ANXIOUS MINDS

England & Wales · Charity number 1164040

Details

Status	Registered
Legal form	CIO
Company number	CE005448
Registered	2015-10-20
Register	View on the Charity Commission register

Contact

Address	The Vault 31 Station Rd Wallsend Newcastle upon Tyne NE28 6RL
Phone	0191 262 0305
Email	edward@anxiousminds.co.uk
Website	http://www.anxiousminds.co.uk

Activities

Objects: THE CHARITY IS ESTABLISHED TO PROMOTE AND PROTECT THE GOOD HEALTH OF PEOPLE SUFFERING FROM MENTAL OR PHYSICAL ILLNESS, IN PARTICULAR BUT WITHOUT LIMITATION TO THOSE SUFFERING FROM ANXIETY AND DEPRESSION, FOR THE PUBLIC BENEFIT IN THE NORTH EAST BY:-1.ASSISTING IN THE TREATMENT AND CARE OF SUCH PERSONS;2.THE PROVISION OF FACILITIES FOR WORK AND RECREATION;3.THROUGH THE PROVISION OF FINANCIAL ASSISTANCE, SUPPORT,EDUCATION AND PRACTICAL ADVICE;4.ADVANCING THE EDUCATION OF THE GENERAL PUBLIC IN ALL AREAS RELATING TO ANXIETY AND DEPRESSION; AND5.SUPPORTING RESEARCH INTO THE MOST EFFECTIVE SELF-HELP METHODS AVAILABLE AND RELAXATION TECHNIQUES.

Activities: Anxious Minds is a charity dedicated to providing comprehensive support for individuals in the North East. Our mission focuses on early intervention and long-term assistance for children,adults and the veteran community facing mental health challenges, addiction, and the aftermath of abuse. By serving the public, we aim to enhance the well-being of our community.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, Arts/culture/heritage/science, Armed Forces/emergency Service Efficiency, Human Rights/religious Or Racial Harmony/equality Or Diversity, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** IN THE NORTH EAST
- Durham
- Gateshead
- Newcastle Upon Tyne City
- North Tyneside
- Northumberland
- South Tyneside
- Sunderland

Finances

Period end	Income	Expenditure	Assets	Employees
2024-10-31	£342,059	£339,192	-	-
2023-10-31	£333,964	£336,115	-	-
2022-10-31	£277,340	£290,733	-	-
2021-10-31	£221,443	£204,164	-	-
2020-10-31	£173,177	£99,062	-	-

Trustees

Name	Role	Appointed
Shoaib Mazhar	Chair	2019-01-01
Bryan Close		2025-12-18
Dr Christopher David Bowman		2019-01-01
Leanne Cross		2026-02-05
Tony Wright		2019-01-30

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ANXIOUS MINDS

England & Wales - Charity number 1164040

Accounts



Anxious Minds

SUPPORTING PEOPLE IN CRISIS ACROSS THE NORTH EAST

Annual Report

2024

www.anxiousminds.co.uk

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WE'VE SEEN AN INCREASE IN THE NUMBER OF PEOPLE ACCESSING OUR SERVICES ACROSS ALL FOUR OF OUR CENTRES.

18,000 HOT MEALS SERVED IN 12 MONTHS

Over the past 12 months, we have prepared and served hot meals at the Veteran and Community Kitchen in Wallsend, North Tyneside providing vital support to veterans and the most vulnerable members of our community.

During the winter months, we offered pensioners a hot meal and a warm, safe space for just £1. Every Friday, we continue to run a Free Veterans' Breakfast Club, creating a welcoming space for connection and support.

500

PEOPLE HELPED BACK TO WORK

1,300

PEOPLE USED OUR COMMUNITY MENTAL HEALTH PROJECTS

8,500

COUNSELLING HOURS DONE

As we look to the future, our resolve remains firm. With your help, we can sustain and grow our work, ensuring no one in the North East faces mental health struggles alone.

Together, we can build a brighter, more supportive future where care is within reach for all who need it. Thank you for being part of this journey. Your contributions make an undeniable difference.

Edward Dean
Chief Officer at Anxious Minds



Chief Officer Report

Reflections on a Decade of Impact: The Journey of Anxious Minds

As I reflect on all we have accomplished at Anxious Minds, I am filled with pride and gratitude for the journey we've undertaken together. From our humble beginnings to becoming a vital source of support in the North East, our work has transformed countless lives and brought hope to those who need it most.

I am both humbled and driven by the path we've taken to make mental health care accessible to those in crisis. Our work has illuminated the urgent need for compassion and support in the face of rising challenges related to mental health, addiction, and poverty.

Over the years, I've witnessed the worsening mental health crisis in our region. NHS waiting times continue to grow, leaving individuals in desperate need of care without timely access to help. Anxious Minds stands as a crucial bridge in this gap, providing life-changing services through sheer determination and commitment. Yet, the strain on our team and resources is profound.

For the third consecutive year, the demand for our services has surged, a clear testament to their critical importance. Referrals from GPs, charities, and NHS social prescribers highlight the trust placed in us. Our incredible team, often working beyond their pay and volunteering extra hours, demonstrates unwavering dedication to those we serve.

But this evergrowing need underscores the harsh reality of limited funding, threatening the very lifeline we offer.

The stakes could not be higher. The North East continues to bear the highest suicide rate in the UK, a heart-wrenching reminder of the challenges we face. Without substantial support, the services we provide,services that save lives and foster recovery may be at risk.

Anxious Minds is not just an organisation; it is a community, a sanctuary, and a beacon of hope. Every counselling session, recovery program, and support group is a step towards healing for someone in need. These efforts are made possible by those who believe in our mission.

To every supporter, donor, and advocate, we owe profound gratitude.

