="list-style-type: none"> <li>• Invested in Organisational Development consultant to review needs and develop new structure</li> <li>• Investment budget agreed for additional HR, Finance and Services management</li> </ul>
Data reporting challenges mean poor reflection of impact – strategic and funding risk	<ul style="list-style-type: none"> <li>• Impact task and finish group of Trustees and exec team agreed plan of improvement work on our client database; funding of data maintenance resource; and creation of a dashboard for ease of monitoring</li> </ul>

**Governance structure**

The Board meets six times a year and is responsible for the strategic direction and policy of the Charity. The Full Board delegates tasks to two sub committees:

1. Finance Committee meets prior to each Board meeting to review management accounts and cash flow, and to ensure financial procedures are adhered to and updated as necessary. Business development is within the remit of this committee.
2. Governance and Quality Committee meets prior to each Board to review risk management in detail, consider project and staff performance and resourcing and to support RB Mind's overall quality management. Human resources and organisational development are within the remit of this committee.

The Charity's Chief Executive attends and advises each committee, with the support of relevant staff, and has been delegated responsibility for the running of the Charity and its performance. The Charity maintains a Schedule of Delegation detailing where responsibilities are held across the Board of Trustees, committees and the executive teams.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023  
Governance and Quality**

RB Mind works to the Mind Quality Management (MQM) standard, originally developed with the Charity Commission. A full peer review against the MQM standards is carried out every three years, and most recently over spring of 2022. RB Mind achieved success in all standards, and won an Excellence Award for provision of Effective Services. We will be focussing on recommendations to further develop policy and opportunities for people with lived experience. The Board continues to review the charity's governance against the Charity Governance Code (revised December 2020) and the Digital Governance Code.

**Executive and staff pay**

The Chief Executive and senior staff salaries are reviewed annually by a sub-group of the Board, benchmarking with other local Minds, the wider voluntary sector, and referring to ACEVO's pay survey when available.

Staff remuneration is also reviewed annually by the Board against the rate of inflation and consideration is given to a general increase taking into account the organisation's financial position. In 2022/23 a general increase of 3% was given, and this increased to 5% from April 2023. The Board has adopted the London Living Wage. A group personal pension scheme is available to all staff, with a minimum staff contribution of 4% matched by an Employer contribution to a maximum of 5%.

**Staff Development**

There were 58 full and part-time staff in 2022/23. All staff have access to training throughout the year, both mandatory and specialist as required. There is a regular, anonymous staff survey to measure staff well-being and happiness about various aspects of their roles and employment. The organisation was also supported by 138 volunteers who receive relevant training and development.

**Statement of Trustees' responsibilities**

The Trustees are responsible for preparing the Annual Report and financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the Charity's financial activities during the year and its financial position at the end of the year. In preparing those financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently, making judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping accounting records which disclose, with reasonable accuracy at any time, the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Acts. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. All Trustees have signed the new Automatic Disqualification declaration introduced in August 2019.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023  
RB Mind's local and national partners**

RB Mind is affiliated to National Mind but is an independent organisation. Limited funding is received from National Mind, through applications for grants. Through affiliation fees National Mind provides block insurance and access to outsourced HR and employment advice.

Access to information and resources is provided through a Mind intranet (Connecting Minds) run by National Mind, through an annual online Mind Conference, and bi-annual Mind Leadership Conference. Bi-annual regional meetings are held between local and national Mind where strategic priorities are explored to enable effective implementation. RB Mind is active in Mind in London, a collaborative body of London Minds which provides opportunities for sharing resources, learning from best practice, joint fundraising and joint procurement activity where appropriate. RB Mind partners with other London Minds in a number of projects including a pan-London service supporting parents whose teenage children are on the waiting lists for Children and Adolescent Mental Health Services (CAMHS) and engaging Health Education Officers to increase the uptake of physical health checks by people with severe and enduring mental health needs.

Locally, RB Mind is actively involved in a number of groups to ensure the voice of mental health service users is heard across the health and social care sector. RB Mind set up and chairs the Richmond Mental Health and Wellbeing Alliance, with the Local Authority providing secretariat support. Other groups include the Carers Strategy Group, Integrated Care System's involvement group Community Voices Richmond, Local Authority's Care and Support Partnership Board, local Health and Wellbeing Network, Equalities Stakeholders Scrutiny Board, and more.

RB Mind works in partnership with other local charities (Age UK, Ruils, Integrated Neurological Society (INS), Richmond AID, Citizens Advice Richmond and others) and the two mental health trusts (East London NHS Foundation Trust and South West London and St George's Mental Health Trust) in the provision of local services.

**Key Achievements in 2022/2023**

The Charity develops a separate short Impact Report every year including case studies and demonstrating the difference made to individuals' lives. Highlights in this year:

1. Reaching more than 8,000 people through Services and Training, a small increase on the previous year.
2. Awarded a substantial £300k contract by South West London St George's NHS Trust to provide mental health Peer Support Workers across the borough, subcontracting Age UK, Crossroads Care and Richmond AID for some specialist aspects.
3. Expansion of Outreach services to include dual diagnosis, working in four hubs across the borough, reaching more diverse communities and people with more complex needs.
4. Introduction of a new Health Engagement project to ensure more people with complex mental health needs are supported to attend annual physical health checks.
5. Providing Workplace Wellbeing Training to 200 senior managers across Richmond and Wandsworth Local Authorities.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

**Strategic Objectives for 2021-2024**

The Trustees reviewed the Strategic Objectives set in 2021/22 in light of the current economy, developments in health and social care, and in line with National Mind priorities and agreed that the priorities remain appropriate for 2023/24.

**1. Engage and support more people in the London Borough of Richmond upon Thames, with particular focus on young people and minority communities which remain under-represented in RB Mind services**

**Young People:** RB Mind has grown and developed a number of services for young people, reaching 2,740 young people and their parents or carers through a number of new initiatives.

**Reaching more diverse communities:**

Outreach hubs: Recognising the link between deprivation and mental health, RB Mind has focussed on providing services within those local communities by setting up weekly hubs in community venues based near areas of higher deprivation (Whitton Community Centre, Castlenau Centre, Vineyard Centre and Richmond Library Annexe), and working with clients with complex needs alongside the local community drug and alcohol service and homelessness prevention charity. Support is provided to a South Asian Women's group, a number of faith-based organisations, and a partnership hub for women affected by domestic violence.

The Peer Group Network will include a group for people from the LGBTQ+ community. To support this work all staff and volunteers have taken training in Unconscious Bias, becoming Anti-Racist, PREVENT, and LGBTQ+ awareness.

**2. Ensure sustainability and growth of the Charity by increasing income and maximising service capacity**

**Business Development** Youth Services and Psychotherapy and Counselling continue to be priorities. The latter is a self-funded service, remodelled to reduce external supervision cost and increased capacity to support more counsellors.

**Organisational Development:** The Trustees have agreed an investment budget to build on the Organisational Development review carried out over 8 months in 2022/23. This will increase our core structure and service staffing models to reflect recent growth and opportunities. A new Senior Leadership team will be in place by October 2023.

**Training:** with increased awareness and interest in mental health there has been a significant increase in demand for training in mental health awareness, managing stress, training managers in supporting staff, and a range of related courses. A number of larger local employers have asked for repeated and bespoke training on a range of issues. Clients include Abellio, Richmond and Wandsworth Councils and South West London Health Partnership. This is a growth area both for raising income and for raising awareness about mental health. Income and opportunities continue to increase.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

**3. Increase our visibility, influence and impact**

**Visibility:**

The new Mind brand has informed a complete redevelopment of the RB Mind website launched in 2022. Across social media the numbers of people receiving the Mindful Memo newsletter, fundraising for RB Mind and registering for services have increased.

**Influencing:**

RB Mind works with three other local Minds in South West London to ensure that local Minds can provide a South West London regional response to service developments within the new health and social care structures.

To ensure visibility for Richmond Borough residents, RB Mind sits on the South West London (SWL) Mental Health Transformation Partnership Group, Suicide Prevention Steering Group and the Kingston and Richmond Children and Young People's Mental Health and Wellbeing Group.

The Richmond Mental Health and Wellbeing Alliance, set up and chaired by RB Mind, ensures the local voluntary sector organisations providing support to mental health service users and carers have a voice and are able to influence the new regional structures.

**Impact:**

A joint Board and executive group reviewed RB Mind's systems for recording and reporting data and resource has been allocated to make further improvements in our client data systems including training for staff and more robust recording procedures.

**4. Engage and develop staff and volunteers to ensure the highest quality services and high staff and volunteer satisfaction**

The annual staff survey and away day focussed on the development and support needs for staff, and a number of initiatives are to be implemented in 2023/24, including the introduction of pay bands and staff development plans to ensure the stability of the workforce and reduction in staff turnover.

All staff have access to an Employee Assistance Programme, Wellbeing Action Plans and a range of training.

Volunteers are celebrated through certificates of achievement and a range of training and skills development. Volunteers are hugely valued within all aspect of RB Mind's work and many volunteers become employees within RB Mind services.

**Future plans and considerations:**

As a result of the reconfiguration of services during the pandemic all services continue to offer a blend of online, phone and face to face support.

The cost of living continues to be an area of concern for both service users and the sustainability of the organisation. RB Mind is represented on a number of local VCSE and Mind forums focussing on developing a range of support. There is widespread concern throughout the sector about recruitment and retention and increasing costs of service provision.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

**Accommodation Review**

During 2022/23 RB Mind worked with external consultants to fully review current and future needs of services and considered options for existing buildings and the potential for moving into more suitable accommodation. More than 20 premises were viewed and assessed against the needs of the organisation. None met the aspirations for a community hub space providing visibility for the organisation and better facilities for service users, and bringing the staff team into a shared space. The Board agreed to renew the lease on UK House and to develop 32 Hampton Road as far as possible. The review will continue with a three year plan to find and develop a new space reflecting the organisation's needs in 2026.

**The people we aim to benefit**

The Trustees have considered the Charity Commission's guidance on public benefit when reviewing the work of the Charity and our future activities.

RB Mind's client groups are young people, adults, including older adults with mental health needs living in Richmond borough, and carers. Services span low to moderate to more complex needs.

**Our Services:**

Richmond Borough Mind provides services across the spectrum of mental health needs, from low to moderate needs to more complex needs and for people in crisis.

**Services for people with Complex Needs / Support in Crisis**

***Wellbeing Centre***

112 people were supported in the Wellbeing Centre, many of whom were new referrals.

The Wellbeing Centre has existed in various forms and locations for more than 30 years. The primary client group is people who have been under statutory mental health services and live with a chronic mental health condition which they seek help to manage to enable them to live well in the community. More recently the Wellbeing Centre has begun offering drop-in sessions at 32 Hampton Road for anyone in the borough with mental health needs. People are assessed and introduced to the services which best meet their needs.

The Wellbeing Centre is funded by the Local Authority and Richmond Integrated Care Board. It offers a range of psycho-educational and practical group and one-to-one support aimed at improving confidence and self-esteem, working with service users to achieve life goals.

Specialised groups, Recovery from Trauma and Hearing Voices, provide in-depth support, with many people who may have been in services for years making a significant improvement to their mental health.

More than 400 people visited the Wellbeing Centre Community's art exhibition in Turner's House in March 2023. The beautiful artworks were produced during art groups throughout the year in a project supported by artists working with Turner's House.

The team works closely with the community mental health teams, social services, Citizens Advice, Richmond AID, Turner's House (local artists and a community horticulturist) and Kew Gardens.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

***Journey Recovery Hub (Crisis Cafes)***

105 new people were supported, alongside another 30 ongoing clients over the year.

Two hubs providing out-of-hours non-clinical crisis support operate in RB Mind's community building at 32 Hampton Road and the Alfriston Centre in Kingston. Support is provided for people in pending crisis every evening and at the weekend. Clients report to the hubs suffering from isolation, PTSD, self-harm, eating disorders, depression and anxiety.

The team play a significant role in crisis prevention, reducing risk of suicide and working with clients to develop their own crisis plans and coping techniques. The aim is to prevent crisis and to serve people who would otherwise attend the local emergency departments. The team works closely with the mental health teams and the police, and referrals continue to increase.

**Services for people with low to moderate Mental Health Needs:**

***Peer Group Network / Befriending***

31 Peer Volunteers in the Peer Group Network (PGN) supported both peer led groups and provided befriending services. 67 new service users joined the peer group network, with 39 people attending a range of groups each month.

The Network comprises groups run by and for people who experience mental health problems. The project encourages our members to build their own support networks, develop skills and reduce isolation, and is funded by the local authority through the local Community Independent Living Scheme (CILS) initiative, and with a significant contribution from the Hampton Fund.

This service runs at full capacity with referrals mainly coming from Social Prescribers, GPs, self-referral and other RB Mind services.

***Talking Therapies Richmond (was Richmond Wellbeing Service)***

In 2022/23 Talking Therapies Richmond treated over 5000 patients, meeting access targets and exceeding the nationally targeted recovery rate of 50% by more than 10% in some months.

Talking Therapies Richmond is an NHS service and offers a range of support to people experiencing common mental health problems such as depression and anxiety. The service offers cognitive behavioural techniques to feel better and keep well in the future, mainly through group work. During the year this service and RB Mind's contract for the Low Intensity element moved from East London NHS Foundation Trust (ELFT) to South West London St George's NHS Trust (SWLStG). The transition was relatively smooth, providing continuous support for service users other than one week for migration of the IT systems.

**Services spanning all levels of needs**

***Carers in Mind***

585 carers were directly supported in 2022/23.

Families and friends play a vital role in supporting people with mental health problems. The Carers in Mind team in turn supports them with their own mental health needs through one-to-one meetings, information, social activities, and psycho-educational workshops to increase

## **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023**

their understanding of mental health issues and how they can affect their cared-for. There is a strong peer support element in the provision, with a number of well-attended carers' peer support groups across the borough.

The team works extensively with the community mental health teams, with ward staff and other voluntary sector organisations. A regular surgery with social services is provided to increase carers' access to support they are entitled to receive.

### ***Outreach Services***

Gaining visibility and reaching more people is one of RB Mind's key priorities as outlined above. The reach has been greatly enhanced by growing the Outreach team with skilled workers who can provide interventions in the community while raising awareness of mental health and signposting to services.

Building on the successful set up of 3 community hubs supported by RB Mind's Peer Outreach worker, Richmond Council agreed funding for a further Outreach Worker to reach people with more complex needs possibly stemming from food poverty, homelessness or alcohol and substance misuse. Along with the Health Engagement Officer this team has attracted and supported many more people from a range of diverse communities, including Asian, Ukrainian, other East Europeans and the LGBT+ communities.

The team continues to build opportunities for people to access mental health support in the community, offering sessions in many new settings including Peter and Paul Community Centre in Teddington, St. James Church in Hampton Hill, Spear offices, Mortlake Community Centre, Richmond's all-in-one hub for walk-in clients and at the foodbank on Heathfield Recreation Ground.

### ***Psychotherapy and Counselling***

95 service users attended therapy, with an average of 20 volunteer counsellors each week.

The service offers a range of psychotherapy and counselling models, providing a safe confidential space to explore and talk with a professional therapist. This year Expressive Arts therapy, Dance Movement and Coaching groups were successfully piloted. Clinical supervisors provide weekly supervision to the therapy team ensuring the service users are receiving a high quality service meeting the BACP ethical standards.

The service is self-funding, with 30% of clients offered the lowest cost sessions, and 15 clients were subsidised by funds from The Richmond Charities. RB Mind remains one of the few low-cost options for longer term counselling in the borough.

The service has been returning to pre-pandemic levels with increased clinical leadership and a greater focus on more complex needs. The team of therapists is very much more diverse, enabling RB Mind to provide a service for a more diverse group of clients.

Cost of living challenges have meant more clients being unable to afford therapy and RB Mind is very grateful to The Richmond Charities for increasing their grant fund this year.

*"My therapist was able to help me connect with myself better and understand what my issues are, which is a huge step because for years I either didn't know what was wrong or just outright ignored any "problems" and we used a whole range of techniques to look at ways to address those issues."* Counselling client

## **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023**

**Mind 'n Mortlake** is a satellite service of the Wellbeing Centre meeting on a Friday for a range of activities including art, cooking and discussion. The aim behind the social, educational and recreational activities is to assist those with a lack of support, low self-esteem and confidence, helping them make steps towards their goals.

**The Positive Living Group** on Wednesdays in Barnes is well attended and focusses on food and nutrition, learning how to choose and cook healthy foods, and how diet can impact on mental and physical health.

### **Youth and Schools Services**

Our Youth Wellbeing projects engaged 2,740 people, mostly young people aged eight to twenty five, but also parents, carers and school staff.

Highlights in this year include

- Strong partnership work with Kingston and Richmond Youth Council, which has included peer mentor training for the youth council, co-production and delivery of a range of workshops for schools during Mental Health week and current planning on a co-produced document to help young people in the borough with Mental Health issues.
- Joint delivery with Creative Youth in the new 'youth hub' in central Kingston. This has consisted of creative art sessions delivered by RB Mind and Creative Youth staff. Attendance was low in the first instance but has now picked up to a good average attendance of Young People with conversations ongoing about next steps for the project.
- Brandon Centre and local Minds' Parents Course has had positive feedback from participants, with parents feeling more confident in their support and young people's mental health becoming more manageable, requiring fewer GP appointments.

Finding sustainable funding for youth projects continues to be a real challenge. With decreased funding and staff team this year we have had to reduce some of our services such as Life Skills.

RB Mind is grateful for funding from the Richmond Voluntary Fund, Hampton Fund, and Coop/National Mind partnership, Kingston and Richmond ICB to support the youth services.

*'I learnt that we all have different emotions and when they get too much they overflow my bucket. In class after the assembly we wrote down 5 ways we can make ourselves feel better when feeling anxious. I now can use these'. Catherine*

### **Helpline**

The Helpline opened in June 2020 in response to the perceived growing needs for emotional support and signposting. Skilled and experienced volunteers provided evening and weekend phone support. As people have become more confident to attend face to face services, there has been reduced demand for the Helpline. The service will end during 2023/24 with callers being diverted to other RB Mind services.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023  
Volunteering**

126 volunteers provided more than 5,000 hours of support across the organisation.

Volunteers are a vital part of our organisation and increase our ability to be able to respond to changing needs locally. Our Volunteer Coordinator, funded in part by Hampton Fund, provides specific support for both volunteers, many of whom have experience of mental health problems, and for the staff who support the volunteers within our projects.

Volunteers run our peer groups and youth wellbeing workshops, deliver counselling sessions in our Psychotherapy and Counselling Service, support our Carers in Mind and Wellbeing Centre service activities, and support communications through our social media and attending events.