Chair Of The Board

Dear Friends and Supporters,

As 2024 draws to a close, I am overwhelmed with gratitude and resolve as I reflect on the extraordinary journey of Anxious Minds. For nearly a decade, we have been a beacon of hope in the North East, dedicated to transforming lives through compassionate, accessible mental health support.

Year after year, we have witnessed the staggering need for our services grow, but we have also seen the incredible strength and resilience of those we serve. Amid an ever-worsening mental health crisis, where NHS waiting lists stretch unbearably long, Anxious Minds has stepped in to fill a void no one should have to face.

The demand for our services has reached unprecedented levels, with referrals from GPs, charities, and social prescribers rising sharply. These numbers are a stark reminder of how essential our work has become. But meeting this need with the resources we have is a challenge that weighs heavily on us. Our dedicated team, many of whom volunteer their time and talent far beyond what they are compensated for, embodies the heart of our mission. Their commitment to those in need inspires me daily, yet the strain on them and our organisation is immense.

For so many, Anxious Minds is more than a service; it is a lifeline. It’s a place where individuals battling mental health challenges find care, empathy, and a way forward. But the reality is clear: without increased financial support, we risk having to make decisions that could limit access to these essential services.This is a prospect we fight to avoid, but it is one we cannot overcome alone.

Despite these challenges, I remain hopeful. What fuels this hope is you our supporters, friends, and community. Your generosity, whether through donations, volunteering, or simply spreading the word, has been the backbone of our work. Together, we have achieved so much, and together, I know we can rise to meet the challenges ahead.

As we prepare to celebrate our tenth anniversary in 2025, I am reminded that Anxious Minds is not just a charity. It is a movement rooted in compassion, resilience, and the unwavering belief that no one should face mental health struggles alone. With your continued support, we will not only sustain our services but grow them, ensuring that we can meet the rising demand and provide hope to even more people in the North East.

As we prepare to celebrate our tenth anniversary in 2025, I am reminded that Anxious Minds is not just a charity. It is a movement rooted in compassion, resilience, and the unwavering belief that no one should face mental health struggles alone. With your continued support, we will not only sustain our services but grow them, ensuring that we can meet the rising demand and provide hope to even more people in the North East.

Thank you for standing with us, believing in our mission, and helping us change lives. Together, we can build a future where everyone has access to the mental health care they deserve.

With heartfelt gratitude and determination.

Shoaib Mazhar
Chair of the Board Anxious Minds





WELCOME TO ANXIOUS MINDS

We are dedicated to offering a range of vital services aimed at assisting individuals who find themselves in crisis and grappling with mental health challenges, substance abuse issues or survivors of abuse.

Our early intervention programs are designed to swiftly respond to individuals in crisis, offering immediate assistance and guidance to help them navigate the difficulties they face.

EDWARD DEAN

Chief Officer

Local Small to Medium sized charities are facing unprecedented challenges to stay open, and I am deeply concerned about the impact on the North East if we were to lose organisations like Anxious Minds.

We provide essential, life saving support to individuals in crisis, and our absence would leave a devastating void in our community.

About Us



YOU ARE NOT ALONE

Read about our impact and the positive change we are having on the community we serve

WITHOUT SUPPORT WE WILL LOSE LOCAL CHARITIES

Mental health charities like Anxious Minds are vital to supporting individuals facing mental health challenges, addiction, and poverty within our communities. The impact of their work is truly life-changing, offering hope and recovery to those in need. Yet, securing the necessary funding to sustain these critical services remains a persistent and significant challenge across many regions for small charities.

This report seeks to examine the profound consequences our communities could face if local mental health charities are forced to close their doors due to insufficient funding

The North East faces a mental health crisis with chronic funding shortages, growing demand, and insufficient resources. These challenges severely limit access to quality care, leaving vulnerable individuals without the timely support they desperately need.

The charity sector is struggling to bridge the gap, burdened by funding shortages, rising minimum wage, cost of living, and increased business taxes, and demand for their services all of which threaten the sustainability of Small to Medum Charities in the North East

- **Loss of Accessible Support:** Vulnerable individuals facing mental health challenges, addiction, or crisis will lose immediate, local, and affordable support, exacerbating their struggles and leaving many without a safety net.
- I**ncreased Pressure on Public Services**: NHS and social services will face an overwhelming surge in demand, leading to longer waiting times and reduced access to essential care for those in need.
- **Higher Suicide and Crisis Rates:** Without intervention from grassroots charities, communities may experience a rise in suicide rates and mental health crises, particularly in areas already struggling with high need.
- **Erosion of Community Trust and Resilience:** The absence of trusted, community led organisations can create a sense of isolation and helplessness, weakening the social fabric and community bonds that foster recovery.



"Before I came to Anxious Minds, I felt completely lost and alone. The support I received has been life-changing—helping me rebuild my confidence and find hope again. I don't know where I'd be without them." – An Anxious Minds Service User"

"When I came to Anxious Minds, I was at my lowest point and didn't think I could go on. Their support gave me the strength to hold on, and for the first time, I felt truly heard and cared for." – An Anxious Minds Service User



GOING, GOING GONE

We work with people from some of the most deprived areas in the North East and twice in the past two years, we've faced the heartbreaking prospect of talking about shutting down vital projects. But where do you even begin when every initiative is a lifeline for those in need?

The Veteran Recovery College:
Proud recipient of seven national awards for its outstanding work with veterans and their families, Anxious Minds provides crucial support to an average of **200** veterans each year struggling with mental health and/or addction.

The Counselling Services:
Providing vital support to **200–250** individuals each week, Anxious Minds helps those facing mental health challenges, abuse, grief, loss, or who are in crisis, offering a lifeline when it's needed most.