*Volunteering makes me feel more confident and positive about myself because I feel as though I am offering something positive and giving back. It also gives a structure to my week which is important for my own mental health and wellbeing. Core services Volunteer*

**Business Development, Training and Communications**

The Charity does not engage any external fundraising support. We have received no complaints about our fundraising activity and are pleased to receive regular comments on the value of our work from the people who fundraise for us.

We were delighted to have been chosen as Charity of the Year for Fulwell Golf Club, who far exceeded their own expectations by raising over £50,000 for RB Mind. They continue to run events to raise awareness about Mental Health and funds for RB Mind.

The fully rebranded website was launched in Autumn 2022 enabling more efficient fundraising and with the longer term intention to provide booking and payment options for training and counselling services.

Mindful Memo provides regular tips and insights in managing mental health and directing people to relevant services. This newsletter reaches 1,800 people bi-monthly.

Our training activity has increased substantially, offering training to Richmond and Wandsworth Councils, Abellio, the voluntary sector, and a number of other organisations. In 2022 we produced a professional brochure outlining 12 courses available to organisations and this has enabled more active promotion of training.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

**Financial Review:**

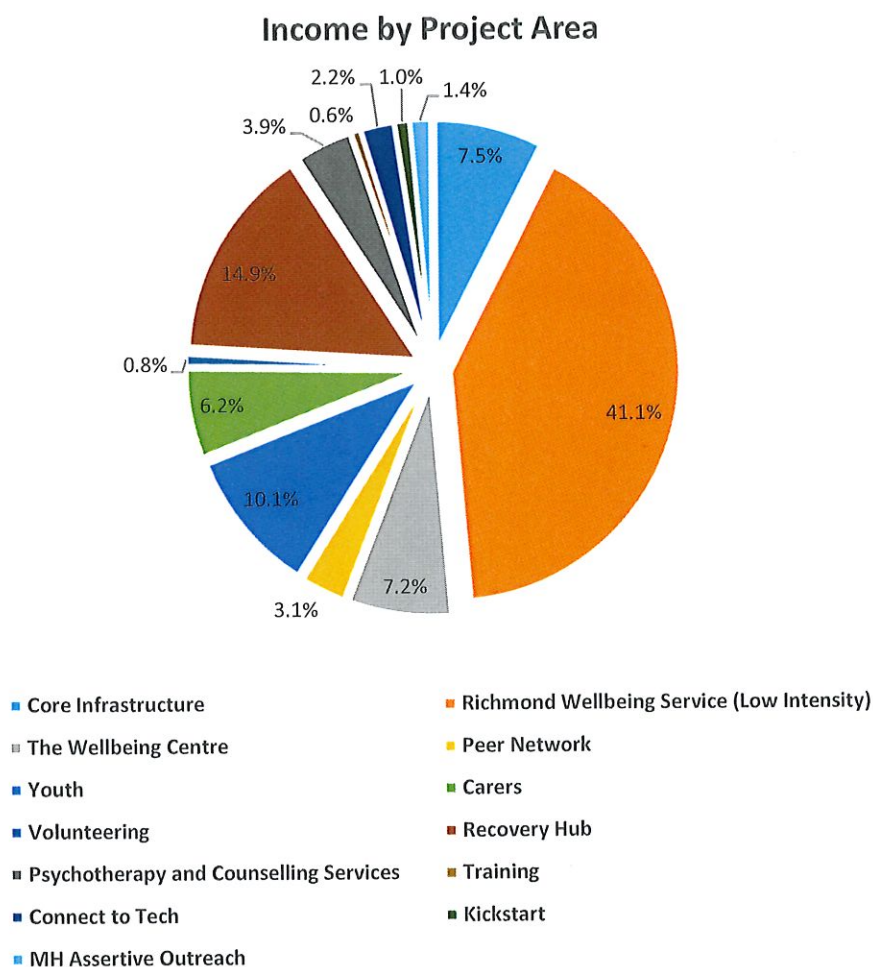
In the year to 31<sup>st</sup> March 2023, income increased by 8.8% to £1,723,763. The growth is due to additional funding for the Outreach workers, Health Engagement Officer, additional core administration and additional funding for our support services.

In the year, expenditure rose by 13.6% to £1,696,258. Much of the additional expenditure is the staffing cost for additional core and finance administration, Outreach workers, Psychotherapy and Counselling staffing and staff payrises.

The principle of Full Cost Recovery has been applied to our projects, based on Full Time Equivalent Staffing of the projects. A surplus of £27,505 results in a positive movement of funds to £669,292 (as shown in the Statement of Financial Activities in the accounts and Note 13 - Funds Analysis).

As ever we are grateful for the support of our local funders and supporters: Barnes Workhouse, Big Yellow Richmond, Bill Brown's 1989 Charitable Trust, Hampton Fund, Richmond Charities and Richmond Parish Lands Charity. Legacies, in memoriam donations, other local organisations and other donations are valuable in the support of our services.

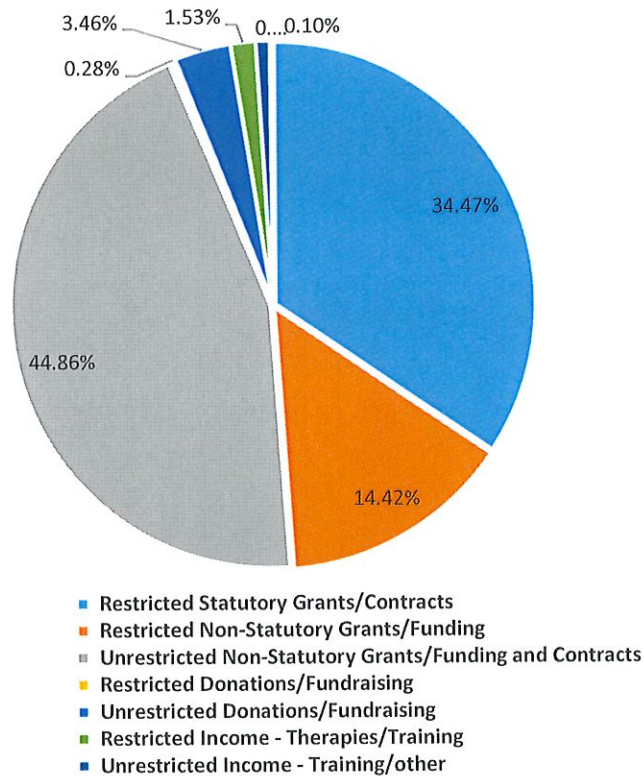
**Income by Project Area:**



**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

**Income Breakdown by Funding Source**

**Income Breakdown by Funding Source**



**Investment policy**

Interest rates have increased during the course of the year. Cash balances are automatically managed between the interest-bearing CAF Gold account and the CAF Current Account to meet cash flow requirements. The sum invested in the CAF Platinum Account remains at the same level.

Transfers of cash have been made from the CAF Gold Account into the Hampshire Trust Bank, Cambridge Building Society, and Monmouthshire Building Society, with the aims of diversifying cash holding and to obtain slightly higher interest rates, whilst minimising risk.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

**Reserves Policy**

RB Mind holds reserves to increase resilience in times of uncertainty, to provide a temporary buffer if funding is lost, and to cover any future potential liabilities that are not provided for in the accounts.

RB Mind's funding model is a mixed one, with substantial funding coming from statutory bodies such as the London Borough of Richmond and the NHS, and the majority of the rest from non-statutory grants. Through building fundraising activity we are trying to increase the level of income generated from donations and other sources in order to provide funds for new projects as well as ensuring that all overheads are covered.

Some projects are funded by a sole funder, others may be funded by a mixture of funders. If funding for a particular project is lost, reserves may be used while alternative funding is sought, but if this is not possible the project would generally be terminated. In some cases a project may be taken over by a different operator. The Board reviews risks to funding on a regular basis and has contingency plans for the loss of funding.

At the balance sheet date, reserves (after deducting the value of fixed assets and restricted reserves) was £505,318 which is fractionally less than 3 months of future budgeted operating costs. The Board agreed additional expenditure on core infrastructure to enable growth in capacity and sustainability.

The Board's target is to hold 3 to 6 months of operating costs as reserves, which based on the current budget, equates to approx. £535,000 - £1,074,000. The aim is to rebuild reserves to the minimum level over the next 2 years.

**Thank you to our funders and fundraisers**

We of course could not offer the services or have the same impact without the support of our funders and fundraisers, and those who give their support in kind. They are acknowledged below and we thank them all most sincerely. In addition, we would like to thank those funders who wish to remain anonymous.

Age UK	Richmond Active Fund
Big Yellow, Richmond	Richmond Charities
East London NHS Foundation Trust	Richmond Parish Lands Charity
Fulwell Golf Club	Richmond Voluntary Fund
Hampton Fund	Ride London Team
Kirsty in a Kayak	South West London & St Georges NHS Trust
London Borough of Richmond Upon Thames	South West London Integrated Care Board
London Marathon Runners	St Michaels and All Angels Church
Masonic Charitable Foundation	The Barnes Fund
Mind in Brent, Wandsworth and Westminster	Visor Art Dept
Mind in Enfield & Barnet	Waitrose
National Mind	

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

**Statement as to Disclosure of Information to Auditors**

The Trustees in office at the date of approval of this report have confirmed that, as far as they are aware, there is no relevant audit information of which the auditors are unaware.

Each of the Trustees has confirmed that they have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditors.

The Trustees' Report was approved by the Trustees on 11<sup>th</sup> September 2023 and signed on their behalf by:

A handwritten signature in black ink, appearing to read 'Gurjit Mahil', written in a cursive style.

Gurjit Mahil  
Chair of Trustees

# **RICHMOND BOROUGH MIND INDEPENDENT AUDITOR'S REPORT FOR THE YEAR ENDED 31 MARCH 2023**

## **Opinion**

We have audited the financial statements of Richmond Borough Mind (the 'Charity') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

## **Basis for opinion**

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

## **Conclusions relating to going concern**

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

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

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

## **Other information**

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

**RICHMOND BOROUGH MIND  
INDEPENDENT AUDITOR'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2023**

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

We have nothing to report in this regard.

**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 Trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' report (incorporating the directors' report) have 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which 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;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

**Responsibilities of the Trustees**

As explained more fully in the Trustees' responsibilities statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

**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 an

**RICHMOND BOROUGH MIND  
INDEPENDENT AUDITOR'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2023**

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

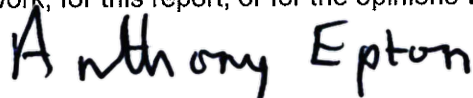
In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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. 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](http://www.frc.org.uk/auditorsresponsibilities)]. This description forms part of our auditor's report.

This report is made solely to the Charity'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 Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.



**Anthony Epton (Senior Statutory Auditor)  
for and on behalf of  
Goldwins Limited  
Statutory Auditor  
Chartered Accountants  
75 Maygrove Road  
West Hampstead  
London NW6 2EG**

12 September 2023

**RICHMOND BOROUGH MIND  
STATEMENT OF FINANCIAL ACTIVITIES  
(incorporating an income and expenditure account)  
FOR THE YEAR ENDED 31 MARCH 2023**

		Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total Funds £
	<b>Notes</b>				
<b>Income from:</b>					
Charitable activities:	<b>3</b>	832,917	873,905	<b>1,706,822</b>	1,565,402
Other trading activities	<b>4</b>	8,985	1,795	<b>10,780</b>	14,367
Investment income	<b>5</b>	6,161	-	<b>6,161</b>	4,222
<b>Total income</b>		<u>848,063</u>	<u>875,700</u>	<b>1,723,763</b>	<u>1,583,991</u>
<b>Expenditure on:</b>					
Raising funds		48,672	-	<b>48,672</b>	53,144
Charitable activities		762,615	884,971	<b>1,647,586</b>	1,439,990
<b>Total expenditure</b>	<b>6</b>	<u>811,287</u>	<u>884,971</u>	<b>1,696,258</b>	<u>1,493,134</u>
Net income before fund transfers		36,776	(9,271)	<b>27,505</b>	90,857
Transfers between funds		<u>(11,579)</u>	<u>11,579</u>	<u>-</u>	<u>-</u>
<b>Net movement in funds</b>	<b>14</b>	25,197	2,308	<b>27,505</b>	90,857
<b>Total funds brought forward</b>		585,406	56,381	<b>641,787</b>	550,930
<b>Total funds carried forward</b>		<u><u>610,603</u></u>	<u><u>58,689</u></u>	<u><u>669,292</u></u>	<u><u>641,787</u></u>

The attached notes form part of these financial statements.

**RICHMOND BOROUGH MIND  
BALANCE SHEET  
AS AT 31 MARCH 2023**

	Notes	2023 £	2022 £
<b>FIXED ASSETS</b>			
Tangible assets	7	105,285	109,702
<b>CURRENT ASSETS</b>			
Debtors	8	164,488	198,514
Cash at bank and in hand		<u>734,566</u>	<u>715,644</u>
		899,054	914,158
<b>CREDITORS:</b>			
Amounts falling due within one year	9	<u>(314,372)</u>	<u>(382,073)</u>
<b>Net current assets</b>		584,682	532,085
<b>CREDITORS:</b>			
Amounts falling due after more than one year	10	<u>(20,675)</u>	-
		564,007	532,085
<b>Total assets less current liabilities</b>		<u>669,292</u>	<u>641,787</u>
<b>FUNDS</b>			
	11		
Unrestricted funds		610,603	585,406
Restricted funds		<u>58,689</u>	<u>56,381</u>
		<u>669,292</u>	<u>641,787</u>

The accounts were approved by the board of directors on 11<sup>th</sup> September 2023 and signed on their behalf by



**Gurjit Mahil (Chair)**  
Company Registration No. 7954134

**RICHMOND BOROUGH MIND  
BALANCE SHEET  
AS AT 31 MARCH 2023**

The attached notes form part of these financial statements.

	Notes	2023 £	2022 £
<b>Cash flows from operating activities:</b>			
Net cash provided by / (used in) operating activities	14	12,761	36,155
<b>Cash flows from investing activities:</b>			
Interest/ rent/ dividends from investments		6,161	1,215
Sale / (purchase) of fixed assets		-	21,950
<b>Cash provided by / (used in) investing activities</b>		<b>6,161</b>	<b>23,165</b>
<b>Change in cash and cash equivalents in the year</b>		<b>18,922</b>	<b>59,320</b>
Cash and cash equivalents at the beginning of the year		715,644	656,324
<b>Cash and cash equivalents at the end of the year</b>	15	<b>734,566</b>	<b>715,644</b>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**1 ACCOUNTING POLICIES**

**a) Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

**b) Going concern**

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

**c) Income**

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income received in advance for the provision of specified service is deferred until the criteria for income recognition are met.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

**d) Donations of gifts, services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the Trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**e) Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**ACCOUNTING POLICIES (continued)**

**f) Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the Trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

**g) Expenditure and irrecoverable VAT**

Value Added Tax is not recoverable by the Charity, and as such, is included in the relevant costs in the Statement of Financial Activities.

**h) Allocation of support costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, personnel, payroll and governance costs which support the Charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 6.

**i) Operating leases**

Rental charges are charged on a straight-line basis over the term of the lease.

**j) Tangible fixed assets**

Fixed assets are all used for the Charity's purposes and are included at cost and are depreciated on a straight-line basis at the following rates: -

Freehold buildings	-	2%
Fixtures fittings and equipment	-	10%
Office equipment	-	10%

Only purchases costing more than £1,000 are capitalised.

**k) Stocks**

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the charity would have been willing to pay for the items on the open market.

**l) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**m) Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**n) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**2 DETAILED COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	<b>Unrestricted Funds £</b>	<b>Restricted funds £</b>	<b>2022 Total funds £</b>
<b>Income from:</b>			
Charitable activities:	788,596	776,806	1,565,402
Other trading activities	13,692	675	14,367
Investment income	4,222	-	4,222
<b>Total income</b>	<u>806,510</u>	<u>777,481</u>	<u>1,583,991</u>
<b>Expenditure on:</b>			
Raising funds	53,144	-	53,144
Charitable activities	687,746	752,244	1,439,990
<b>Total expenditure</b>	<u>740,890</u>	<u>752,244</u>	<u>1,493,134</u>
Net income before fund transfers	65,620	25,237	90,857
Transfers between funds	<u>(11,498)</u>	<u>11,498</u>	<u>-</u>
<b>Net movement in funds</b>	54,122	36,735	90,857
<b>Total funds brought forward</b>	531,284	19,646	550,930
<b>Total funds carried forward</b>	<u>585,406</u>	<u>56,381</u>	<u>641,787</u>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**3 GRANTS AND DONATIONS**

After allowing for grants in advance brought forward and carried forward

	Unrestricted £	Restricted £	Total 2023 £	Total 2022 £
<b>Statutory Grants</b>				
London Borough of Richmond Upon Thames	-	190,219	190,219	100,195
Richmond Carers Centre	-	103,784	103,784	98,038
NHS Richmond	-	-	-	26,269
Wandsworth Council- Covid research	-	2,000	2,000	-
NHS Richmond –Youth	-	41,200	41,200	38,000
NHS Richmond - Journey Recovery Hub	-	256,969	256,969	228,606
<b>Non-Statutory Grants/Funding and Contracts</b>				
Hampton Funds	-	42,600	42,600	48,475
Richmond Parish Lands Charity	52,500	7,795	60,295	81,200
Richmond Voluntary Fund	-	29,032	29,032	37,126
East London NHS Foundation Trust	481,732	-	481,732	691,056
South West London St Georges NHS	227,268	-	227,268	-
Barnes Workhouse Fund	8,500	4,474	12,974	12,858
Bill Brown Charitable Trust	-	-	-	3,750
Mind Enfield and Barnet	-	33,224	33,224	-
National Lottery Carers Grant	-	-	-	2,900
National Lottery Youth Befriending	-	-	-	-
National Mind Youth Grants	-	60,938	60,938	53,429
National Mind Counselling Grant	-	40,000	40,000	-
Age UK	-	25,548	25,548	24,504
Other Grants	3,300	5,000	8,300	11,076
<b>Other Donations</b>	59,617	4,750	64,367	54,266
<b>Therapies</b>	-	26,372	26,372	53,654
	<u>832,917</u>	<u>873,905</u>	<u>1,706,822</u>	<u>1,565,402</u>

**4 OTHER TRADING ACTIVITIES**

	Unrestricted £	Restricted £	Total 2023 £	Total 2022 £
Food income	-	795	795	-
Consultancy	-	-	-	3,100
Training income	8,985	1,000	9,985	11,267
	<u>8,985</u>	<u>1,795</u>	<u>10,780</u>	<u>14,367</u>

**5 INVESTMENT INCOME**

	Unrestricted £	Restricted £	Total 2023 £	Total 2022 £
Sales of shares	-	-	-	3,007
Bank interest received	6,161	-	6,161	1,215
	<u>6,161</u>	<u>-</u>	<u>6,161</u>	<u>4,222</u>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**6 ANALYSIS OF EXPENDITURE**

	Cost of raising funds	Charitable Activities	Support costs	Governance costs	2023 Total	2022 Total
	£	£	£	£	£	£
Staff costs	38,401	1,112,228	186,276	-	1,336,905	1,199,867
Other staff costs	7	52,956	11,586	-	64,549	78,948
Direct projects costs	3,258	103,678	1,170	-	108,106	85,535
Audit fees	-	-	-	4,000	4,000	4,000
Other governance costs	26	-	846	-	872	1,749
Legal & professional fees	-	3,660	9,125	-	12,785	1,276
Marketing and publication	-	1,118	1,262	-	2,380	1,890
Subscriptions	1,076	727	3,085	-	4,888	4,029
Depreciation	-	4,418	-	-	4,418	4,417
Premises costs	5,305	60,663	30,917	-	96,885	75,001
Office running costs	599	15,363	44,508	-	60,470	36,422
	<u>48,672</u>	<u>1,354,811</u>	<u>288,775</u>	<u>4,000</u>	<u>1,696,258</u>	<u>1,493,134</u>
Support costs	-	288,775	(288,775)	-	-	-
Governance costs	-	4,000	-	(4,000)	-	-
<b>Total expenditure 2023</b>	<u><b>48,672</b></u>	<u><b>1,647,586</b></u>	<u><b>-</b></u>	<u><b>-</b></u>	<u><b>1,696,258</b></u>	
<b>Total expenditure 2022</b>	<u><b>53,144</b></u>	<u><b>1,439,990</b></u>	<u><b>-</b></u>	<u><b>-</b></u>		<u><b>1,493,134</b></u>

Of the total expenditure £811,287 was unrestricted expenditure (2022: £740,890) and £884,971 was restricted expenditure (2022: £752,244).