The Community Drop-in and Recovery Cenre:
With over **1,700** members, Anxious Minds supports an average of **150–200** people weekly through support groups and workshops, providing long-term care for those battling mental health challenges, isolation, and loneliness.

The Veteran and Community Kitchen and foodbank:
The Community Kitchen and Foodbank serve as a lifeline for veterans and the wider community facing poverty, providing over **1,500** hot meals a **month** and supporting more than **80** people with the foodbank. It also offers a welcoming pathway into accessing mental health services.

WITH A LITTLE HELP FROM OUR FRIENDS

With the support of our funders, partners, and friends, we remain steadfast in our mission to deliver life-changing care to the people we serve. Every contribution, no matter the size, makes an enormous difference in the lives of those struggling with mental health challenges, crisis, and hardship.

The impact we achieve with the modest funding we receive is remarkable. Despite operating on a fraction of the budgets afforded to national charities, we consistently provide direct, meaningful support to thousands of individuals each year. This efficiency reflects not only our commitment but also the passion and dedication of our team and the trust of our community.

Your support allows us to stretch every penny, reaching those in urgent need, offering a lifeline when there's nowhere else to turn. Together, we can continue to achieve more with less proving that focused, grassroots action can rival the outcomes of larger organisations with far greater resources.

By standing with us, you're not just funding a project; you're investing in people's lives, helping them find hope, recovery, and a brighter future. Thank you for believing in the work we do and for being part of this transformative journey.



Note:

DEMAND FOR SERVICES CONTINUES TO GROW

We provide support to hundreds of individuals on a weekly basis

Our support typically spans over a duration of 8 to 12 weeks for counselling sessions. However, due to high demand, there is currently a waiting period of four months for our services.

At the community mental health support centres, we cater to a thriving community of over 2,000 members and are moving to a bigger centre in 2025 to keep up with the growing demand.

Support groups, typically have more than 20+ individuals a session, we are exspanding on the number of groups as this offers a vital lifeline for those in need. It's not uncommon for our service users to remain engaged with our programmes for six months or even longer, as they navigate their journey towards better mental well-being.

Community Mental Health



70% increase in service users staying on average 8 weeks

Veterans & Families



60% increase in service users staying on average 12 weeks

Counselling Services



80% increase in service users staying on average 10 weeks



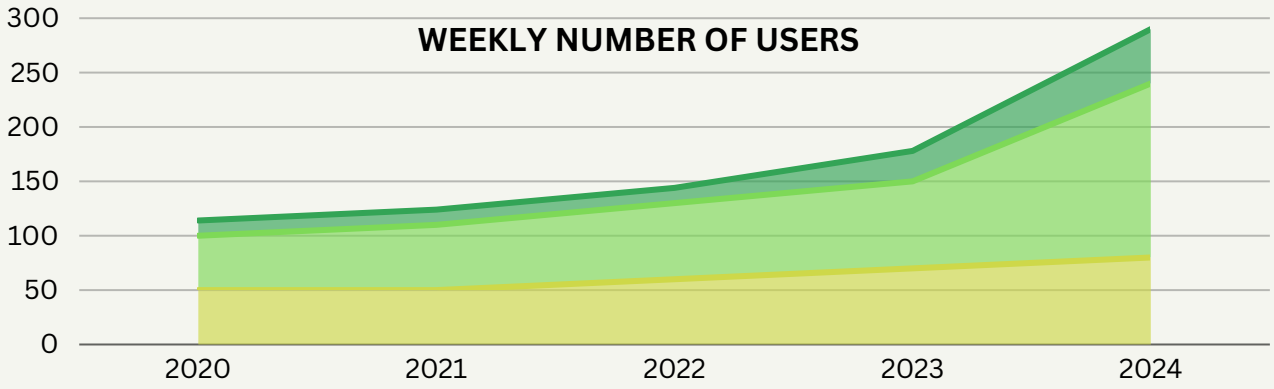
The Drop-in and Recovery Centre has never been funded for core costs for the past 4 years. Every now and then we get some funding for a group. The cost of the service is covered by **Anxious Minds and Community Donations**

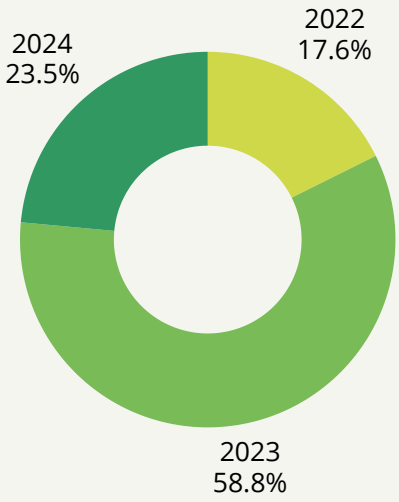
GROWTH & NEED FOR OUR SUPPORT



Description :

Anxious Minds' funding has gone up by 22% in the last year, while the number of people accessing our services has grown by over 80%.