Support and governance costs refer to the costs involved in operational activity which support the delivery of the charitable aims. They are allocated on the basis of full-time equivalent staff working on each activity.

**7 FIXED ASSETS (FOR THE CHARITY'S OWN USE)**

	Freehold Property	Fixtures & Fittings	Office Equipment	Total
	£	£	£	£
<b>COST</b>				
At 31 March 2022	110,846	47,861	2,407	161,114
Additions	-	-	-	-
At 31 March 2023	<u>110,846</u>	<u>47,861</u>	<u>2,407</u>	<u>161,114</u>
<b>DEPRECIATION</b>				
At 31 March 2022	19,966	29,039	2,407	51,412
Charge for period	2,217	2,200	-	4,417
At 31 March 2023	<u>22,183</u>	<u>31,239</u>	<u>2,407</u>	<u>55,829</u>
<b>NET BOOK VALUE</b>				
At 31 March 2023	<u>88,663</u>	<u>16,622</u>	<u>-</u>	<u>105,285</u>
At 31 March 2022	<u>90,880</u>	<u>18,222</u>	<u>-</u>	<u>109,702</u>

The Trustees estimate the market value of the freehold property to be £500,000 (2022: £400,000).

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**8 DEBTORS**

	2023	2022
	£	£
Grant and contract debtors	128,382	168,543
Prepayments	24,469	18,335
Accrued income	1,500	1,500
Other debtors	10,137	10,136
	<u>164,488</u>	<u>198,514</u>

**9 CREDITORS – amounts falling due within one year**

	2023	2022
	£	£
Deferred income	243,332	308,125
PAYE/NIC	33,944	31,508
Accruals	17,264	27,863
Other creditors	19,832	14,557
	<u>314,372</u>	<u>382,073</u>

**Deferred income**

	2023	2022
	£	£
Balance at the beginning of the year	308,125	278,790
Amount released to income in the year	(219,645)	(256,620)
Amount deferred in the year	154,852	285,955
Balance at the end of the year	<u>243,332</u>	<u>308,125</u>

**10 CREDITORS – amounts falling due after more than one year**

	2023	2022
	£	£
Other Creditors	<u>20,675</u>	<u>-</u>

This is a dilapidation provision for refurbishment costs falling due in Sept 2026 for office premises.

**11 STAFF COSTS**

	2023	2022
	£	£
Salaries and wages	1,196,915	1,082,470
Pension	41,540	36,201
Social Security costs	98,450	81,196
	<u>1,336,905</u>	<u>1,199,867</u>

There were 58 full and part-time employees during the year (2022: 56).

One employee received emoluments between £60,000 to £69,999.

The total employee benefits including pension contributions of the key management personnel were £72,931 (2022: £70,355).

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**12 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

Funds balances at 31 March 2023 are represented by

	Unrestricted Funds £	Restricted Funds £	Total funds 2023 £	Total funds 2022 £
Fixed assets	105,285	-	105,285	109,703
Current assets	840,365	58,689	899,054	914,158
Current liabilities	(314,372)	-	(314,372)	(382,073)
Long term liabilities	(20,675)	-	(20,675)	(382,073)
<b>Total Net Assets</b>	<b>610,603</b>	<b>58,689</b>	<b>669,292</b>	<b>641,787</b>

Funds balances at 31 March 2022 were represented by

	Unrestricted Funds £	Restricted Funds £	Total funds 2022 £	Total funds 2021 £
Fixed assets	109,702	-	109,703	136,069
Current assets	857,777	56,381	914,158	742,033
Current liabilities	(382,073)	-	(382,073)	(327,172)
<b>Total Net Assets</b>	<b>585,406</b>	<b>56,381</b>	<b>641,787</b>	<b>550,930</b>

**13 FUNDS ANALYSIS 2023**

	Balance at 01/04/2022 £	Income £	Expenditure £	Transfers £	Balance at 31/03/2023 £
<b>Unrestricted Funds</b>	<b>585,406</b>	<b>848,063</b>	<b>(811,287)</b>	<b>(11,579)</b>	<b>610,603</b>
<b>Restricted Funds</b>					
Carers	26,072	106,578	(109,707)	-	22,943
Therapies	-	67,872	(76,751)	8,879	-
Peer Support	6,698	53,148	(36,322)	(14,125)	9,399
Wellbeing Centre	8,319	123,712	(121,009)	-	11,021
Assertive Outreach	-	23,941	(23,941)	-	-
Volunteering	-	13,000	(27,125)	14,125	-
Bounce / Youth	14,464	174,189	(174,156)	-	14,497
Journey Recovery hub	-	256,969	(256,969)	-	-
Kickstart	-	16,535	(19,235)	2,700	-
Hampton road project	828	-	-	-	828
Training	-	1,000	(1,000)	-	-
Digital inclusion	-	38,756	(38,756)	-	-
	<b>56,381</b>	<b>875,700</b>	<b>(884,971)</b>	<b>11,579</b>	<b>58,689</b>
<b>TOTAL FUNDS</b>	<b>641,787</b>	<b>1,723,763</b>	<b>(1,696,258)</b>	<b>-</b>	<b>669,292</b>

**RICHMOND BOROUGH MIND**  
**NOTES TO THE ACCOUNTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**  
 FUNDS ANALYSIS 2022

	Balance at 01/04/2021 £	Income £	Expenditure £	Transfers £	Balance at 31/03/2022 £
<b>Unrestricted Funds</b>	<u>531,284</u>	<u>806,510</u>	<u>(740,890)</u>	<u>(11,498)</u>	<u>585,406</u>
<b>Restricted Funds</b>					
Carers	10,326	129,735	(113,989)	-	26,072
Therapies	-	58,654	(70,152)	11,498	-
Peer Support	-	52,104	(33,135)	(12,271)	6,698
Wellbeing Centre	8,492	109,904	(110,077)	-	8,319
Volunteering	-	13,000	(25,271)	12,271	-
Bounce / Youth	-	149,604	(135,140)	-	14,464
Journey recovery hub	-	228,606	(228,606)	-	-
Kickstart	-	22,685	(22,685)	-	-
Hampton road project	828	-	-	-	828
Training	-	7,113	(7,113)	-	-
Digital inclusion	-	5,485	(5,485)	-	-
SWL Winter Discharge Project	-	591	(591)	-	-
	<u>19,646</u>	<u>777,481</u>	<u>(752,244)</u>	<u>11,498</u>	<u>56,381</u>
<b>TOTAL FUNDS</b>	<u><u>550,930</u></u>	<u><u>1,583,991</u></u>	<u><u>(1,493,134)</u></u>	<u><u>-</u></u>	<u><u>641,787</u></u>

**Restricted Funds:**

Carers

Carers in Mind supports families and friends supporting someone with a mental health problem. The reserves carried forward are to be spent on activities and the rewriting and publishing of the Carers Handbook.

Peer Group Network

Restricted reserves to be spent on training peer volunteers and community venue hire.

Wellbeing Centre, including Positive Living Group

The Wellbeing Centre is a referral only project for adults under the care of the Community Mental Health Team. The reserves carried forward are to be spent on the Wellbeing Centre £11,021.

Hampton Road Project

The refurbishment, extension, and fit out of our premises at Hampton Road took place in 2018. Funding for the project came from Hampton Fund £25,000, Richmond Parish Lands Charity £25,000, Lloyds Bank Foundation (Enable) £10,369, and unrestricted reserves. The expenditure has been capitalised and is shown in fixed assets. Reserves of £828 remain for the fit out, from Richmond Parish Lands Charity reserves transferred to spend for this project.

Youth funds

£4000 from Achieving for Children for support around eating disorders. £10,497 to be spent on mentoring activity.

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**14 RECONCILIATION OF NET INCOME / (EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2023	2022
	£	£
<b>Net income / (expenditure) for the reporting period (as per the statement of financial activities)</b>	27,505	90,857
Depreciation	4,417	4,417
Interest, rent and dividends from investments	(6,161)	(1,215)
(Increase) / decrease in debtors	34,026	(112,805)
Increase / (decrease) in creditors	<u>(47,026)</u>	<u>54,901</u>
<b>Net cash provided by / (used in) operating activities</b>	<b><u>12,761</u></b>	<b><u>36,155</u></b>

**15 ANALYSIS OF CASH AND CASH EQUIVALENTS**

	At 1 April 2022	Cash flows	Other changes	At 31 March 2023
	£	£	£	£
Cash at bank and in hand	715,644	18,922	-	734,566
<b>Total cash and cash equivalents</b>	<b><u>715,644</u></b>	<b><u>18,922</u></b>	<b><u>-</u></b>	<b><u>734,566</u></b>

**16 OPERATING LEASE COMMITMENTS**

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

	2023	2022
	£	£
Less than 1 year	33,600	33,600
	<u>33,600</u>	<u>33,600</u>

**17 TRUSTEES**

No Trustee or connected persons received any remuneration.  
The Charity held Trustee Indemnity Insurance. The charity subscribes to the Mind block policy.

**18 RELATED PARTY TRANSACTIONS**

There are no related party transactions to disclose for 2023 (2022: none).

**RICHMOND BOROUGH MIND**

England & Wales - Charity number 1146297

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# Accounts

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Registered Company No. 07954134

Registered Charity No. 1146297

## **RICHMOND BOROUGH MIND**

**Report of the Trustees and Financial Statements**

**For the year ended 31 MARCH 2022**



**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2022**

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**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2022**

The Trustees present their report with the financial statements of the Charity for the period ended 31 March 2022.

**Role**

The objects for which the Association is established are primarily, but not exclusively, within the London Borough of Richmond upon Thames:

- (1) to promote the preservation of good mental health in particular by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition.
- (2) to relieve the needs of people with mental health problems by working to increase the understanding of mental health and mental health problems by gathering and disseminating information and working to raise awareness, promote understanding and challenge stigma and discrimination.

**Officeholders, Trustees and Management**

<b>Trustees</b>	Richard Hurst, Chair Philip Congdon, Treasurer Kim Tasso Monika Waller Colette Noe (Resigned August 2022) Nasrin Farahani Eva Papadopoulou (Resigned January 2022) Joanna Nakielny Lisa Leonard Samuel Hopcroft Jasdeep Bains (Appointed February 2022) Katharine Rodde (Appointed February 2022)
<b>Charity No.</b>	1146297
<b>Company No.</b>	07954134
<b>Chief Executive</b>	Val Farmer
<b>Principal office</b>	UK House, 82 Heath Road, Twickenham, Middlesex, TW1 4BW
<b>Bankers</b>	CAF Bank Limited, 25 Kings Hill, West Malling, Kent ME19 4JQ
<b>Auditors</b>	Goldwins Limited, 75 Maygrove Road, West Hampstead, London NW6 2EG

# **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022**

## **Structure, Governance and Management**

### **Constitution**

Richmond Borough Mind (RB Mind) is a charity operating under a written constitution. It was incorporated on 17<sup>th</sup> February 2012. It was registered as a charity on 8<sup>th</sup> March 2012. The earlier Charity (number 263810) was formed in April 2001 from a merger of Twickenham Mind, founded in 1959, and Richmond and Barnes Mind, founded in 1971, and its assets and liabilities were transferred on 1<sup>st</sup> April 2012 to the new Charity which commenced operation from that date.

### **Trustees**

Members of the Board are elected annually at the Annual General Meeting. Between Annual General Meetings new members can be appointed, with formal tenure commencing following election at the AGM.

On retirement or resignation of any Trustee, the board reviews the skills across the board to identify any gaps and will recruit to fill those skills.

Trustees are recruited through a process of advertisement and participation at local volunteer open days, followed always by application and interview by a Nominations Committee, with the aim of securing a good range of experience and skills for the Trustee board. There are no outside bodies entitled to appoint Trustees. New Trustees are inducted through visits to services, documents (including the Charity Commission's guide 'The Essential Trustee') and opportunities to attend training on governance and the Trustee role or mental health issues.

During 2022 the Trustees have recruited a new Chair through external means, as the current Chair, Richard Hurst, completes his tenure and retires from the board in December 2022.

### **Risk Management**

The Trustees have reviewed and updated the risk management processes against the Charity Commission guidance. Trustees consistently review the major risks to which the Charity is exposed, and where practical, take steps to guard against or mitigate them. RB Mind has clear, regularly updated policies on professional good practice and on areas such as safeguarding, health and safety and financial procedures.

All Trustees are required to undertake safeguarding training, and one Trustee is designated the Safeguarding Lead, ensuring the Board has sight and understanding of safeguarding issues, policy and procedures and their implementation. Staff receive appropriate training, and compliance and standards of performance are monitored through the appraisal and supervision process, and reported through the committee structures.

All staff undertake training in Safeguarding, Cyber Fraud and relevant financial processes.

### **Governance structure**

The Board meets six times a year and is responsible for the strategic direction and policy of the Charity. The Full Board delegates tasks to two sub committees:

## **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022**

1. Finance Committee meets prior to each Board meeting to review management accounts and cash flow, and to ensure financial procedures are adhered to and updated as necessary. Business development is within the remit of this committee.
2. Governance and Quality Committee meets prior to each Board to review risk management in detail, consider project and staff performance and resourcing and to support RB Mind's overall quality management. Human resources and organisational development are within the remit of this committee.

The Charity's Chief Executive attends and advises each committee, with the support of relevant staff, and has delegated responsibility for the running of the Charity and its performance. The Charity maintains a Schedule of Delegation detailing where responsibilities are held across the board, committees and the executive teams.

### **Governance and Quality**

RB Mind works to the Mind Quality Management (MQM) standard, originally developed with the Charity Commission. A full peer review against the MQM standards is carried out every three years, and most recently over spring of 2022. RB Mind achieved success in all standards. The Board continues to review the charity's governance against the Charity Governance Code for larger charities (revised December 2020). The Charity continues to self-assess using the recently developed Digital Governance Code.

### **Executive and staff pay**

The Chief Executive and senior staff salaries are reviewed annually by a sub-group of the Board, benchmarking with other local Minds, the wider voluntary sector, and referring to ACEVO's pay survey when available.

Staff remuneration is also reviewed annually by the Board against the rate of inflation and consideration is given to a general increase taking into account the organisation's financial position. In 2021/22 a general increase of 2% was given, and this increased to 3% from April 2022. The Board has adopted the London Living Wage as the minimum for all staff, including locums.

A group personal pension scheme is available to all staff, with a minimum staff contribution of 4% matched by an Employer contribution to a maximum of 5%.

### **Staff Development**

There were 56 full and part-time staff in 2021/22. All staff have access to training throughout the year, both mandatory and specialist as required. There is a regular, anonymous staff survey to measure staff well-being and happiness about various aspects of their roles and employment. The organisation was also supported by 105 volunteers who receive relevant training and development.

### **Statement of Trustees' responsibilities**

The Trustees are responsible for preparing the Annual Report and financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

## **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022**

Law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the Charity's financial activities during the year and its financial position at the end of the year. In preparing those financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently, making judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping accounting records which disclose, with reasonable accuracy at any time, the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Acts. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

So far as each Trustee is aware, there is no relevant information (information needed by the Charity's auditors in connection with preparing their report) of which the Charity's auditors are unaware.

Each Trustee has taken all the steps that he or she ought to have taken as a Trustee in order to make himself or herself aware of any relevant audit information and to establish that the Charity's auditors are aware of that information. All Trustees have signed the new Automatic Disqualification declaration introduced in August 2019.

### **RB Mind's local and national partners**

RB Mind is affiliated to National Mind but is an independent organisation. Limited funding is received from National Mind, through applications for project-based grants. Through affiliation fees National Mind provides block insurance and access to outsourced HR and employment advice.

Access to information and resources is provided through a Mind intranet run by National Mind, and through the annual Mind Conference. RB Mind's knowledge base is strengthened through sharing best practice with other local Minds. RB Mind is active in Mind in London, a collaborative body of London Minds which provides opportunities for sharing resources, learning from best practice, joint fundraising and joint procurement activity where appropriate. This has enabled RB Mind to be one of three London Mind partners with the Brandon Centre providing pan-London support to parents whose teenage children are on the waiting lists for Children and Adolescent Mental Health Services (CAMHS).

Locally, RB Mind is actively involved in the Carers Strategy Group, Clinical Commissioning Group's Community Involvement Group, Local Authority's Care and Support Partnership Board, local Health and Wellbeing Network, Equalities Stakeholders Scrutiny Board, and more.

RB Mind works in partnership with other local charities (Age UK, Ruils, Integrated Neurological Society (INS), Richmond AID, Citizens Advice Richmond and others) and the two mental health trusts (East London NHS Foundation Trust and South West London and St George's Mental Health Trust) in the provision of local services.

# **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022**

## **Key Achievements in 2021/2022**

1. Reaching nearly 8,000 people through Services and Training, an increase of 26% on the previous year, and returning to pre-pandemic levels.
2. Meeting the Mind Quality Management Standards and achieving excellence in three areas: Effective Services, Collaboration, and Cooperation within the Mind Federation.
3. Establishing of a formal relationship under Memorandum of Understanding with South West London local Minds enabling access to a greater range of service opportunities for Richmond Service Users.
4. Introduction of Outreach services in three hubs across the borough, reaching more diverse communities.
5. Youth Zone developed across Richmond and Kingston in partnership with Mind in Kingston.
6. Awarded a contract to support the Digital Inclusion of Mental Health Service Users.
7. Celebrating 10 years in partnership with East London NHS Trust to provide IAPT services in Richmond.