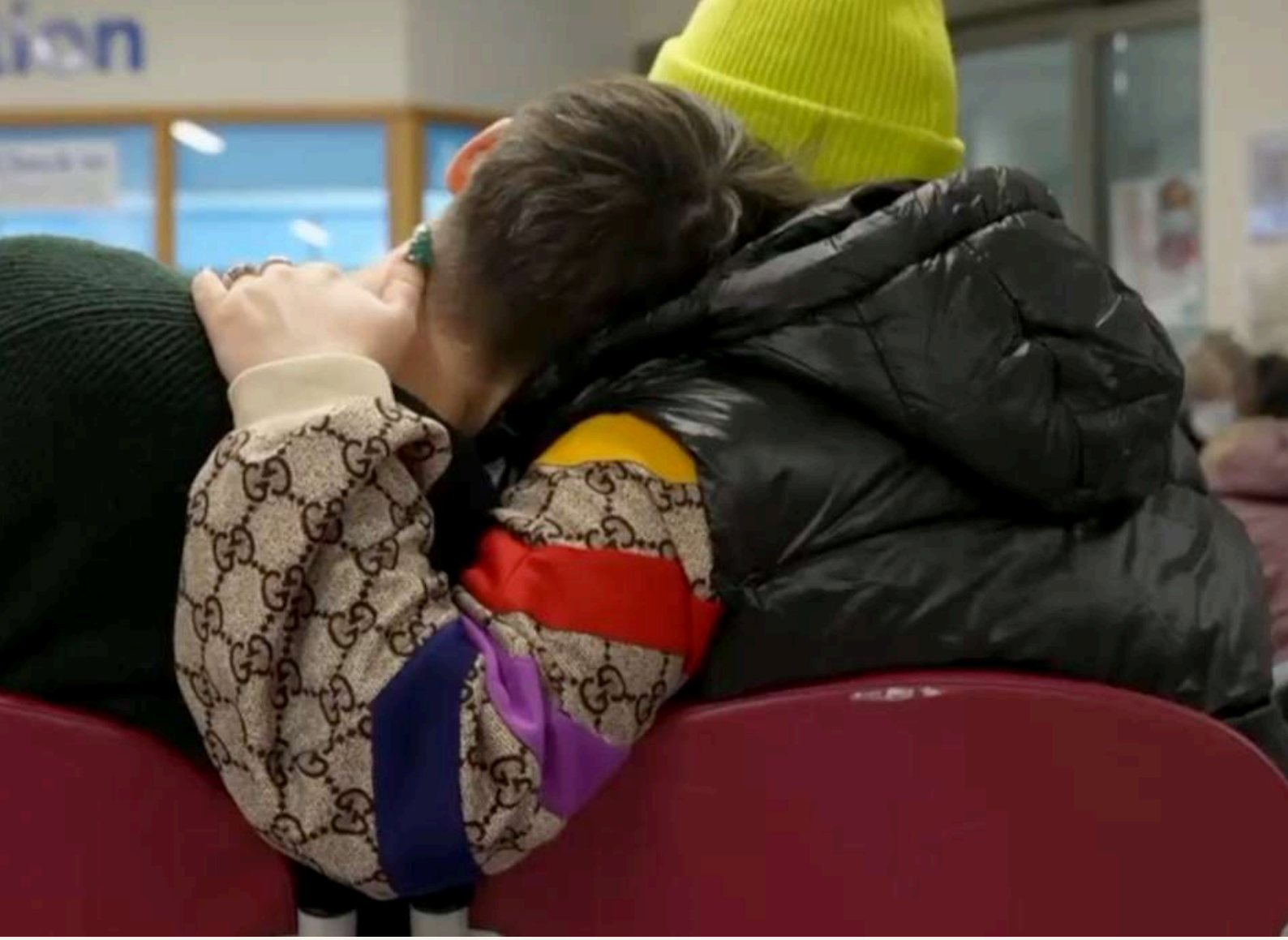


Growth in service users 2022

Growth in service users 2023

Growth in service users 2024

Note : Demand for services continues to grow every year



We make an extraordinary impact with the funding we receive, ensuring that every penny is used efficiently to support those in need. Despite our best efforts, 50% of our work remains unfunded, and the demand for our services has reached unprecedented levels. The increasing need for mental health support, particularly in the North East, has far surpassed our current capacity, making it impossible for us to keep up without additional resources.

There are simply too many projects focused on signposting individuals to other services, taking credit for referrals, and calling it mental health support when in reality, it does not provide the direct help people desperately need. Meanwhile, there are not enough frontline support services available to meet the rising demand. As a result, more people are falling through the cracks, waiting months or years for real intervention, or being left without any meaningful support at all.

Urgent funding is critical to ensure that we can continue providing life-saving interventions, one-on-one counselling, and long-term recovery support for individuals in crisis. Without additional resources, we risk being overwhelmed, leaving countless individuals without the help they so urgently need.

SETTING STANDARDS IN DELIVERY

Introduction: Setting standards in mental health services is crucial for ensuring that individuals receive high-quality care and support. These standards provide a framework for service providers to deliver consistent, effective and safe mental health interventions. This report explores the importance of setting standards in mental health services and outlines key considerations in this process. We are accredited by the Royal College Psychiatrists ,the National Counselling and Psychotherapy Society and British Association for Counselling and Psychotherapy

- **Quality Assurance:** Standards help to establish benchmarks for quality in mental health care, ensuring that services meet minimum requirements for safety, effectiveness, and patient-centeredness.
- **Consistency:** Standards promote consistency in service delivery across different providers and settings, enhancing continuity of care and reducing variation in outcomes.
- **Accountability:** By defining clear expectations and performance indicators, standards hold service providers accountable for the quality of care they deliver, ultimately driving improvements in service provision.
- **Service Users Safety:** Standards contribute to service users safety by outlining protocols for risk assessment, crisis management and safeguarding procedures, reducing the likelihood of adverse events or harm to service users.

SETTING STANDEDS FOR CHARITY MENTAL HEALTH SERVICES

NCPS

ACCREDITED PROFESSIONAL PNCPS (Acc)

professional standards authority accredited register

RC PSYCH VETERANS — ACCREDITED — Until September 2026

bacp

SMART Recovery Life beyond addiction

Association of Mental Health Providers



VETERAN RECOVERY COLLEGE



SUPPORTING VETERANS AND THEIR FAMILIES

The Urgent Need for Funding to Sustain Veteran and Family Support

The North East Veteran Recovery College stands at the forefront of providing essential mental health and wellbeing support for veterans and their families as they navigate the complex transition to civilian life. Over the past three years, our Recovery College has significantly expanded its services, offering tailored counselling, employment support, and practical advice to help veterans and their loved ones rebuild their lives. This growth has led to widespread recognition, earning multiple national awards for veteran healthcare and rehabilitation, solidifying our reputation as a leader in veteran support.