## **Strategic Objectives for 2021-2024**

The Trustees reviewed the Strategic Objectives set in 2021/22 in light of the current economy, developments in health and social care, and in line with National Mind priorities and agreed that the priorities remain appropriate for 2022/23.

### **1. Engage and support more people in the London Borough of Richmond upon Thames, with particular focus on young people and minority communities which remain under-represented in RB Mind services**

**Young People:** RB Mind has grown and developed a number of services for young people, reaching 2,350 young people and their parents or carers through a number of new initiatives. See page 12 for details of the youth services provision.

#### **Reaching more diverse communities:**

Outreach hubs: Recognising the link between deprivation and mental health, RB Mind has focussed on providing services within those local communities by setting up weekly hubs in three community venues based near areas of higher deprivation, or working with clients with complex needs: Whitton Centre, Castlenau Centre, Vineyard Centre. Support is also provided to a South Asian Women's group, and a number of faith-based organisations, and a partnership hub for women affected by domestic violence.

The Peer Group Network will include a group for people from the LGBTQ+ community. To support this work all staff and volunteers have taken training in Unconscious Bias, becoming Anti-Racist, PREVENT, and LGBTQ+ awareness.

**RICHMOND BOROUGH MIND  
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**2. Ensure sustainability and growth of the Charity by increasing income and maximising service capacity**

**Business Development** priorities have been Youth Services and Psychotherapy and Counselling. The latter is a self-funded service, and has been remodelled to reduce external supervision cost and increase capacity to support more counsellors.

**Organisational Development:** The Trustees have agreed to invest in consultancy support for up to six months to develop our core structure and service staffing models to reflect recent growth and pending opportunities. This work will complete by March 2023.

**Training:** with increased awareness and interest in mental health there has been a significant increase in demand for training in mental health awareness, managing stress, training managers in supporting staff, and a range of related courses. The new training brochure reflects a more professional approach and a number of larger local employers have asked for repeated and bespoke training on a range of issues. Clients include Abellio, Richmond and Wandsworth Councils and South West London Health Partnership. This is a growth area both for raising income and for raising awareness about mental health. Income has doubled in 18 months.

**3. Increase our visibility, influence and impact**

**Influencing:**

RB Mind has signed a Memorandum of Understanding with three other local Minds in South West London to reflect the national move to health and social care being managed through Integrated Care Systems (ICS) at a regional level. This ensures that Mind can provide a South West London regional response to service developments within the new health and social care structures.

This partnership also supports the NHS plans for Community Mental Health Transformation and has enabled joint working across the local South West London Minds on a number of initiatives including Suicide Bereavement Support. RB Mind sits on the South West London (SWL) Mental Health Transformation Board, and Suicide Prevention

Forum, working with the SWL Integrated Care Board to ensure visibility for Richmond Borough residents.

In 2021 RB Mind set up the Richmond Mental Health and Wellbeing Alliance to ensure that the local voluntary sector organisations providing support to mental health service users and carers have a voice and are able to influence within the new regional structures. This group is co-chaired with the Local Authority, and this year has contributed to the local Mental Health Needs Assessment and development of community mental health services.

**Impact:**

A Task and Finish group comprising Trustees and Senior Managers is developing an organisation-wide evaluation framework to enable better monitoring and reporting of the differences services are making to the lives of service users and carers. This work will culminate in a shared model for gathering and analysing data by March 2023.

**Visibility:**

Adopting the new Mind branding in a complete redevelopment of the RB Mind website (launching in Autumn 2022) and across social media is increasing the numbers of people

**RICHMOND BOROUGH MIND  
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receiving the Mindful Memo newsletter, fundraising for RB Mind and registering for services.

**4. Engage and develop staff and volunteers to ensure the highest quality services and high staff and volunteer satisfaction**

The annual staff survey and away day focussed on the development and support needs for staff, with an internal staffing group working on ideas for improving communications and wellbeing. A new monthly staff newsletter has been well-received.

All staff have access to an Employee Assistance Programme, Wellbeing Action Plans and a range of training.

Staff retention is being addressed through a benchmarking exercise on pay bands, and review of reward packages is being undertaken.

Volunteers are celebrated through certificates of achievement and a range of training and skills development. Volunteers are hugely valued within all aspect of RB Mind's work and many volunteers become employees within RB Mind services.

**Future plans and considerations:**

The impact of the pandemic has continued throughout 2021/22. Service Users of all services have provided feedback through surveys and community meetings on how they prefer to receive services. In response all services continue to offer a blend of online, phone and face to face support.

The Cost of Living crisis is an area of concern for both service users and the sustainability of the organisation. RB Mind is represented on a number of local VCSE and Mind forums focussing on developing a range of support. There is widespread concern throughout the sector about recruitment and retention, and increasing costs of service provision.

**Accommodation Review**

RB Mind operates in the main through two buildings, UK House in Heath Road Twickenham, for which a lease is held until September 2023, and 32 Hampton Road, Twickenham, which RB Mind has owned since it was bequeathed in the 1970s. Both buildings have presented challenges in meeting the increasing number, size and needs of services. During 2022/23 RB Mind is working with external consultants to fully review current and future needs of services and to consider options for the existing buildings. The aim is to identify the most appropriate and efficient configuration of buildings to optimise service and office capacity for the coming years.

**The people we aim to benefit**

The Trustees have considered the Charity Commission's guidance on public benefit when reviewing the work of the Charity and our future activities.

RB Mind's client groups are young people, adults, including older adults with mental health needs living in Richmond borough, and their carers. Services span low to moderate to more complex needs.

**Our Services:**

Richmond Borough Mind provides services across the spectrum of mental health needs, from low to moderate needs to more complex needs and for people in crisis.

## **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022**

### **Services for people with Complex Needs / Support in Crisis**

#### **Wellbeing Centre**

100 people were supported in the Wellbeing Centre, many of whom were new referrals.

The Wellbeing Centre is funded by the Local Authority and Richmond Clinical Commissioning Group. It offers a range of psychoeducational and practical one-to-one support and group activities aimed at improving confidence and self-esteem, working with service users to achieve life goals.

Service users are often under mental health services and need more intensive support.

The team works closely with the community mental health teams, social services, Citizens Advice, Richmond AID, Turner's House (local artists and a community horticulturist) and Kew Gardens.

Specialised groups, Recovery from Trauma and Hearing Voices, provide in-depth support, and many people who may have been in services for years see a significant improvement in their mental health.

#### **Journey Recovery Hub (Crisis Cafes)**

195 people were supported, an increase of 70%. This was the second year of service and the pandemic somewhat hampered the launch, and prevented open access. However there has been a steady growth in numbers.

Two hubs providing out-of-hours non-clinical crisis support operate in RB Mind's community building at 32 Hampton Road and the Alfriston Centre in Kingston. Support is provided for people in pending crisis every evening and at the weekend. Clients report to the hubs suffering from isolation, COVID anxiety, PTSD, self-harm and eating disorders.

The team play a significant role in crisis prevention, reducing risk of suicide and working with clients to develop their own crisis plans and coping techniques. The aim is to prevent crisis and to serve people who would otherwise attend the local emergency departments. The team works closely with the mental health teams and the police, and referrals continue to increase.

*'You saved my life'* (Service User, Survey 2021)

### **Services for people with low to moderate Mental Health Needs:**

#### **Peer Group Network / Befriending**

28 Peer Volunteers in the Peer Group Network (PGN) supported both peer led groups and provided befriending services.

The Network comprises groups run by and for people who experience mental health problems. The project encourages our members to build their own support networks, develop skills and reduce isolation, and is funded by the local authority through the local Community Independent Living Scheme (CILS) initiative, and with additional support from the Hampton Fund.

This service runs at full capacity with referrals mainly coming from Social Prescribers, GPs, self-referral and other RB Mind services.

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Richmond Wellbeing Service**

In 2021/22 RWS treated over 5000 patients, having expanded the staff team to meet demanding new national targets on access to psychological therapies. The recovery rate reached 70% in some months (50% is the national target).

The Richmond Wellbeing Service offers a range of support to people experiencing common mental health problems such as depression and anxiety, as part of the national Improving Access to Psychological Therapies (IAPT) scheme. The service offers cognitive behavioural techniques to feel better and keep well in the future, mainly through group work. RB Mind is subcontracted to East London Foundation NHS Trust (ELFT) to provide the Low Intensity element of this service, this year celebrating 10 years of successful partnership

In line with the Integrated Care Service model and local partners, this service is transferring to South West London St George's Trust (SWLStG) from December 2022. The Richmond Borough Mind subcontract will be novated, with the intention that the whole service continues as it has done. RB Mind looks forward to working with SWLStG.

**Services spanning all levels of needs**

**Carers in Mind**

575 carers were directly supported in 2021/22.

Families and friends play a vital role in supporting people with mental health problems. The Carers in Mind team in turn supports them with their own mental health needs through one-to-one meetings, information, social activities, psychoeducational workshops and a new therapy group was successfully piloted for a group of Carers.

The team works extensively with the community mental health teams, on wards and with social services to raise awareness of carers' needs and the support available.

The Parent Carer support needs continued to grow, with increasing work across the Youth Services and Carers Teams. This group is seen as a priority in helping to prevent young people's mental health worsening while waiting for statutory services, where the waiting time can be up to 18 months.

*I truly appreciate it and the sharing has been very comforting... knowing that I am not the only parent who finds myself in such incredibly stressful situation as I and others have over the last few years. (Support group member)*

**Helpline**

The Helpline opened in June 2020 as response to the perceived growing needs for emotional support and signposting. Skilled and experienced volunteers provide evening and weekend phone support to a growing number of people. The number of calls each month has increased threefold in 18 months.

**Psychotherapy and Counselling**

135 service users attended therapy, with an average of 20 volunteer counsellors each week.

The service offers a range of psychotherapy and counselling models, providing a safe confidential space to explore and talk with a professional therapist. Clinical supervisors provide

## **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022**

weekly supervision to the therapy team ensuring the service users are receiving a high quality service meeting the BACP ethical standards.

The service is self-funding, with 30% of clients offered the lowest cost sessions, and some subsidised by funds from The Richmond Charities. RB Mind remains one of the few low cost options for longer term counselling in the borough.

Reflecting the increase in clients presenting with trauma, in 2022/23 the service is being remodelled, with the appointment of a Clinical Lead with an extensive background in supporting people with trauma. Clinical Supervision will be brought in-house to enhance clinical governance. The number of counsellors will be increased and more community venues identified. Counselling for young people will be introduced to address this ever-growing need.

**Mind 'n Mortlake** is a satellite service of the Wellbeing Centre meeting on a Friday for a range of activities including art, cooking and discussion. The aim behind the social, educational and recreational activities is to assist those with a lack of support, low self-esteem and confidence, helping them make steps towards their goals.

**The Positive Living Group** is funded by the Barnes Fund. The focus is on food and nutrition, learning how to choose and cook healthy foods, and how diet can impact on mental and physical health.

### **Youth and Schools Services**

Our Youth Wellbeing projects engaged over 2,350 people, around 1,960 of which were young people aged eight to 25, but also parents, carers and school staff, and outreach activity to increase awareness in the borough.

The three main services areas:

1. *Youth Zone in Kingston*: This youth hub is in development, in partnership with Mind in Kingston and funded by the Richmond and Kingston Clinical Commissioning Group (now ICB). The hub runs open access activities, mentoring, and support and information for young people across Richmond and Kingston. The project has been hampered by the lack of permanent accommodation, but conversations with a number of partner organisations are in progress with appropriate accommodation in sight by December 2022.

2. *Workshops*:

*Transitions workshops in schools*: working closely with Achieving for Children (AfC) the workshops deliver intervention-based support, not treatment, engaging with young people on mental health. The main focus has been a 5-week programme developing life skills for 6th formers and year 12s addressing life skills and managing aspects of mental health in transitioning to work and further or higher education.

*Young People excluded from schools (Reach programme)*: Working with two local charities to deliver this co-produced six week programme for young people excluded from mainstream education. The aim is to get young people back into education. Themed workshops cover anger management, self-esteem, anxiety, substance misuse and common mental health difficulties. Workshops are offered in partnership

## **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022**

with the police, the Money Charity, Kingston University and Kew Gardens. These workshops are offered in youth settings and include other specialist charities.

*Parent support workshops:* run by the Carers in Mind and Youth Services teams, these workshops support Parents to understand and support the mental health of their children. One series of workshops is specifically for parents whose teenage children are on the waiting list for statutory services.

3. *Community Research, funded by National Mind and the Co-op:* The project focussed on building resilience in young people. As a result the series of workshops were developed to support parents and carers who struggle to support their young people.

The staff team has increased significantly, enabling the recruitment of three young people from the Government's Kickstart Programme, who have been providing invaluable contribution across our youth services.

RB Mind is grateful for funding from the Richmond Voluntary Fund, Hampton Fund, and Coop/National Mind partnership, Kingston and Richmond CCG (now ICB) in supporting the youth services.

### **Volunteering**

105 volunteers provided more than 6,000 hours of support across the organisation.

Volunteers are a vital part of our organisation and increase our ability to be able to respond to changing needs locally. Our Volunteer Coordinator, funded in part by Hampton Fund, provides specific support for both volunteers, many of whom have experience of mental health problems, and for the staff who support the volunteers within our projects.

Volunteers run our Helpline, peer groups and youth wellbeing workshops, deliver counselling sessions in our Psychotherapy and Counselling Service, support our Carers in Mind and Wellbeing Centre service activities, and support communications through our social media and attending events.

Our volunteers also delivered skills and mental health awareness workshops to other organisations in the borough enabling the knowledge, skills and experience they have gained in RB Mind being passed on to create a mentally aware community.

*"Volunteering has helped me, it has given me a new focus, as due to ill health and premature retirement I was not in a good state. Volunteering definitely helped maintain my own mental health. I would recommend it".*

### **Business Development, Training and Communications**

Covid-19 has reconfigured fundraising, reducing opportunities for face-to-face fundraising events and activities. The impact of the pandemic has led to significant awareness of mental health issues and we have had several individual fundraisers start their own events.

We were delighted to have been chosen as Charity of the Year for the Royal Mid-Surrey Golf Club, who raised £23,000, well above their own target. We look forward to working with Fulwell Golf Club in 2022.

The fully rebranded website will be launched in Autumn 2022 enabling more efficient fundraising and with the longer term intention to provide booking and payment options for training and counselling services.

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Mindful Memo provides regular tips and insights in managing mental health and directing people to relevant services. This newsletter reaches 1,800 people bi-monthly.

Our training activity has increased substantially, offering training to Richmond and Wandsworth Councils and voluntary sector, National Archives and a number of other organisations. In 2022 we have produced a professional brochure outlining 12 courses available to organisations and this will enable more active promotion of training.

**RICHMOND BOROUGH MIND  
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FOR THE YEAR ENDED 31 MARCH 2022**

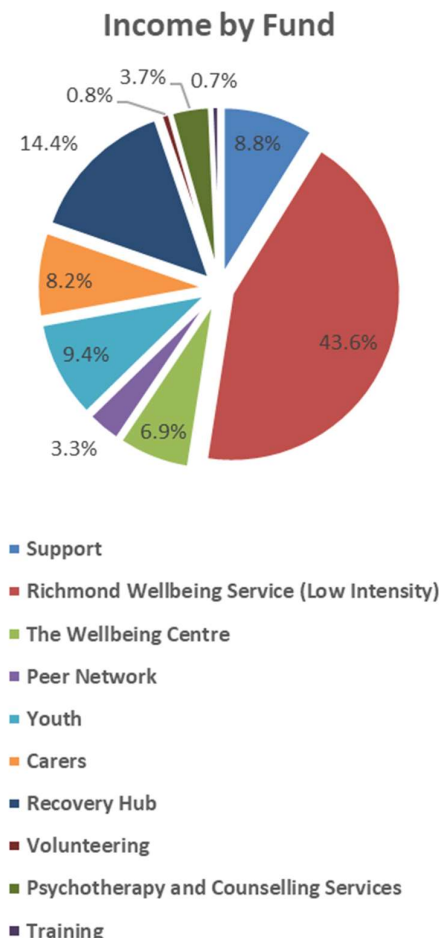
**Financial Review:**

In the year to 31<sup>st</sup> March 2022, income increased by 17% to £1,583,991. The growth is due to additional funding for the Journey Recovery Hub (Crisis Cafes), new funding for Youth Services and Schools projects, and additional funding for our support services.

In the year, expenditure rose by 11% to £1,493,134. Much of the additional expenditure is the staffing cost for Journey Recovery Hub and Youth Services projects.

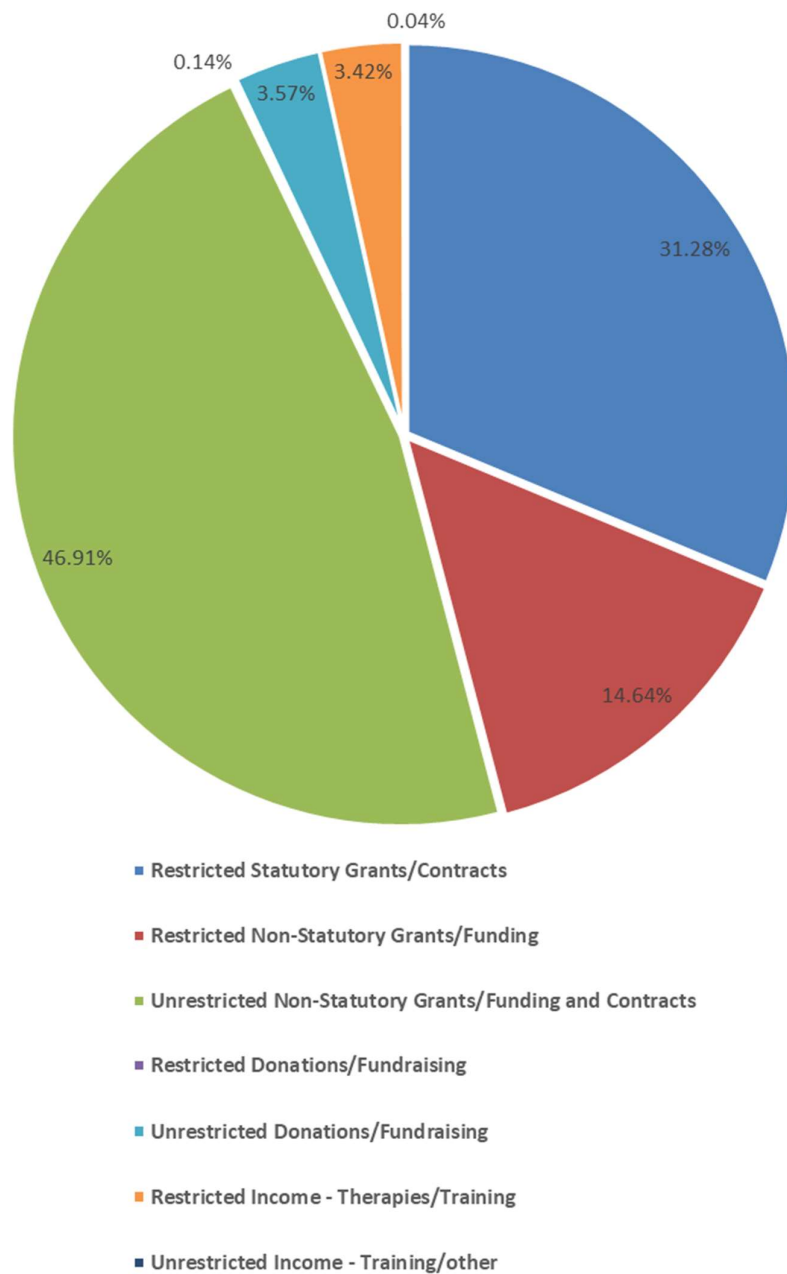
The principle of Full Cost Recovery has been applied to our projects, based on Full Time Equivalent Staffing of the projects. A surplus of £90,857 results in a positive movement of funds to £641,787 (as shown in the Statement of Financial Activities in the accounts and Note 12 - Funds Analysis).