Our commitment to quality has also been acknowledged through accreditation from the Royal College of Psychiatrists via the Quality Network for Veteran's Mental Health Services (QNVMHS), demonstrating that we meet the highest standards of care. Additionally, the Recovery College is a key part of the NHS's Recovery College Collective in the North East, where we recently chaired the latest meeting, further strengthening our collaboration with national and local health services.

The End of the Trusthouse Foundation Grant – A Critical Funding Gap

Thanks to the generous support of the Trusthouse Foundation, we have been able to expand our services and now support over 230 veterans every year. This funding has played a crucial role in sustaining our work, allowing us to meet the growing demand for mental health support, counselling, and long-term recovery services for veteran families. However, this grant has now come to an end, leaving us with a significant financial gap at a time when demand is higher than ever.

We are currently accepting referrals from OP Courage North East and various veteran charities, yet many veterans and their families continue to struggle with barriers to accessing NHS services, whether due to lack of registration with a GP, distrust in mainstream healthcare, or personal challenges that prevent them from reaching out. This makes our specialised, veteran-led services more crucial than ever.

The Risk of a Waiting List for Counselling Services

Without urgent funding, we may soon be forced to introduce waiting lists for counselling and mental health support, delaying life-changing interventions for those who need them most. Veterans and their families facing PTSD, trauma, addiction, and other mental health challenges cannot afford to wait. A delay in support can have devastating consequences, increasing the risk of homelessness, family breakdown, and even suicide.

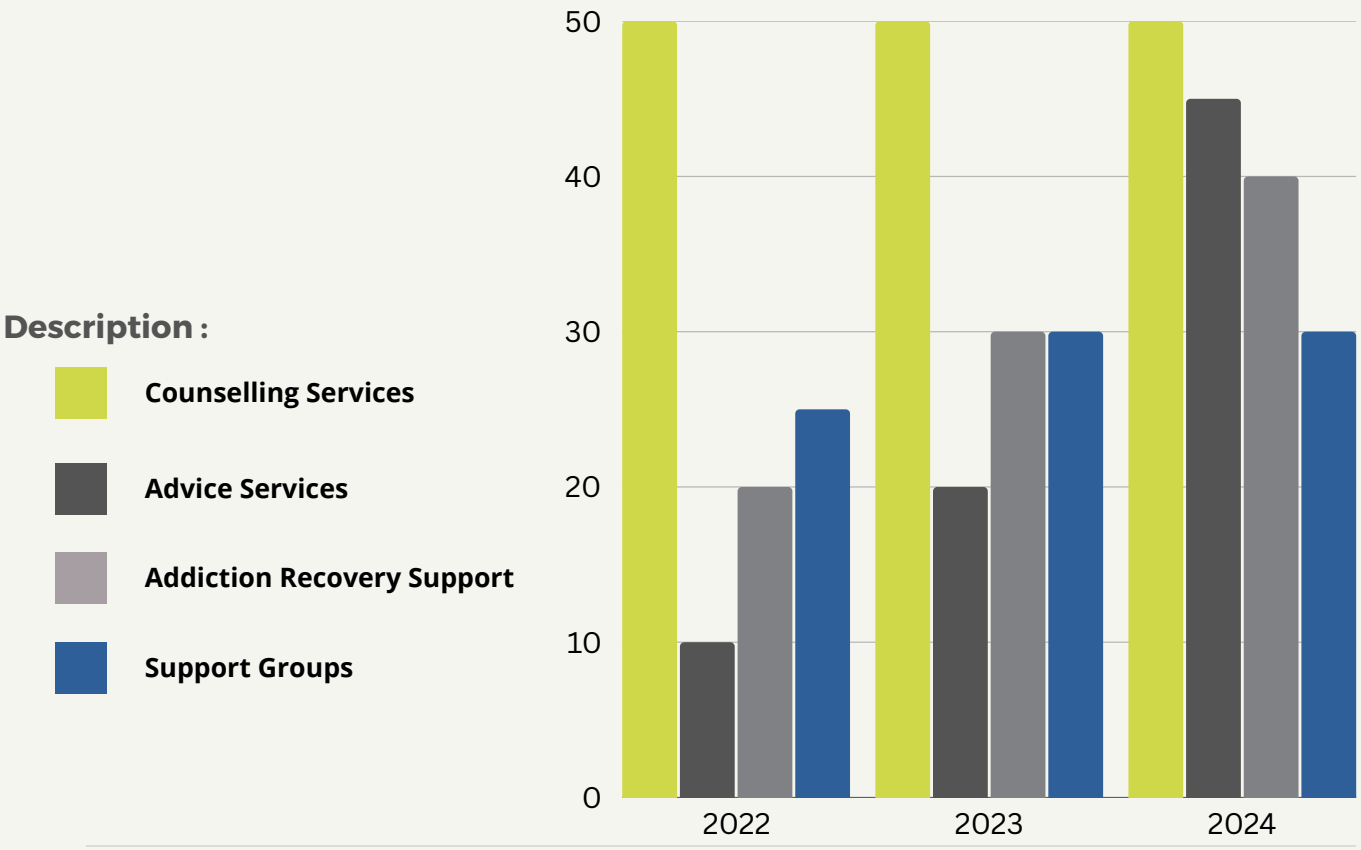
Why We Need Immediate Support

The North East already has the highest suicide rates in the UK, and without additional funding, our ability to provide rapid, tailored, and effective mental health support will be severely limited. We are calling for urgent financial support to maintain and expand our services, ensuring that no veteran or family member is left without the care they deserve.

By investing in our Recovery College, funders have the opportunity to directly impact the lives of hundreds of veterans and their families, offering them hope, stability, and a future beyond service. We cannot allow this vital work to slow down due to funding shortages.



Now, more than ever, we need your support to ensure that every veteran and family member in crisis gets the help they need when they need it.



70%

Increase to Our Community Mental Health Services

60%

Increase to Our Veteran and Families Support Services

80%

Increase to Our Counselling Services

100%

Increase to Our Poverty intervention Support Services

Meeting the Growing Demand for Our Services

As the need for mental health and veteran support services continues to rise, we are committed to expanding our reach and capacity to ensure that no one is left without the help they need.

The increasing demand for our services highlights the urgent need for accessible, timely, and comprehensive support for veterans, individuals facing mental health challenges, and their families.

VETERAN AND COMMUNITY KITCHEN SERVING OVER 1,500 HOT MEALS A MONTH



Every week, Our Kitchen becomes a sanctuary for hundreds of individuals and families teetering on the brink of crisis, offering not just nourishment but a sense of community and support in their times of need. Our Kitchen's role extends far beyond the mere provision of food; it serves as a critical first point of contact for many seeking to navigate the plethora of services available to assist them. For countless families and individuals, this kitchen represents a vital lifeline, a place where they are met with understanding, respect, and the practical support needed to weather their current hardships.

The act of sharing a meal becomes a powerful gesture of community and empathy, reminding those struggling that they are not alone in their fight. Furthermore, the work of community kitchens like Our Kitchen plays a pivotal role in bridging gaps in the social safety net, addressing not only the symptom of hunger but also tackling the underlying issues that lead individuals to seek out our services.

By connecting people with additional resources and support networks, these kitchens help address the multifaceted nature of poverty and economic distress, offering pathways towards stability and self-sufficiency. In a broader context, the existence and necessity of community kitchens underscore the severe and growing disparities within our society. They highlight the urgent need for systemic change to address the root causes of the cost of living crisis and economic inequality. Community kitchens, while providing immediate relief, also act as a call to action for policymakers, community leaders, and society at large to work towards a future where such interventions are no longer necessary.

PROVIDING HOPE ONE MEAL AT A TIME

In summary, the work of the community kitchens, is a testament to the strength and resilience of communities coming together in the face of adversity. It embodies the principle that access to food and basic services should not be a privilege but a right. The impact of these kitchens goes beyond feeding the hungry; they nurture hope, foster community bonds, and drive forward the conversation on social justice and economic reform.





OUR COMMUNITY MENTAL HEALTH SERVICES

Anxious Minds Drop-in Recovery Centre

Our Drop-in Recovery Centres provide a lifeline for individuals struggling with mental health challenges, social isolation, financial hardship, or crisis situations. Unlike traditional mental health services that rely on referrals and long waiting lists, our drop-in centres offer immediate, face-to-face support in a safe and welcoming environment.

What We Offer at Our Drop-in Centres

A Safe Space for Support

- Many people feel isolated, unable to access the help they need, or unsure where to turn. Our centres provide a non-judgmental and supportive environment where individuals can come in, talk, and receive guidance from our experienced support staff.

Crisis Intervention and Emotional Support

- Our trained staff and volunteers offer on-the-spot emotional support for those in distress, helping individuals manage anxiety, stress, and depression before they reach crisis point.
- We offer practical strategies to help people regain control over their situation.

Guidance and Signposting to Specialist Services

- Many of the people who visit our centres struggle with housing issues, financial difficulties, employment concerns, addiction, or domestic abuse.
- We provide practical advice, referrals, and direct support to connect them with the right services, ensuring they get the help they need.

Community Support & Social Inclusion

- Loneliness and social isolation are major contributors to poor mental health. Our drop-in centres offer a sense of community, giving individuals the chance to meet others, build friendships, and regain confidence in a supportive space.

Workshops & Wellbeing Activities

- We regularly run wellbeing workshops, group discussions, and activities to support personal development and mental wellness.
- Activities include mindfulness sessions, budgeting workshops, creative arts, and resilience training.



A COMMUNITY OF PEOPLE SUPPOING EACH OTHER

Our Impact & Outcomes

✅ Hundreds of people access our drop-in centres every month, seeking immediate mental health and crisis support.

✅ A 50% increase in visitors over the past year, demonstrating the growing demand for accessible mental health services.

✅ 85% of visitors report feeling more supported and less isolated after engaging with our drop-in services.

✅ Over 60% of individuals who visit the centres go on to engage with further support, such as peer groups, wellbeing activities, or community outreach.

✅ Immediate crisis intervention has helped prevent mental health crises from escalating, reducing the strain on emergency services.

Why Our Drop-in Centres Matter

With NHS waiting times at an all-time high, many people can't afford to wait for help—they need support now. Our drop-in centres fill this gap, providing immediate access to help, advice, and a supportive community. For many, walking through our doors is the first step towards recovery, offering them hope, connection, and the practical tools to rebuild their lives.


WHEN IT RAINS LOOK FOR RAINBOWS
WHEN IT'S DARK LOOK FOR STARS
PATHWAYS TO EMPLOYMENT
PLUS MANY MORE


Good
Be Amazing
Create Your Own
Just Breathe and Relax

SUPPORT BACK TO WORK

We have Supported hundreds of Individuals with Mental Health Challenges back in to Work over 2024

At Anxious Minds, we understand that returning to work after experiencing mental health difficulties can be a daunting process. Mental health challenges such as anxiety, depression, PTSD, and stress-related conditions can significantly impact an individual's ability to work, affecting their confidence, concentration, and overall performance. Without the right support, many people struggle to reintegrate into employment, which can lead to long-term unemployment, financial instability, and worsening mental health.