As ever we are grateful for the support of our local funders and supporters: Barnes Workhouse, Big Yellow Richmond, Bill Brown's 1989 Charitable Trust, Hampton Fund, Richmond Charities and Richmond Parish Lands Charity. Legacies, in memoriam donations, other local organisations and other donations are valuable in the support of our services.



**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2022**

**Income Breakdown**



**Investment policy**

Interest rates have continued to be low during the course of the year. Cash balances are automatically managed between the interest-bearing CAF Gold account and the CAF Current Account to meet cash flow requirements. The sum invested in the CAF Platinum Account remains at the same level.

Transfers of cash have been made from the CAF Gold Account into the Hampshire Trust Bank, Cambridge Building Society, and Monmouthshire Building Society, with the aims of diversifying cash holding and to obtain slightly higher interest rates, whilst minimising risk.

# **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022**

## **Reserves Policy**

RB Mind holds reserves to increase resilience in times of uncertainty, to provide a temporary buffer if funding is lost, and to cover any future potential liabilities that are not provided for in the accounts.

RB Mind's funding model is a mixed one, with substantial funding coming from statutory bodies such as the London Borough of Richmond and the NHS, and the majority of the rest from non-statutory grants. Through building fundraising activity we are trying to increase the level of income generated from donations and other sources in order to provide funds for new projects as well as ensuring that all overheads are covered.

Some projects are funded by a sole funder, others may be funded by a mixture of funders. If funding for a particular project is lost, reserves may be used while alternative funding is sought, but if this is not possible the project would generally be terminated. In some cases a project may be taken over by a different operator.

The Board reviews risks to funding on a regular basis and has contingency plans for the loss of funding.

At the balance sheet date, reserves (after deducting the value of fixed assets and restricted reserves) was £475,704 which represents 3.1 months of future budgeted operating costs.

The Board's target is to hold 3 to 6 months of operating costs as reserves, which based on the current budget, equates to approx. £400-£800,000.

## **Thank you to our funders and fundraisers**

We of course could not offer the services without the support of our funders and fundraisers, and those who give their support in kind. They are acknowledged below and we thank them all most sincerely. In addition, we would like to thank those funders who wish to remain anonymous.

- Age UK
- The Barnes Fund
- Big Yellow, Richmond
- Bill Brown Charitable Settlement 1989
- Co-Op
- Department of Culture, Media and Sport
- East London NHS Foundation Trust
- Hampton Fund
- London Borough of Richmond upon Thames
- Masonic Charitable Foundation
- Mortlake Community Association
- National Mind
- NHS South West London Clinical Commissioning Group
- Pears Foundation
- Richmond Advice and Information on Disability
- Richmond Charities
- Richmond Parish Lands Charity
- Richmond Voluntary Fund
- Royal Mid-Surrey Golf Club
- South West London & St George's Mental Health NHS Trust
- The National Lottery
- Waitrose, Twickenham

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2022  
Statement as to Disclosure of Information to Auditors**

The Trustees in office at the date of approval of this report have confirmed that, as far as they are aware, there is no relevant audit information of which the auditors are unaware.

Each of the Trustees has confirmed that they have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditors.

The Trustees Report was approved by the Trustees on 10th October 2022 and signed on their behalf by:

A handwritten signature in black ink, appearing to read 'Richard Hurst', with a long horizontal flourish extending to the right.

Richard Hurst  
Chair of Trustees

**RICHMOND BOROUGH MIND  
INDEPENDENT AUDITOR'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2022**

**Opinion**

We have audited the financial statements of Richmond Borough Mind (the 'Charity') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2022 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; (spacing?)
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

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

**Conclusions relating to going concern**

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

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

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

**Other information**

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

**RICHMOND BOROUGH MIND  
INDEPENDENT AUDITOR'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2022**

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

We have nothing to report in this regard.

**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 Trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' report (incorporating the directors' report) have 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which 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;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

**Responsibilities of the Trustees**

As explained more fully in the Trustees' responsibilities statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

**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 an

**RICHMOND BOROUGH MIND  
INDEPENDENT AUDITOR'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2022**

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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. 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](http://www.frc.org.uk/auditorsresponsibilities)]. This description forms part of our auditor's report.

This report is made solely to the Charity'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 Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

*Anthony Epton*

**Anthony Epton (Senior Statutory Auditor)  
for and on behalf of  
Goldwins Limited  
Statutory Auditor  
Chartered Accountants  
75 Maygrove Road  
West Hampstead  
London NW6 2EG**

Date: 8/11/2022.

**RICHMOND BOROUGH MIND  
STATEMENT OF FINANCIAL ACTIVITIES  
(incorporating an income and expenditure account)  
FOR THE YEAR ENDED 31 MARCH 2022**

		Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total Funds £
	<b>Notes</b>				
<b>Income from:</b>					
Charitable activities:	<b>3</b>	788,596	776,806	<b>1,565,402</b>	1,348,739
Other trading activities	<b>4</b>	13,692	675	<b>14,367</b>	4,959
Investment income	<b>5</b>	4,222	-	<b>4,222</b>	2,284
<b>Total income</b>		<u>806,510</u>	<u>777,481</u>	<u><b>1,583,991</b></u>	<u>1,355,982</u>
<b>Expenditure on:</b>					
Raising funds		53,144	-	<b>53,144</b>	57,133
Charitable activities		687,746	752,244	<b>1,439,990</b>	1,288,918
<b>Total expenditure</b>	<b>6</b>	<u>740,890</u>	<u>752,244</u>	<u><b>1,493,134</b></u>	<u>1,346,051</u>
Net income before fund transfers		65,620	25,237	<b>90,857</b>	9,931
Transfers between funds		<u>(11,498)</u>	<u>11,498</u>	<u>-</u>	<u>-</u>
<b>Net movement in funds</b>	<b>13</b>	54,122	36,735	<b>90,857</b>	9,931
<b>Total funds brought forward</b>		531,284	19,646	<b>550,930</b>	540,999
<b>Total funds carried forward</b>		<u><b>585,406</b></u>	<u><b>56,381</b></u>	<u><b>641,787</b></u>	<u>550,930</u>

The attached notes form part of these financial statements.

**RICHMOND BOROUGH MIND  
BALANCE SHEET  
AS AT 31 MARCH 2022**

	Notes	2022 £	2021 £
<b>FIXED ASSETS</b>			
Tangible assets	7	109,702	114,119
Investments		-	21,950
		<u>109,702</u>	<u>136,069</u>
<b>CURRENT ASSETS</b>			
Debtors	8	198,514	85,709
Cash at bank and in hand		715,644	656,324
		<u>914,158</u>	<u>742,033</u>
<b>CREDITORS:</b>			
Amounts falling due within one year	9	<u>(382,073)</u>	<u>(327,172)</u>
<b>Net current assets</b>		<b>532,085</b>	<b>414,861</b>
<b>Total assets less current liabilities</b>		<b><u>641,787</u></b>	<b><u>550,930</u></b>
<b>FUNDS</b>			
	11		
Unrestricted funds		585,406	531,284
Restricted funds		56,381	19,646
		<u>641,787</u>	<u>550,930</u>

The accounts were approved by the board of directors on 28<sup>th</sup> October 2022 and signed on behalf by



**Richard Hurst (Chair)**  
Company Registration No. 7954134

The attached notes form part of these financial statements.

**RICHMOND BOROUGH MIND  
STATEMENT OF CASH FLOWS  
AS AT 31 MARCH 2022**

	Notes	2022 £	2021 £
<b>Cash flows from operating activities:</b>			
Net cash provided by / (used in) operating activities	14	36,155	202,564
<b>Cash flows from investing activities:</b>			
Interest/ rent/ dividends from investments		1,215	2,284
Sale / (purchase) of fixed assets		<u>21,950</u>	<u>(21,950)</u>
<b>Cash provided by / (used in) investing activities</b>		23,165	(19,666)
<b>Change in cash and cash equivalents in the year</b>		<u>59,320</u>	<u>182,898</u>
Cash and cash equivalents at the beginning of the year		656,324	473,426
<b>Cash and cash equivalents at the end of the year</b>	15	<u><u>715,644</u></u>	<u><u>656,324</u></u>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**1 ACCOUNTING POLICIES**

**a) Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

**b) Going concern**

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

**c) Income**

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income received in advance for the provision of specified service is deferred until the criteria for income recognition are met.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

**d) Donations of gifts, services and facilities**

Donated professional services and donated facilities are recognised as income when the Charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the Charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the Trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the Charity which is the amount the Charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**e) Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the bank.

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**ACCOUNTING POLICIES (continued)**

**f) Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of Charity. Designated funds are unrestricted funds of the Charity which the Trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.

**g) Expenditure and irrecoverable VAT**

Value Added Tax is not recoverable by the Charity, and as such, is included in the relevant costs in the Statement of Financial Activities.

**h) Allocation of support costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, personnel, payroll and governance costs which support the Charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 6.

**i) Operating leases**

Rental charges are charged on a straight-line basis over the term of the lease.

**j) Tangible fixed assets**

Fixed assets are all used for the Charity's purposes and are included at cost and are depreciated on a straight-line basis at the following rates: -

Freehold buildings	-	2%
Fixtures fittings and equipment	-	10%
Office equipment	-	10%

Only purchases costing more than £1,000 are capitalised.

**k) Stocks**

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the Charity would have been willing to pay for the items on the open market.

**l) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**m) Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**n) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**2 DETAILED COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	<b>Unrestricted funds £</b>	<b>Restricted funds £</b>	<b>2021 Total funds £</b>
<b>Income from:</b>			
Charitable activities:	757,335	591,404	1,348,739
Other trading activities	-	4,959	4,959
Investment income	2,284	-	2,284
<b>Total income</b>	<u>759,619</u>	<u>596,363</u>	<u>1,355,982</u>
<b>Expenditure on:</b>			
Raising funds	57,133	-	57,133
Charitable activities	676,468	612,450	1,288,918
<b>Total expenditure</b>	<u>733,601</u>	<u>612,450</u>	<u>1,346,051</u>
Net income before fund transfers	26,018	(16,087)	9,931
Transfers between funds	<u>(4,642)</u>	<u>4,642</u>	<u>-</u>
<b>Net movement in funds</b>	21,376	(11,445)	9,931
<b>Total funds brought forward</b>	509,908	31,091	540,999
<b>Total funds carried forward</b>	<u>531,284</u>	<u>19,646</u>	<u>550,930</u>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**3 GRANTS AND DONATIONS**

After allowing for grants in advance brought forward and carried forward

	Unrestricted £	Restricted £	Total 2022 £	Total 2021 £
<b>Statutory Grants/Contracts</b>				
London Borough of Richmond Upon Thames	-	100,195	<b>100,195</b>	80,857
Richmond Carers Centre	-	98,038	<b>98,038</b>	79,920
NHS Richmond	-	26,269	<b>26,269</b>	25,754
NHS Richmond –Youth	-	38,000	<b>38,000</b>	-
NHS Richmond -Journey Recovery Hub	-	228,606	<b>228,606</b>	172,045
<b>Non-Statutory Grants/Funding and Contracts</b>				
Hampton Funds	-	48,475	<b>48,475</b>	40,600
Richmond Parish Lands Charity	33,250	47,950	<b>81,200</b>	30,552
Richmond Voluntary Fund	-	37,126	<b>37,126</b>	12,500
East London NHS Foundation Trust	691,056	-	<b>691,056</b>	663,416
Barnes Workhouse Fund	8,500	4,358	<b>12,858</b>	13,223
Bill Brown Charitable Trust	3,750	-	<b>3,750</b>	-
National Lottery Carers Grant	-	2,900	<b>2,900</b>	27,528
National Lottery Youth Befriending	-	-	-	13,480
National Mind Youth grants	-	53,429	<b>53,429</b>	15,866
National Mind IT Covid Emergency Fund	-	-	-	5,000
Age UK	-	24,504	<b>24,504</b>	24,504
Other Grants	-	11,076	<b>11,076</b>	26,681
<b>Other Donations</b>	52,040	2,226	<b>54,266</b>	63,399
<b>Therapies</b>	-	53,654	<b>53,654</b>	53,414
	<u><b>788,596</b></u>	<u><b>776,806</b></u>	<u><b>1,565,402</b></u>	<u><b>1,348,739</b></u>

**4 OTHER TRADING ACTIVITIES**

	Unrestricted £	Restricted £	Total 2022 £	Total 2021 £
Food income	-	-	-	55
Consultancy	3,100	-	<b>3,100</b>	-
Training income	10,592	675	<b>11,267</b>	4,904
	<u><b>13,692</b></u>	<u><b>675</b></u>	<u><b>14,367</b></u>	<u><b>4,959</b></u>

**5 INVESTMENT INCOME**

	Unrestricted £	Restricted £	Total 2022 £	Total 2021 £
Sales of shares	3,007	-	<b>3,007</b>	-
Bank interest received	1,215	-	<b>1,215</b>	2,284
	<u><b>4,222</b></u>	<u><b>-</b></u>	<u><b>4,222</b></u>	<u><b>2,284</b></u>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**6 ANALYSIS OF EXPENDITURE**

	<b>Cost of raising funds</b>	<b>Charitable Activities</b>	<b>Support costs</b>	<b>Governance costs</b>	<b>2022 Total</b>	<b>2021 Total</b>
	£	£	£	£	£	£
Staff costs	41,451	980,907	177,509	-	<b>1,199,867</b>	1,169,189
Other staff costs	16	71,911	7,021	-	<b>78,948</b>	35,865
Direct projects costs	1,710	83,043	782	-	<b>85,535</b>	25,007
Audit fees	-	-	-	4,000	<b>4,000</b>	4,000
Other governance costs	196	-	1,553	-	<b>1,749</b>	1,448
Legal / professional fees	-	-	1,276	-	<b>1,276</b>	-
Marketing and publication	765	983	142	-	<b>1,890</b>	4,048
Subscriptions	845	852	2,332	-	<b>4,029</b>	2,782
Depreciation	-	4,417	-	-	<b>4,417</b>	4,417
Premises costs	7,126	50,039	17,836	-	<b>75,001</b>	74,541
Office running costs	1,035	18,636	16,751	-	<b>36,422</b>	24,754
	<u>53,144</u>	<u>1,210,788</u>	<u>225,202</u>	<u>4,000</u>	<b><u>1,493,134</u></b>	<u>1,346,051</u>
Support costs	-	225,202	(225,202)	-	-	-
Governance costs	-	4,000	-	(4,000)	-	-
<b>Total expenditure 2022</b>	<b><u>53,144</u></b>	<b><u>1,439,990</u></b>	<b><u>-</u></b>	<b><u>-</u></b>	<b><u>1,493,134</u></b>	
Total expenditure 2021	<u>57,133</u>	<u>1,288,918</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>1,346,051</u>

Of the total expenditure £740,890 was unrestricted expenditure (2021: £733,601) and £752,244 was restricted expenditure (2021: £612,450).

Support and governance costs refer to the costs involved in operational activity which support the delivery of the charitable aims. They are allocated on the basis of full-time equivalent staff working on each activity.

**7 FIXED ASSETS (FOR THE CHARITY'S OWN USE)**

	<b>Freehold Property</b>	<b>Fixtures &amp; Fittings</b>	<b>Office Equipment</b>	<b>Total</b>
	£	£	£	£
<b>COST</b>				
At 31 March 2021	110,846	47,861	2,407	161,114
Additions	-	-	-	-
At 31 March 2022	<u>110,846</u>	<u>47,861</u>	<u>2,407</u>	<u>161,114</u>
<b>DEPRECIATION</b>				
At 31 March 2021	17,749	26,839	2,407	46,995
Charge for period	2,217	2,200	-	4,417
At 31 March 2022	<u>19,966</u>	<u>29,039</u>	<u>2,407</u>	<u>51,412</u>
<b>NET BOOK VALUE</b>				
At 31 March 2022	<u>90,880</u>	<u>18,822</u>	<u>-</u>	<u>109,702</u>
At 31 March 2021	<u>93,097</u>	<u>21,022</u>	<u>-</u>	<u>114,119</u>

The Trustees estimate the market value of the freehold property to be £400,000.

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**8 DEBTORS**

	<b>2022</b>	2021
	£	£
Grant and contract debtors	<b>168,543</b>	60,838
Prepayments	<b>18,335</b>	14,735
Accrued income	<b>1,500</b>	-
Other debtors	<b>10,136</b>	10,136
	<u><b>198,514</b></u>	<u>85,709</u>

**9 CREDITORS**

	<b>2022</b>	2021
	£	£
Deferred income	<b>308,125</b>	278,790
PAYE/NIC	<b>31,508</b>	25,003
Accruals	<b>27,863</b>	8,698
Other creditors	<b>14,577</b>	14,681
	<u><b>382,073</b></u>	<u>327,172</u>

**Deferred income**

	<b>2022</b>	2021
	£	£
Balance at the beginning of the year	<b>278,790</b>	143,924
Amount released to income in the year	<b>(256,620)</b>	(54,136)
Amount deferred in the year	<b>285,955</b>	189,002
Balance at the end of the year	<u><b>308,125</b></u>	<u>278,790</u>

Deferred income includes grants received for the purpose of expenditure in a specified future period.

**10 STAFF COSTS**

	<b>2022</b>	2021
	£	£
Salaries and wages	<b>1,082,470</b>	1,053,128
Pension	<b>36,201</b>	36,106
Social Security costs	<b>81,196</b>	79,955
	<u><b>1,199,867</b></u>	<u>1,169,189</u>

There were 56 full and part-time employees during the year (2021: 52).

No employee received emoluments of more than £60,000 during the year.

The total employee benefits including pension contributions of the key management personnel were £70,355 (2021: £68,869).

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**11 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

Funds balances at 31 March 2022 are represented by

	Unrestricted Funds £	Restricted Funds £	Total funds 2022 £	Total funds 2021 £
Fixed assets	109,702	-	109,702	136,069
Current assets	857,777	56,381	914,158	742,033
Current liabilities	<u>(382,073)</u>	<u>-</u>	<u>(382,073)</u>	<u>(327,172)</u>
Total Net Assets	<u>585,406</u>	<u>56,381</u>	<u>641,787</u>	<u>550,930</u>

Funds balances at 31 March 2021 were represented by

	Unrestricted Funds £	Restricted Funds £	Total funds 2021 £	Total funds 2020 £
Fixed assets	136,069	-	136,069	118,536
Current assets	722,387	19,646	742,033	614,098
Current liabilities	<u>(327,172)</u>	<u>-</u>	<u>(327,172)</u>	<u>(191,635)</u>
Total Net Assets	<u>531,284</u>	<u>19,646</u>	<u>550,930</u>	<u>540,999</u>

**12 FUNDS ANALYSIS 2022**

	Balance at 01/04/2021 £	Income £	Expenditure £	Transfers £	Balance at 31/03/2022 £
<b>Unrestricted Funds</b>	<u>531,284</u>	<u>806,510</u>	<u>(740,890)</u>	<u>(11,498)</u>	<u>585,406</u>
<b>Restricted Funds</b>					
Carers	10,326	129,735	(113,989)	-	26,072
Therapies	-	58,654	(70,152)	11,498	-
Peer Support	-	52,104	(33,135)	(12,271)	6,698
Wellbeing Centre	8,492	109,904	(110,077)	-	8,319
Volunteering	-	13,000	(25,271)	12,271	-
Bounce / Youth	-	149,604	(135,140)	-	14,464
Journey Recovery Hub	-	228,606	(228,606)	-	-
Kickstart	-	22,685	(22,685)	-	-
Hampton Road Project	828	-	-	-	828
Training	-	7,113	(7,113)	-	-
Digital Inclusion	-	5,485	(5,485)	-	-
SWL Winter Discharge Project	-	591	(591)	-	-
	<u>19,646</u>	<u>777,481</u>	<u>(752,244)</u>	<u>11,498</u>	<u>56,381</u>
<b>TOTAL FUNDS</b>	<u>550,930</u>	<u>1,583,991</u>	<u>(1,493,134)</u>	<u>-</u>	<u>641,787</u>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

FUNDS ANALYSIS 2021					
	Balance at 01/04/2020	Income	Expenditure	Transfers	Balance at 31/03/2021
	£	£	£	£	£
Unrestricted Funds	509,908	759,619	(733,601)	(4,642)	531,284
Restricted Funds					
Carers	23,036	107,983	(114,767)	(5,926)	10,326
Therapies	-	55,414	(73,339)	17,925	-
Peer Support	-	64,937	(38,018)	(26,919)	-
Wellbeing Centre	7,227	106,467	(107,880)	2,678	8,492
IAPT	-	20,006	(20,006)	-	-
Volunteering	-	13,000	(21,456)	8,456	-
Bounce	-	44,020	(62,086)	18,066	-
Journey Recovery Hub	-	172,045	(167,143)	(4,902)	-
Hampton Road Project	828	-	-	-	828
Training	-	12,141	(7,755)	(4,386)	-
SWL Winter Discharge Project	-	350	-	(350)	-
	31,091	596,363	(612,450)	4,642	19,646
<b>TOTAL FUNDS</b>	<b>540,999</b>	<b>1,355,982</b>	<b>(1,346,051)</b>	<b>-</b>	<b>550,930</b>

**Restricted Funds:**

Carers

Carers in Mind supports families and friends supporting someone with a mental health problem. The reserves carried forward of £26,072 are to be spent on service of supporting acute recovery and carers peer support.

Peer Support

Peer Group Network supports both peer lead groups and provides befriending services in the community. The reserves carried forward of £6,698 are to be expensed on this project next year.

Wellbeing Centre, including Positive Living Group

The Wellbeing Centre is a referral only project for adults under the care of the Community Mental Health Team. The reserves of £8,319 carried forward are to be spent on the Wellbeing Centre.

Bounce/Youth

The Youth Services balance carried forward of £14,464 is to be spent on the schools services project in 2023.

Hampton Road Project

The refurbishment, extension, and fit out of our premises at Hampton Road took place in 2018. Funding for the project came from Hampton Fuel Allotment Charity £25,000, Richmond Parish Lands Charity £25,000, Lloyds Bank Foundation (Enable) £10,369, and unrestricted reserves. The expenditure has been capitalised and is shown in fixed assets. Reserves of £828 remain for the fit out, from Richmond Parish Lands Charity reserves transferred to spend for this project.

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**13 RECONCILIATION OF NET INCOME / (EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	<b>2022</b>	2021
	£	£
<b>Net income / (expenditure) for the reporting period (as per the statement of financial activities)</b>	<b>90,857</b>	9,931
Depreciation	<b>4,417</b>	4,417
Interest, rent and dividends from investments	<b>(1,215)</b>	(2,284)
(Increase) / decrease in debtors	<b>(112,805)</b>	54,963
Increase / (decrease) in creditors	<b>54,901</b>	135,537
<b>Net cash provided by / (used in) operating activities</b>	<b><u>36,155</u></b>	<u>202,564</u>

**14 ANALYSIS OF CASH AND CASH EQUIVALENTS**

	At 1 April 2021	Cash flows	Other changes	<b>At 31 March 2022</b>
	£	£	£	£
Cash at bank and in hand	<u>656,324</u>	<u>59,320</u>	-	<u>715,644</u>
<b>Total cash and cash equivalents</b>	<b><u>656,324</u></b>	<b><u>59,320</u></b>	<u>-</u>	<b><u>715,644</u></b>

**15 OPERATING LEASE COMMITMENTS**

	<b>2022</b>	2021
	£	£
Less than 1 year	<b>33,600</b>	33,600
	<b><u>33,600</u></b>	<u>33,600</u>

Total future minimum lease payments under non-cancellable operating leases.

**16 TRUSTEES**

No Trustee or connected persons received any remuneration.

The Charity held Trustee Indemnity Insurance. The Charity subscribes to the Mind block policy.

**17 RELATED PARTY TRANSACTIONS**

There are no related party transactions to disclose for 2022 (2021: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

**RICHMOND BOROUGH MIND**

England & Wales - Charity number 1146297

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# Accounts

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Registered Company No. 07954134

Registered Charity No. 1146297

**RICHMOND BOROUGH MIND**

**Report of the Trustees and Financial Statements**

**For the year ended 31 MARCH 2021**



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**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021**

The Trustees present their report with the financial statements of the Charity for the period ended 31 March 2021.

**Role**

The objects for which the Association is established are primarily, but not exclusively, within the London Borough of Richmond upon Thames:

- (1) to promote the preservation of good mental health in particular by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition.
- (2) to relieve the needs of people with mental health problems by working to increase the understanding of mental health and mental health problems by gathering and disseminating information and working to raise awareness, promote understanding and challenge stigma and discrimination.

**Officeholders, Trustees and Management**

<b>Trustees</b>	Richard Hurst, Chair Russell Goodenough, Vice Chair (resigned December 2020) Philip Congdon, Treasurer Jerry Martin (resigned August 2021) Kim Tasso Monika Waller Susan Cain (resigned January 2021) Colette Noe Nasrin Farahani Eva Papadopoulou Joanna Nakielny Lisa Leonard Samuel Hopcroft (appointed January 2021)
<b>Charity No.</b>	1146297
<b>Company No.</b>	07954134
<b>Chief Executive</b>	Val Farmer
<b>Principal office</b>	UK House, 82 Heath Road, Twickenham, Middlesex, TW1 4BW
<b>Bankers</b>	CAF Bank Limited, 25 Kings Hill, West Malling, Kent ME19 4JQ
<b>Auditors</b>	Goldwins Limited, 75 Maygrove Road, West Hampstead, London NW6 2EG

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021  
Structure, Governance and Management**

**Constitution**

Richmond Borough Mind (RB Mind) is a charity operating under a written constitution. It was incorporated on 17<sup>th</sup> February 2012. It was registered as a charity on 8<sup>th</sup> March 2012. The earlier Charity (number 263810) was formed in April 2001 from a merger of Twickenham Mind, founded in 1959, and Richmond and Barnes Mind, founded in 1971, and its assets and liabilities were transferred on 1<sup>st</sup> April 2012 to the new Charity which commenced operation from that date.

**Trustees**

Members of the Board are elected annually at the Annual General Meeting. Between Annual General Meetings new members can be co-opted.

On retirement or resignation of any Trustee, the board reviews the skills of the board to identify any gaps and will recruit to fill those skills.

Trustees are recruited through a process of advertisement and participation at local volunteer open days, followed always by application and interview, with the aim of securing a good range of experience and skills for the Trustee board. There are no outside bodies entitled to appoint trustees. New trustees are inducted through visits, documents (including the Charity Commission's guide 'The Essential Trustee') and opportunities to attend training on governance and the Trustee role or mental health issues.

**Risk Management**

The Trustees have reviewed and updated the risk management processes against the Charity Commission guidance. Trustees consistently review the major risks to which the Charity is exposed, and where practical, take steps to guard against or mitigate them. RB Mind has clear, regularly updated policies on professional good practice and on areas such as safeguarding, health and safety and financial procedures.

All Trustees are required to undertake safeguarding training and to understand the Finance Procedures. Staff receive necessary training, and compliance and standards of performance are monitored through the appraisal and supervision process.

**Governance structure**

The Board meets six times a year and is responsible for the strategic direction and policy of the Charity. The Full Board delegates tasks to two sub committees:

1. Finance Committee meets prior to each board meeting to review management accounts and cash flow, and to ensure financial procedures are adhered to and updated as necessary. Business development is within the remit of this committee.
2. Governance and Quality Committee meets prior to each Board to review risk management in detail, consider project and staff performance and resourcing and to support RB Mind's overall quality management. Human resources and organisational development are within the remit of this committee.

The Charity's Chief Executive attends and advises each committee, with the support of relevant staff, and has delegated responsibility for the running of the charity and its

## **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021**

performance. This includes supervising the Operations Manager and core functions, and maintaining working relationships with commissioners and other local service providers.

### **Governance and Quality**

RB Mind works to the Mind Quality Management (MQM) standard, originally developed with the Charity Commission. A full review against the MQM standards will be done in autumn 2021. The Board continues to review the charity's governance against the Charity Governance Code for larger charities (revised December 2020). The charity will also self-assess using the recently developed Digital Governance Code.

### **Executive and staff pay**

The Chief Executive and senior staff salaries are reviewed annually by a sub-group of the Board, benchmarking with other local Minds and the local voluntary sector, referring to ACEVO's pay survey when available.

Staff remuneration is also reviewed annually by the Board against the rate of inflation and consideration is given to a general increase taking into account the organisation's financial position. In 2020/21 a general increase of 2% was given. The Board has adopted the London Living Wage as the minimum for all staff, including locums.

A group personal pension scheme is available to all staff, with a minimum staff contribution of 4% matched by an Employer contribution to a maximum of 5%. The national requirement for pensions auto-enrolment was adopted in October 2015.

### **Staff Development**

There were 52 full and part-time staff in 20/21. All staff have access to training throughout the year, both mandatory and specialist as required. There is a regular, anonymous staff survey to measure staff well-being and happiness about various aspects of their roles and employment. In June 2021, despite a very challenging year staff gave a score of 9/10 to being proud to work for RB Mind. The organisation was also supported by 130 volunteers who receive relevant training and development.

### **Statement of Trustees' responsibilities**

The Trustees are responsible for preparing the Annual Report and financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the Charity's financial activities during the year and its financial position at the end of the year. In preparing those financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently, making judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021**

The Trustees are responsible for keeping accounting records which disclose, with reasonable accuracy at any time, the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Acts. They are also responsible for

safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

So far as each Trustee is aware, there is no relevant information (information needed by the Charity's auditors in connection with preparing their report) of which the Charity's auditors are unaware.

Each Trustee has taken all the steps that he or she ought to have taken as a Trustee in order to make himself or herself aware of any relevant audit information and to establish that the Charity's auditors are aware of that information. All Trustees have signed the new Automatic Disqualification declaration introduced in August 2019.

**RB Mind's local and national partners**

RB Mind is affiliated to national Mind but is an independent organisation. Limited funding is received from national Mind, through applications for small project-based grants. Through affiliation fees national Mind provides block insurance and access to outsourced HR and employment advice.

Access to information and resources is provided via the OpenHub intranet, and through the annual Mind Leaders' Conference. RB Mind's knowledge base is strengthened through sharing best practice with other local Minds. RB Mind is active in Mind in London, a collaborative body of London Minds which provides opportunities for sharing resources, learning from best practice, joint fundraising and joint procurement activity where appropriate.

Locally, RB Mind works to develop the mental health agenda at strategic, provider and service user levels through active participation in various groups. RB Mind is actively involved in the Carers Strategy Group, Clinical Commissioning Group's Community Information Group, Local Authority's Care and Support Partnership Board, local Health and Wellbeing Network, Equalities Stakeholders Scrutiny Board, and more. As health commissioning moves to regional planning, RB Mind sits on the South West London (SWL) Mental Health Transformation Board, and Suicide Prevention Forum, working with the SWL Health and Care Partnership to ensure visibility for Richmond borough residents.

RB Mind works in partnership with other local charities (Age UK, Integrated Neurological Society (INS), Richmond AID, Citizens Advice Richmond and others) and the two mental health trusts (East London NHS Foundation Trust and South West London and St George's Mental Health Trust) in the provision of local services.

**Objectives and plans for the future**

The response to Covid-19 has meant adapting how the Charity operates and re-modelling all service provision. In 20/21 Staff and Service users participated in surveys to identify preferred models of service provision beyond Covid. A blended approach is preferred, which continues some online alongside face-to-face services.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021  
Strategic Objectives for 2021-2024**

1. Engage and support more people in the London Borough of Richmond upon Thames, with particular focus on young people and minority communities which remain under-represented in RB Mind services
2. Ensure sustainability and growth of the Charity by increasing income and maximising service capacity
3. Increase our visibility, influence and impact
4. Engage and develop staff and volunteers to ensure the highest quality services and high staff and volunteer satisfaction

Key themes underpinning all priorities:

- **Equality, Diversity and Inclusion:** with the aim of developing an antiracist culture, and a culture of inclusion across services, back office and governance through listening, training, involvement and engagement of service users, staff and volunteers.

Staff, volunteers and trustees are participating in a programme of training covering Unconscious Bias, LGBTQ+ awareness and Becoming an Anti-racist organisation. We are increasing our outreach to minority communities and learning from initiatives such as the Equity in Mental Health Improvement Partnership (EMHIP) in Wandsworth.

- **Digital transformation:** the aim is to identify and implement appropriate digital responses across the organisation: service provision, service measurement, back office functions (HR / client management), and fundraising, starting with an overhaul of our website, and incorporating Mind's new branding.

**The people we aim to benefit**

The Trustees have considered the Charity Commission's guidance on public benefit when reviewing the work of the Charity and our future activities.

RB Mind's client groups are young people, adults, including older adults with mental health needs living in Richmond borough, and their carers. Services span low to moderate to more complex needs.

**Key Achievements in 2020/2021**

1. The flexibility and commitment of the RB Mind staff team and all our volunteers to enable seamless continuation of all services immediately on Covid-19 lockdown announcements in March 2020.
2. Providing free training in Mental Health Awareness and Resilience to nearly 500 of our voluntary sector colleagues who provided an immense response to local residents during the lockdown periods. This was thanks to the support of London Borough of Richmond upon Thames and Wandsworth Councils and local funder RPLC.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021**

3. Supporting parents, teachers and young people (more than 2,200) across Richmond borough with training in managing anxiety and mental health awareness. Thanks to support from local funder Hampton Fund, and the Richmond Voluntary Fund.
4. The Journey Recovery Hubs in Richmond and Kingston opened in January 2020 just weeks before the first lockdown, are now fully open again and well-established, reaching out to under-represented groups such as LGBTQ+.
5. We reached over 6,000 people in Richmond borough through services and training.
6. We raised £8,000 in a staff and Trustees team effort on a marathon walk along the Thames
7. The art and poetry of local artists, service users and carers art combined to make a stunning exhibition 'Mindscapes' at the Stables Gallery. The exhibition told the stories of how the arts have supported people in their journeys with mental health. It was also in celebration of the Charity's 60th anniversary. Over 700 people attended this exhibition.

**Service User Engagement and Involvement**

In 2020/21 we recruited a number of volunteer engagement champions to support outreach to new communities. We have recruited a new outreach worker to attract and support our peer volunteer activity within the Journey Recovery Hubs to ensure relevance to the communities we wish to serve better.

Our engagement officer is expanding the work to engage service users and carers within our services to ensure voice and influence at an organisational level.

All services gather feedback from service users via questionnaires and regular meetings which informs the development of services. Service users are represented in all recruitment panels.

Trustees, staff and volunteers are all required to demonstrate a commitment to improving the understanding and support of mental health. Many of the team have their own lived experience of mental health issues. Training in aspects of mental health, including Mental Health First Aid, are regularly offered to staff and volunteers.

Many of our service users and carers feed into local engagement opportunities and have directly informed the stated outcomes which are required in local commissioning processes.

**Our Services:**

**Carers in Mind**

492 carers were directly supported in 2020/21.

Families and friends play a vital role in supporting people with mental health problems. The Carers in Mind team in turn supports them with their own mental health needs through one-to-one meetings, information, social activities and psychoeducational workshops.

Many new carers approached the service for the first time. Their needs reflected the squeeze on statutory resources, particularly hospital beds, leading to carers having to manage and support loved ones with high risk factors and in crisis at home for longer periods of time. Many

## **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021**

reported increased complexity of needs of their cared-for including more self-harm, eating disorders and social isolation.

The team works extensively with the community mental health teams, acute settings and social services to raise awareness of carers needs and the support available.

New funding in 2020/21 enabled the creation of support services for parent carers. This group often reports the dual needs of their cared-for who have neurodiverse needs such as ADHD and autism.

*"We feel very reassured that you're there; before you came on board, we felt unsupported and unsure if we were doing the right thing. With you behind us and navigating us, we couldn't have done it without you. You help us feel like we're not bad parents" Carers Survey 2021*

### **Helpline**

The Helpline opened in June 2020 as response to the perceived growing needs for emotional support and signposting. Skilled and experienced volunteers provide evening and weekend phone support to a growing number of people.

### **Journey Recovery Hub**

52 people were supported, on average, every week. 75% of clients are new to the service and have never used RB Mind before.