That's why creating a supportive and understanding work environment is essential not just for the individual but also for employers who benefit from a healthier, more engaged, and productive workforce. Through our employability-focused mental health support services, we help individuals overcome barriers to employment, build resilience, and gain the confidence needed to sustain long-term work.

Our Partnerships and Collaborative Approach
To expand our reach and ensure more people get the support they need, Anxious Minds is a key partner in all North of the Tyne employability projects, working alongside:

- **WiseGroup** – Providing tailored support to help individuals overcome complex barriers to employment.
- **Reed in Partnership** – Assisting individuals in developing skills, confidence, and resilience for long-term career success.
- **Department for Work and Pensions (DWP)** – Working closely with job centres and employment advisors to provide mental health interventions for job seekers and those at risk of losing employment.
- **North East Combined Authority** – Collaborating on regional strategies to improve mental health support within employment and skills programs.



COUNSELLING SERVICES



Strengthening Support and Sustaining Our Counselling Services

Our counselling services play a vital role in providing much-needed support to individuals facing various challenges. However, sustaining these services has become increasingly challenging due to financial constraints. This report aims to highlight the significance of our counselling services, the current challenges we face in maintaining them, and potential solutions to ensure their continuation.

Importance of Counselling Services:

Counselling services provide invaluable support to individuals dealing with mental health issues, relationship problems, trauma, and various other personal difficulties. By offering a safe and confidential space for individuals to express themselves, seek guidance, and develop coping strategies, our counselling services contribute significantly to the well-being of our community.

Service Overview:

On average, we support approximately **150 - 200** individuals per week through our counselling services in North Tyneside and Blyth. Each counselling session is donation-based, with a suggested contribution of £30 per session. Despite our efforts to make the services accessible, we still face challenges in covering operational costs and maintaining quality service delivery.

Challenges Faced:

Financial Constraints: The donation-based model, while intended to make counselling services accessible, has resulted in inconsistent revenue streams. As a result, we struggle to cover essential expenses such as therapist salaries, administrative costs, and facility maintenance also none of our community mental health support is funded and the cost is coverd by Anxious Minds we go hand to mouth every month

High Demand and Long Waitlists: The overwhelming demand for counselling services has led to a waiting list of four months or more. This extended wait time not only exacerbates the distress of individuals seeking support but also poses challenges in managing client expectations and ensuring timely access to care.

Funding Shortages: Securing consistent funding for our counselling services remains a persistent challenge. Despite efforts to seek grants, donations, and partnerships, we continue to face difficulties in obtaining sustainable funding sources.

Potential Solutions:

Diversifying Revenue Streams: Exploring alternative sources of funding, such as government grants, corporate sponsorships, and fundraising events, can help alleviate financial pressures and ensure the long-term sustainability of our counselling services.

Fee Adjustment: Considering a modest adjustment to the suggested donation amount or implementing a sliding scale fee structure based on income could help generate more reliable revenue while maintaining affordability for clients.

Collaboration and Advocacy: Collaborating with other community organisations, mental health advocacy groups, and policymakers can amplify our efforts to secure funding and raise awareness about the importance of mental health support services.

Conclusion:

Our counselling services play a crucial role in supporting individuals during challenging times, but sustaining them requires concerted efforts to address financial constraints and operational challenges. By implementing strategic solutions and fostering collaborative partnerships, we can ensure the continued availability of high-quality counselling services for those in need within our community.

Thank you for considering the importance of sustaining our counselling services. Together, we can make a difference in the lives of individuals seeking support and guidance.



Our Projects

Our holistic, wraparound support service is essential when assisting individuals in crisis, as mental health challenges rarely exist in isolation. People facing crises often struggle with a range of interconnected issues, such as financial difficulties, housing instability, substance use, family breakdowns, or physical health conditions. Addressing only their mental health needs without considering these broader challenges can limit the effectiveness of interventions and hinder long-term recovery.

A truly supportive approach integrates mental health care with practical assistance, offering a comprehensive network of services tailored to an individual's needs. This may include access to crisis counseling, financial and legal advice, housing support, addiction recovery programs, employment assistance, and peer support networks. By working collaboratively across different areas, professionals can create a more effective and sustainable support system that empowers individuals to regain stability and move forward with their lives.

Moreover, early intervention is crucial. The sooner someone in crisis receives holistic support, the better their chances of recovery and resilience.

PROJECTS	DETAILS	OUTCOME
VETERAN RECOVERY COLLEGE	Support for veterans struggling with addiction and mental health	• **1,950** Counselling Hours • **30** Suppoted with Addiction • **40** Used Advice Services
VETERAN FAMILIES	Support for families of Veterans, Reservists and Serving Soldiers	• **32** Families had Advice Services • **650** Counselling Hours • **10** Families Used the Foodbank
VETERAN AND COMMUNITY KITCHEN	Hot Meals and Foodbank For Veterans and the Wider Community	• Over **17,500** Hot Meals Served • **81** People a week use the Foodbank

OUTDOOR THERAPY	Including Hiking, Kayaking, Mountain Biking, Woodland School, Rock Climbing	• Over **200** people accessed the outdoor therapy this year.
SUPPORT BACK TO WORK	Supported back to work in partnership with Reed in Partnership, The DWP, The WiseGroup and North East Combined Authority	• Helping over **512** move into or closer to employment
COMMUNITY MENTAL HEALTH SERVICES	Accsess in to our Community Drop-in and Recovery Services	• Over the year we had over **1,700** people use the Community Mental Health Services.
COMMUNITY COUNSELLING SERVICES	We simply can not keep up with the demand for counselling	• Total hours of counselling deliverd by all projects is **8,500**

Moving Forward Together: Building a Stronger Future



For Every £1

Generates £9 of Social impact

£341,473

Funding Recived in 2024



Our 2025 Goals

1

Growing Our Counselling Services and Enhancing Training

To meet the increasing demand for mental health support, we are committed to expanding our counselling services and delivering more comprehensive training programs. By growing our team of qualified professionals, we can provide greater access to high-quality, person-centered therapy, ensuring that more individuals receive the support they need when they need it most.