Two hubs providing out-of-hours non-clinical crisis support operate in RB Mind's community building at 32 Hampton Road and the Alfriston Centre in Kingston. Support is provided for people in pending crisis every evening and at the weekend. The service had been open fully for four weeks when lockdown meant stopping face-to-face work and moving to telephone support. This was the first service to reopen as lockdown eased. As we entered the first lockdown, clients were reporting to the hubs suffering from isolation, COVID anxiety, PTSD, self-harm and eating disorders.

The team play a significant role in crisis prevention, reducing risk of suicide and working with clients to develop their own crisis plans and coping techniques. The aim is to prevent crisis and to serve people who would otherwise attend the local emergency departments. The team works closely with the Mental health teams and the police, and referrals continue to increase.

*'You saved my life' Service User Survey 2021*

### **Peer Group Network / Befriending**

28 Peer Volunteers in the Peer Group Network (PGN) supported 52 people in a new befriending service, whilst continuing online peer-led groups.

The Network is made up of groups run by and for people who experience mental health problems. The project encourages our members to build their own support networks, develop skills and reduce isolation, and is funded through the local Community Independent Living Scheme (CILS) initiative.

In response to lockdown needs in April 2020 a new befriending service started with the peer volunteers calling and supporting each other. Seeing the positive impact these calls were having, the PGN worker started the befriending project, recruiting and training volunteers to provide regular structured phone befriending to referred clients. This service runs at full

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021**

capacity with referrals mainly coming from Social Prescribers, GPs, self-referral and other RB Mind services.

To date the befriending service has supported 52 people all receiving between 6-8 sessions of 30 minutes per week.

Several peer-led groups were moved online: Reading group, Mindfulness and Chatty Minds.

*'Chatty Mind's a lifeline and my favourite group', Service User Survey*

**Psychotherapy and Counselling Service**

135 service users attended therapy, with an average of 20 volunteer counsellors each week.

The service offers a range of psychotherapy and counselling models, providing a safe confidential space to explore and talk with a professional therapist. Clinical supervisors provide weekly supervision to the therapy team ensuring the service users are receiving a high quality service meeting the BACP ethical standards.

During this year we supported 135 individuals. 30% were offered low cost sessions, some subsidised by funds from The Richmond Charities. RB Mind remains one of the few low cost options for longer term counselling.

The initial lockdown created a lot of uncertainty in the service with many clients and counsellors unable to find an appropriate confidential space at home. The service recalibrated and has settled again with a mix of face-to-face, phone and online counselling. This way of working has proved successful for many service users and opens up support for those who would otherwise be unable to access services due to their mental health, disability or family and working life.

The service has not previously worked with young people, but successfully piloted a counselling service within a school, reflecting the growing demand for support for young peoples' mental health.

**Richmond Wellbeing Service**

In 2020/21 RB Mind treated over 2,045 patients within this service, having expanded the staff team to meet demanding new national targets on access to psychological therapies. The recovery rate reached 70% in some months (50% is the national target).

The Richmond Wellbeing Service offers a range of support to people experiencing common mental health problems such as depression and anxiety, as part of the national Improving Access to Psychological Therapies (IAPT) scheme. The service offers cognitive behavioural techniques to feel better and keep well in the future, mainly through group work. RB Mind is subcontracted to East London Foundation NHS Trust to provide the Low Intensity element of this service.

The service adapted quickly to lockdown, with all staff working remotely. New groups offering support around Covid Anxiety, and now Long Covid have been offered alongside the regular provision.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021  
Volunteering**

153 volunteers provided more than 6,000 hours of support across the organisation.

Volunteers are a vital part of our organisation and increase our ability on a large scale to be able to respond to changing needs locally. Our Volunteer Coordinator, funded in part by Hampton Fund, provides specific support for both volunteers, many of whom have experience of mental health problems, and for the staff who support the volunteers within our projects.

Lockdown 1 and the lockdown in early 2021 resulted in enquiries from a wide variety of people, from those on furlough to students seeking placements and people wanting career changes. 60 new volunteers registered to volunteer.

Volunteers run our Helpline, peer groups and youth wellbeing workshops, deliver counselling sessions in our Psychotherapy and Counselling Service, support our Carers in Mind and Wellbeing Centre service activities, and support communications through our social media and attending events.

Our volunteers also delivered skills and mental health awareness workshops to other organisations in the borough so the knowledge, skills and experience they have gained in RB Mind is being passed on to create a mentally aware community.

*"I started volunteering with the RB Mind Helpline as a way of helping with the Covid response while I was furloughed, to connect with my community and to gain some experience in the mental health field. I have gained that and much more. It has opened up further opportunities for me to get involved in various projects and has really helped me tap into my own empathy and compassion, giving me a deep sense of purpose, connection and fulfilment that I didn't expect."* Volunteer survey

**Wellbeing Centre, Mind 'n Mortlake, Positive Living Group**

92 people were supported in the Wellbeing Centre, 37% of whom were new referrals.

The Wellbeing Centre offers a range of psychoeducational and practical one-to-one support and group activities aimed at improving confidence and self-esteem, working with service users to achieve life goals.

Service users are often under mental health services and need more intensive support. When the lockdown happened, it was particularly important to ensure this client group had structured support regularly and this was put in place immediately. All those registered with the service were contacted and weekly or fortnightly calls arranged. Service Users reflected both positively and negatively about the impact of the lockdowns. For some it meant time to self-reflect and not having to manage the outside world, and for others it meant much increased anxiety and difficulty accessing services.

The team works closely with the community mental health teams, social services, Citizens Advice, Richmond AID, Turner's House (local artists and a community horticulturist) and Kew Gardens.

During the year highlights included:

- Recovery from Trauma structured group showing excellent outcomes on the CORE self-assessment scale, for people who may have been accessing services for many years.

**RICHMOND BOROUGH MIND  
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FOR THE YEAR ENDED 31 MARCH 2021**

- Zoom group activities were offered online every week, including a virtual coffee morning, Walking in Richmond Park run by a volunteer from Richmond Park friends, Art for Wellbeing run by Art and Soul artists, and Dance Movement therapy.
- The Hearing Voices group was established, peer led with staff support when needed.

**Mind 'n Mortlake** is a satellite service of the Wellbeing Centre meeting on a Friday for a range of activities including art, cooking and discussion. The aim behind the social, educational and recreational activities is to assist those with a lack of support, low self-esteem and confidence, helping them make steps towards their goals.

**The Positive Living Group**, funded by the Barnes Fund, supported 17 people. The focus is on food and nutrition, learning how to choose and cook healthy foods, and how diet can impact on mental and physical health.

### **Youth Wellbeing Services**

Our Youth Wellbeing projects reached 2,261 young people, aged 8-25, mainly through workshops across 9 schools from infants to secondary, and St Mary's University students.

Workshop topics addressed wellbeing, resilience, managing stress and anxiety. In response to Covid-19, workshops were designed to address anxiety to support young people going back to school. A series of 'Transition to Adult' workshops was designed and a programme offered to young people in Autumn 2020.

During the year a number of young people were trained as peer mentors, with a view to providing structured peer mentoring to young people identified through schools and CAMHS. Working with Richmond Carers Centre, the peer mentoring programme has also been offered to young carers.

The team added a successful series of workshops for parents to support them in understanding and supporting young people.

At the start of 2021/22 RB Mind won a significant grant from the Co-op to effect systems change through a period of research with young people and stakeholders and to co-produce and pilot new services. Working with four other local Minds across England this could inform a national rollout of these services.

The staff team has increased significantly with support from the Richmond Voluntary Fund and the Co-op Fund. RB Mind has been able to take on 3 young people from the Government's Kickstart Programme, who have been providing invaluable contribution across our youth services.

### **Business Development, Training and Communications**

Covid-19 has reconfigured fundraising, reducing opportunities for face-to-face fundraising events and activities. The impact of the pandemic has led to significant awareness of mental health issues and we have had several individual fundraisers start their own events.

**RICHMOND BOROUGH MIND  
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Successful events in 20/21 included the Thames walking marathon, with staff and Trustees raising £8,000, and the March 3 marathon event.

We are delighted to have been chosen as Charity of the Year for both the Royal Mid-Surrey Golf Club, and St Michael and All Angels Church in Barnes, and look forward to working with them in 2021/22.

Many funders switched their focus to providing emergency support, and RB Mind has been successful in a number of bids, bringing in funds for developing befriending, providing support to young carers, and providing resilience training to the voluntary sector. The focus has moved to digital opportunities, and a revision of the Business Development plan for the year.

The website will be fully redeveloped in 2021/22 enabling more efficient fundraising and with the longer term intention to provide booking and payment options for training and counselling services. This will incorporate Mind's new branding giving a fresh look and feel to our communications.

To attract more people who may have not considered RB Mind before, Mindful Memo was created to provide regular tips and insights in managing mental health and directing people to relevant services. This newsletter reaches 1400 people bi-monthly.

Our training activity has increased substantially, offering training to Richmond and Wandsworth Councils and voluntary sector, National Archives and a number of other organisations.

**RICHMOND BOROUGH MIND  
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FOR THE YEAR ENDED 31 MARCH 2021**

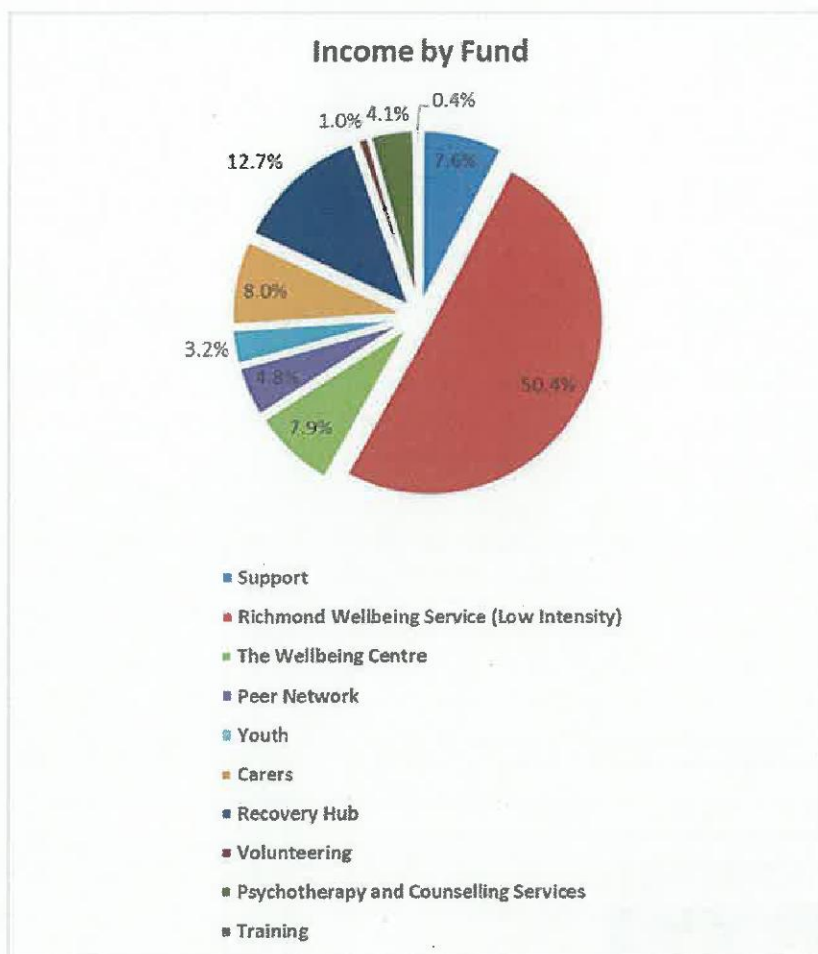
**Financial Review:**

In the year to 31<sup>st</sup> March 2021, income increased by 30% to £1,355,982. The growth is due to the full year operation of the Journey Recovery Hub service and an extension to the IAPT RWS contract. Fundraising income was impacted by the necessary cancellation of fairs and events, however a shift in focus to sponsored events was very successful.

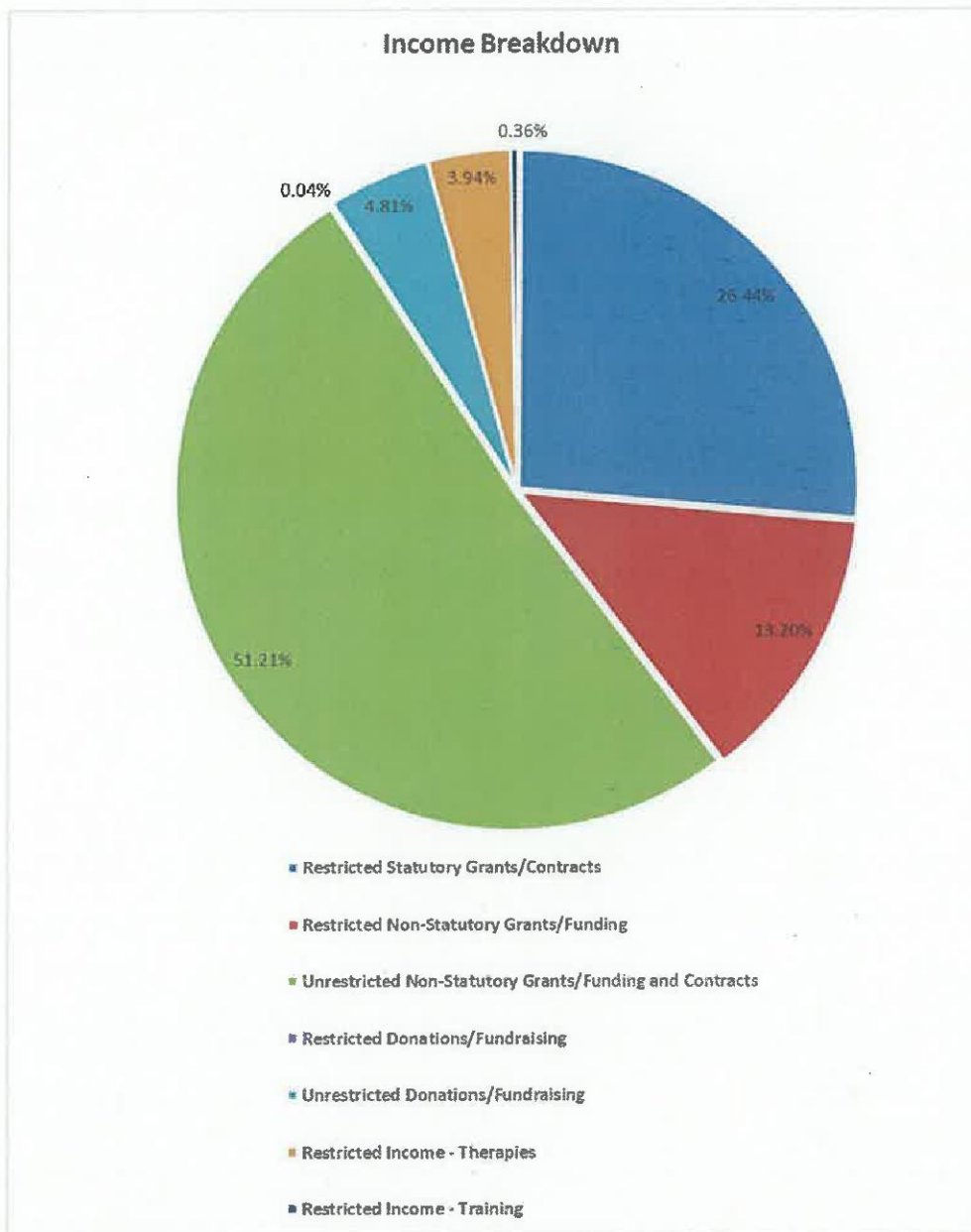
In the year, expenditure also rose by 27% to £1,346,051. The whole year impact of operating costs for the Journey Recovery Hub as well as the full staffing impact for the IAPT service contributed significantly to the increase in expenditure. Some expenditure was incurred in ensuring all staff were able to work ergonomically from home.

The principle of Full Cost Recovery has been applied to our projects, based on Full Time Equivalent Staffing of the projects. A surplus of £9,931 results in a positive movement of funds to £550,930 (as shown in the Statement of Financial Activities in the accounts and Note 12-Funds Analysis).

As ever we are grateful for the support of our local funders and supporters: Barnes Workhouse, Big Yellow Richmond, Bill Brown's 1989 Charitable Trust, Hampton Fund, Richmond Charities and Richmond Parish Lands Charity. Legacies, in memoriam donations, other local organisations and other donations are valuable in the support of our services.



**RICHMOND BOROUGH MIND  
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FOR THE YEAR ENDED 31 MARCH 2021**



**Investment policy**

Interest rates have continued to be low during the course of the year. Cash balances are automatically managed between the interest-bearing CAF Gold account and the CAF Current Account to meet cash flow requirements. The sum invested in the CAF Platinum Account remains at the same level.

Transfers of cash have been made from the CAF Gold Account into the Hampshire Trust Bank and the Cambridge Building Society, with the aims of diversifying cash holding and to obtain slightly higher interest rates, whilst minimising risk. A further transfer will be made in the 2021/22 financial year.

# **RICHMOND BOROUGH MIND REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021**

## **Reserves Policy**

Reserves are at a healthy level at £550,930. Once £114,119 tangible fixed assets and £19,646 restricted funds are accounted for, £416,354 or 76% remains. This represents 3.2 months of budgeted operating expenditure for 2021/22.

The preferred level of reserves is at least three months running costs, however due to recent circumstances this is being reviewed by the Board of Trustees.

A deficit budget has been set for 2021/22 with the Board agreeing to use some reserves to support a number of strategic developments. The Business Development function is budgeted to begin to make a surplus in 2021/22 with the focus on continuing to grow unrestricted income. As always, the mid-year financial review will focus on the performance against budget of all services, particularly the Youth area, which due to school closures last financial year, carried forward funding into 2021/22.

## **Thank you to our funders and fundraisers**

We of course could not offer the services without the support of our funders and fundraisers, and those who give their support in kind. They are acknowledged below and we thank them all most sincerely. In addition, we would like to thank those funders who wish to remain anonymous.

- Age UK
- The Barnes Fund
- Big Yellow, Richmond
- Bill Brown Charitable Settlement 1989
- Co-op
- Department of Culture, Media and Sport
- East London NHS Foundation Trust
- Hampton Fund
- London Borough of Richmond upon Thames
- Masonic Charitable Foundation
- Middlesex Province Relief Fund
- Mortlake Community Association
- National Mind
- NHS South West London Clinical Commissioning Group
- Pears Foundation
- Richmond Advice and Information on Disability
- Richmond Charities
- Richmond Parish Lands Charity
- Richmond Voluntary Fund
- South West London & St George's Mental Health NHS Trust
- The National Lottery
- Twickenham Preparatory School
- Waitrose

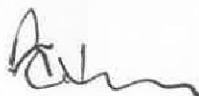
## **Statement as to Disclosure of Information to Auditors**

The Trustees in office at the date of approval of this report have confirmed that, as far as they are aware, there is no relevant audit information of which the auditors are unaware.

**RICHMOND BOROUGH MIND  
REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021**

Each of the Trustees has confirmed that they have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditors.

The Trustees Report was approved by the Trustees on 11th October 2021 and signed on their behalf by:

A handwritten signature in black ink, appearing to read 'Richard Hurst', written in a cursive style.

Richard Hurst  
Chair of Trustees

**RICHMOND BOROUGH MIND  
INDEPENDENT AUDITOR'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2021**

**Opinion**

We have audited the financial statements of Richmond Borough Mind (the 'Charity') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2021 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

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

**Conclusions relating to going concern**

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the 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 auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

**RICHMOND BOROUGH MIND  
INDEPENDENT AUDITOR'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2021**

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

We have nothing to report in this regard.

**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 Trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' report (incorporating the directors' report) have 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which 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;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

**Responsibilities of the Trustees**

As explained more fully in the Trustees' responsibilities statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

**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 an

**RICHMOND BOROUGH MIND  
INDEPENDENT AUDITOR'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2021**

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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. 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](http://www.frc.org.uk/auditorsresponsibilities)]. This description forms part of our auditor's report.

This report is made solely to the Charity'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 Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

**Anthony Epton (Senior Statutory Auditor)  
for and on behalf of  
Goldwins Limited  
Statutory Auditor  
Chartered Accountants  
75 Maygrove Road  
West Hampstead  
London NW6 2EG**

*Anthony Epton*

1 December 2021

**RICHMOND BOROUGH MIND  
STATEMENT OF FINANCIAL ACTIVITIES  
(incorporating an income and expenditure account)  
FOR THE YEAR ENDED 31 MARCH 2021**

		Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total Funds £
<b>Income from:</b>					
Charitable activities:	3	757,335	591,404	1,348,739	1,035,904
Other trading activities	4	-	4,959	4,959	7,795
Investment income	5	2,284	-	2,284	856
<b>Total income</b>		<u>759,619</u>	<u>596,363</u>	<u>1,355,982</u>	<u>1,044,555</u>
<b>Expenditure on:</b>					
Raising funds		57,133	-	57,133	35,209
Charitable activities		676,468	612,450	1,288,918	1,023,170
<b>Total expenditure</b>	6	<u>733,601</u>	<u>612,450</u>	<u>1,346,051</u>	<u>1,058,379</u>
Net income before fund transfers		26,018	(16,087)	9,931	(13,824)
Transfers between funds		(4,642)	4,642	-	-
<b>Net movement in funds</b>	13	21,376	(11,445)	9,931	(13,824)
<b>Total funds brought forward</b>		509,908	31,091	540,999	554,823
<b>Total funds carried forward</b>		<u><u>531,284</u></u>	<u><u>19,646</u></u>	<u><u>550,930</u></u>	<u><u>540,999</u></u>

The attached notes form part of these financial statements.

**RICHMOND BOROUGH MIND  
BALANCE SHEET  
AS AT 31 MARCH 2021**

	Notes	2021 £	2020 £
<b>FIXED ASSETS</b>			
Tangible assets	7	114,119	118,536
Investments	8	21,950	-
		<u>136,069</u>	<u>118,536</u>
<b>CURRENT ASSETS</b>			
Debtors	9	85,709	140,672
Cash at bank and in hand		656,324	473,426
		<u>742,033</u>	<u>614,098</u>
<b>CREDITORS:</b>			
Amounts falling due within one year	10	(327,172)	(191,635)
<b>Net current assets</b>		<b>414,861</b>	<b>422,463</b>
<b>Total assets less current liabilities</b>		<b><u>550,930</u></b>	<b><u>540,999</u></b>
<b>FUNDS</b>			
	12		
Unrestricted funds		531,284	509,908
Restricted funds		19,646	31,091
		<u>550,930</u>	<u>540,999</u>

The accounts were approved by the board of Trustees on 11<sup>th</sup> October 2021 and signed on their behalf by



**Richard Hurst (Chair)**  
Company Registration No. 7954134

The attached notes form part of these financial statements.

**RICHMOND BOROUGH MIND  
STATEMENT OF CASH FLOWS  
AS AT 31 MARCH 2021**

	Notes	2021 £	2020 £
<b>Cash flows from operating activities:</b>			
Net cash provided by / (used in) operating activities	14	202,564	22,726
<b>Cash flows from investing activities:</b>			
Interest/ rent/ dividends from investments		2,284	856
Sale / (purchase) of fixed assets		<u>(21,950)</u>	<u>-</u>
<b>Cash provided by / (used in) investing activities</b>		<b>(19,666)</b>	<b>856</b>
<b>Change in cash and cash equivalents in the year</b>		<b>182,898</b>	<b>23,582</b>
Cash and cash equivalents at the beginning of the year		473,426	449,844
<b>Cash and cash equivalents at the end of the year</b>	<b>15</b>	<b><u>656,324</u></b>	<b><u>473,426</u></b>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2021**

**1 ACCOUNTING POLICIES**

**a) Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

**b) Going concern**

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

**c) Income**

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income received in advance for the provision of specified service is deferred until the criteria for income recognition are met.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that Probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

**d) Donations of gifts, services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**e) Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2021**

**ACCOUNTING POLICIES (continued)**

**f) Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the charity.

**g) Expenditure and irrecoverable VAT**

Value Added Tax is not recoverable by the Charity, and as such, is included in the relevant costs in the Statement of Financial Activities.

**h) Allocation of support costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 6.

**i) Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

**j) Tangible fixed assets**

Fixed assets are all used for the Charity's purposes and are included at cost and are depreciated on a straight line basis at the following rates :-

Freehold buildings	-	2%
Fixtures fittings and equipment	-	10%
Office equipment	-	10%

Only purchases costing more than £1,000 are capitalised.

**k) Stocks**

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the charity would have been willing to pay for the items on the open market.

**l) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**m) Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**n) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2021**

**2 DETAILED COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	2020 Total funds £
<b>Income from:</b>			
Charitable activities:	588,627	447,277	1,035,904
Other trading activities	4,240	3,555	7,795
Investment income	856	-	856
<b>Total income</b>	<u>593,723</u>	<u>450,832</u>	<u>1,044,555</u>
<b>Expenditure on:</b>			
Raising funds	35,209	-	35,209
Charitable activities	577,630	445,540	1,023,170
<b>Total expenditure</b>	<u>612,839</u>	<u>445,540</u>	<u>1,058,379</u>
Net income before fund transfers	(19,116)	5,292	(13,824)
Transfers between funds	6,557	(6,557)	-
<b>Net movement in funds</b>	(12,559)	(1,265)	(13,824)
<b>Total funds brought forward</b>	522,467	32,356	554,823
<b>Total funds carried forward</b>	<u>509,908</u>	<u>31,091</u>	<u>540,999</u>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2021**

**GRANTS AND DONATIONS**

After allowing for grants in advance brought forward and carried forward

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
<b>Statutory Grants/Contracts</b>				
London Borough of Richmond Upon Thames	-	80,857	80,857	114,506
Richmond Carers Centre	-	79,920	79,920	54,433
NHS Richmond	-	25,754	25,754	25,754
Richmond Advice & Information on Disability	-	-	-	7,215
Integrated Neurological Services	-	-	-	7,370
HEE NHS England Peer Mentoring	-	-	-	5,633
NHS Richmond - Journey Recovery Hub	-	172,045	172,045	75,418
<b>Non-Statutory Grants/Funding and Contracts</b>				
Hampton Fund	-	40,600	40,600	40,600
Richmond Parish Lands Charity	16,500	14,052	30,552	42,189
Richmond Voluntary Fund	-	12,500	12,500	-
East London NHS Foundation Trust	663,416	-	663,416	536,686
Benefit in Kind	-	-	-	4,208
Barnes Workhouse Fund	8,500	4,723	13,223	13,223
Bill Brown Charitable Trust	-	-	-	3,750
National Lottery Carers Grant	-	27,528	27,528	-
National Lottery Youth Befriending	-	13,480	13,480	-
National Mind Youth grants	-	15,866	15,866	18,107
National Mind IT Covid Emergency Fund	5,000	-	5,000	-
Age UK (CILS)	-	24,504	24,504	10,210
Other Grants	1,000	25,681	26,681	5,906
<b>Other Donations</b>	62,919	480	63,399	16,775
<b>Therapies</b>	-	53,414	53,414	53,921
	<u>757,335</u>	<u>591,404</u>	<u>1,348,739</u>	<u>1,035,904</u>

**4 OTHER TRADING ACTIVITIES**

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
Food income	-	55	55	2,615
Training income	-	4,904	4,904	5,180
	<u>-</u>	<u>4,959</u>	<u>4,959</u>	<u>7,795</u>

**5 INVESTMENT INCOME**

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
Bank interest received	2,284	-	2,284	856
	<u>2,284</u>	<u>-</u>	<u>2,284</u>	<u>856</u>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2021**

**6 ANALYSIS OF EXPENDITURE**

	Cost of raising funds	Charitable Activities	Support costs	Governance costs	2021 Total	2020 Total
	£	£	£	£	£	£
Staff costs	48,223	418,593	702,373	-	1,169,189	856,241
Other staff costs	266	34,035	1,564	-	35,865	50,725
Direct projects costs	221	19,222	5,564	-	25,007	38,324
Audit fees	-	-	-	4,000	4,000	4,000
Other governance costs	717	6	725	-	1,448	2,760
Legal / professional fees	-	-	-	-	-	-
Marketing and publication	1,047	1,616	1,385	-	4,048	4,555
Subscriptions	252	330	2,200	-	2,782	1,261
Depreciation	-	4,417	-	-	4,417	4,417
Premises costs	4,948	30,669	38,924	-	74,541	64,570
Office running costs	1,459	14,144	9,151	-	24,754	31,526
	<u>57,133</u>	<u>523,032</u>	<u>761,886</u>	<u>4,000</u>	<u>1,346,051</u>	<u>1,058,379</u>
Support costs	-	761,886	(761,886)	-	-	-
Governance costs	-	4,000	-	(4,000)	-	-
<b>Total expenditure 2021</b>	<b><u>57,133</u></b>	<b><u>1,288,918</u></b>	<b><u>-</u></b>	<b><u>-</u></b>	<b><u>1,346,051</u></b>	
<b>Total expenditure 2020</b>	<b><u>35,209</u></b>	<b><u>1,023,170</u></b>	<b><u>-</u></b>	<b><u>-</u></b>	<b><u>-</u></b>	<b><u>1,058,379</u></b>

Of the total expenditure £733,601 was unrestricted expenditure (2020: £612,839) and £612,450 was restricted expenditure (2020: £445,540).

Support and governance costs refer to the costs involved in operational activity which support the delivery of the charitable aims. They are allocated on the basis of full-time equivalent staff working on each activity.

**7 FIXED ASSETS (FOR THE CHARITY'S OWN USE)**

	Freehold Property	Fixtures & Fittings	Office Equipment	Total
	£	£	£	£
<b>COST</b>				
At 31 March 2020	110,846	47,861	2,407	161,114
Additions	-	-	-	-
At 31 March 2021	<u>110,846</u>	<u>47,861</u>	<u>2,407</u>	<u>161,114</u>
<b>DEPRECIATION</b>				
At 31 March 2020	15,532	24,639	2,407	42,578
Charge for period	2,217	2,200	-	4,417
At 31 March 2021	<u>17,749</u>	<u>26,839</u>	<u>2,407</u>	<u>46,995</u>
<b>NET BOOK VALUE</b>				
At 31 March 2021	<u>93,097</u>	<u>21,022</u>	<u>-</u>	<u>114,119</u>
At 31 March 2020	<u>95,314</u>	<u>23,222</u>	<u>-</u>	<u>118,536</u>

The Trustees estimate the market value of the freehold property to be £400,000.

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2021**

<b>8 INVESTMENTS</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Investments at fair value:		
Ordinary shares in Polar Capital Technology Trust PLC	21,950	-
	<u>21,950</u>	<u>-</u>

<b>9 DEBTORS</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Grant and contract debtors	60,838	116,170
Prepayments	14,735	15,585
Other debtors	10,136	8,917
	<u>85,709</u>	<u>140,672</u>

<b>10 CREDITORS</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Deferred income	278,790	143,924
PAYE/NIC	25,003	22,587
Accruals	8,698	15,078
Other creditors	14,681	10,046
	<u>327,172</u>	<u>191,635</u>

<b>Deferred income</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Balance at the beginning of the year	143,924	56,991
Amount released to income in the year	(54,136)	(51,876)
Amount deferred in the year	189,002	138,809
Balance at the end of the year	<u>278,790</u>	<u>143,924</u>

Deferred income includes grants received for the purpose of expenditure in a specified future period.

<b>11 STAFF COSTS</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Salaries and wages	1,053,128	770,212
Pension	36,106	26,670
Social Security costs	79,955	59,359
	<u>1,169,189</u>	<u>856,241</u>

There were 52 full and part-time employees during the year (2020: 42).  
One employee received emoluments of more than £60,000 during the year.

The total employee benefits including pension contributions of the key management personnel were £68,869 (2020: £116,446).

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2021**

**12 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

Funds balances at 31 March 2021 are represented by

	Unrestricted Funds £	Restricted Funds £	Total funds 2021 £	Total funds 2020 £
Fixed assets	136,069	-	136,069	118,536
Current assets	722,387	19,646	742,033	614,098
Current liabilities	(327,172)	-	(327,172)	(191,635)
<b>Total Net Assets</b>	<b>531,284</b>	<b>19,646</b>	<b>550,930</b>	<b>540,999</b>

Funds balances at 31 March 2020 were represented by

	Unrestricted Funds £	Restricted Funds £	Total funds 2020 £	Total funds 2019 £
Fixed assets	118,536	-	118,536	122,953
Current assets	583,007	31,091	614,098	524,751
Current liabilities	(191,635)	-	(191,635)	(92,881)
<b>Total Net Assets</b>	<b>509,908</b>	<b>31,091</b>	<b>540,999</b>	<b>554,823</b>

**13 FUNDS ANALYSIS 2021**

	Balance at 01/04/2020 £	Income £	Expenditure £	Transfers £	Balance at 31/03/2021 £
<b>Unrestricted Funds</b>	<b>509,908</b>	<b>759,619</b>	<b>(733,601)</b>	<b>(4,642)</b>	<b>531,284</b>
<b>Restricted Funds</b>					
Carers	23,036	107,983	(114,767)	(5,926)	10,326
Therapies	-	55,414	(73,339)	17,925	-
Peer Support	-	64,937	(38,018)	(26,919)	-
Wellbeing Centre	7,227	106,467	(107,880)	2,678	8,492
IAPT	-	20,006	(20,006)	-	-
Volunteering	-	13,000	(21,456)	8,456	-
Youth	-	44,020	(62,086)	18,066	-
Journey Recovery Hub	-	172,045	(167,143)	(4,902)	-
Hampton Road project	828	-	-	-	828
Training	-	12,141	(7,755)	(4,386)	-
SWL Winter Discharge Project	-	350	-	(350)	-
	<b>31,091</b>	<b>596,363</b>	<b>(612,450)</b>	<b>4,642</b>	<b>19,646</b>
<b>TOTAL FUNDS</b>	<b>540,999</b>	<b>1,355,982</b>	<b>(1,346,051)</b>	<b>-</b>	<b>550,930</b>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2021**

**FUNDS ANALYSIS 2020**

	Balance at 01/04/2019 £	Income £	Expenditure £	Transfers £	Balance at 31/03/2020 £
<b>Unrestricted Funds</b>	522,467	593,723	(612,839)	6,557	509,908
<b>Restricted Funds</b>					
Carers	23,036	97,254	(85,784)	(11,470)	23,036
Therapies	-	64,065	(75,711)	11,646	-
Peer Support	-	53,954	(45,585)	(8,369)	-
Wellbeing Centre	8,492	109,129	(100,620)	(9,774)	7,227
Volunteering	-	13,000	(16,907)	3,907	-
Bounce	-	38,012	(50,895)	12,883	-
Journey recovery hub	-	75,418	(70,038)	(5,380)	-
Hampton road project	828	-	-	-	828
	32,356	450,832	(445,540)	(6,557)	31,091
<b>TOTAL FUNDS</b>	<b>554,823</b>	<b>1,044,555</b>	<b>(1,058,379)</b>	<b>-</b>	<b>540,999</b>

**Restricted Funds:**

Carers

Carers in Mind supports families and friends supporting someone with a mental health problem. The reserves carried forward are to be spent on the Acute Carers Recovery Worker £19,956, Carers Peer Support £2,945, and East Sheen Carers' Christmas Lunch £135.

Wellbeing Centre, including Positive Living Group

The Wellbeing Centre is a referral only project for adults under the care of the Community Mental Health Team. The reserves carried forward are to be spent on the Wellbeing Centre £8,492.

Hampton Road Project

The refurbishment, extension, and fit out of our premises at Hampton Road took place during the year. Funding for the project came from Hampton Fuel Allotment Charity £25,000, Richmond Parish Lands Charity £25,000, Lloyds Bank Foundation (Enable) £10,369, and unrestricted reserves. The expenditure has been capitalised and is shown in fixed assets. Reserves of £828 remain for the fit out, from Richmond Parish Lands Charity reserves transferred to spend for this project.

**14 RECONCILIATION OF NET INCOME / (EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2021 £	2020 £
<b>Net income / (expenditure) for the reporting period (as per the statement of financial activities)</b>	9,931	(13,824)
Depreciation	4,417	4,417
Interest, rent and dividends from investments	(2,284)	(856)
(Increase) / decrease in debtors	54,963	(65,765)
Increase / (decrease) in creditors	135,537	98,754
<b>Net cash provided by / (used in) operating activities</b>	<b>202,564</b>	<b>22,726</b>

**RICHMOND BOROUGH MIND  
NOTES TO THE ACCOUNTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2021**

**15 ANALYSIS OF CASH AND CASH EQUIVALENTS**

	At 1 April 2020 £	Cash flows £	Other changes £	At 31 March 2021 £
Cash at bank and in hand	473,826	182,898	-	656,324
<b>Total cash and cash equivalents</b>	<b><u>473,826</u></b>	<b><u>182,898</u></b>	<b><u>-</u></b>	<b><u>656,324</u></b>

**16 OPERATING LEASE COMMITMENTS**

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

	2021 £	2020 £
Less than 1 year	33,600	33,600
1 - 5 years	-	14,000
	<b><u>33,600</u></b>	<b><u>47,600</u></b>

**17 TRUSTEES**

No Trustee or connected persons received any remuneration.

The Charity held Trustee Indemnity Insurance. The charity subscribes to the Mind block policy.

**18 RELATED PARTY TRANSACTIONS**

There are no related party transactions to disclose for 2021 (2020: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.