2

Expanding Our Employment Support Services and Recruit4Good Job Board

Access to meaningful employment is a crucial factor in mental well-being and long term stability. That's why we are committed to expanding our employment support services and growing our Recruit4Good job board, ensuring that individuals especially veterans, those in recovery, and people facing mental health challenges have greater access to job opportunities and career development.

3

Expanding Courses and Events at the North East Veteran Recovery College

To further our commitment to supporting veterans on their recovery journey, we are expanding the courses and events available at the North East Veteran Recovery College. Our goal is to provide a wider range of educational, therapeutic, and skill-building opportunities, ensuring that every veteran has access to the support and knowledge they need to thrive.

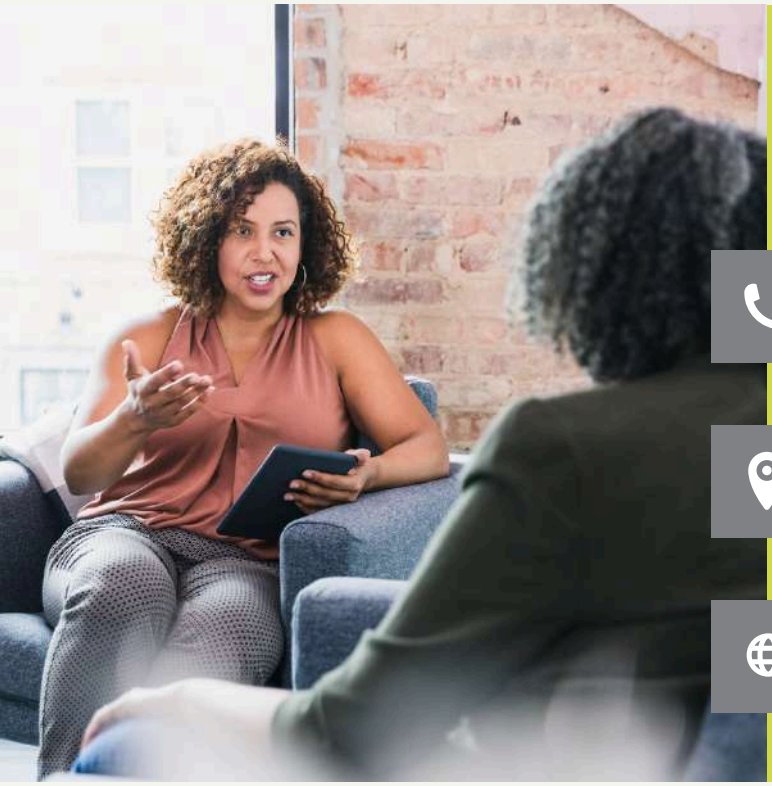
4

Establishing the Veteran Families Support Services

Recognising that the challenges faced by veterans also impact their families, we are committed to establishing Veteran Families Support Services a dedicated initiative to provide the emotional, practical, and social support that families need to navigate the unique challenges of military and veteran life.

HOW TO CONTACT ANXIOUS MINDS

We are always available for a conversation or to showcase the incredible work we're doing. Feel free to visit us anytime—our doors are open at all four of our centers. We'd love for you to come by and visit us. If you work with individuals who could benefit from our services, or know someone in need, please don't hesitate to get in touch using the contact information provided below



Our Contact

If you have any qestions or Know of somone in the North East who needs support

Phone :

North Tyneside 0191 262 0305
Northumberland 0167 094 6188

Address :

Head Office: The Vault 31
Station Road, Wallsend
North Tyneside NE28 6SZ

Website :

www.anxiousminds.co.uk

We work incredibly hard six days a week, supporting hundreds of individuals struggling with mental health and addiction. Imagine the impact we could make with just a little more funding.

Acknowledgements

As we approach the end of our three year grant from the Trusthouse Foundation, we cannot thank them enough for their incredible support. Their funding has been instrumental in expanding our veteran services, enabling us to provide vital support to veterans, their families, and the wider community of the North East.
Earlier this year, we faced the very real possibility of having to close all four of our centers due to the overwhelming increase in demand for our services. With little to no funding left, we found ourselves struggling to keep up. The need for mental health support has never been greater, and without the support we was given by the Trusthouse Foundation, we wouldn't have been able to continue our mission. Their generosity has made a real difference, allowing us to provide the care that so many veterans, their families, and the North East community desperately need Thank You so much for everything you have done for the people of the North East



We thank you for your continued support in our programs.

Trusthouse
Charitable Foundation

THANK YOU TO ALL OUR FUNDERS

EDF Energy Blyth Offshore Demonstrator Wind Farm Community Benefit
Armed Forces Covenant Trust
Trusthouse Foundation
North Tynside Council
The Veteran Foundation
Northumbria Police Pay Back Fund
Lottery Community Organisation Cost Of Living (TNL)
The 1989 Willan Charitable Trust
NTCA Small Grants Youth Employment
Army Benevolen Fund
Lottery Awards4All



SOME OF OUR AWARDS

ACQ5 Global Awards 2018
CHARITY OF THE YEAR (MENTAL HEALTH), ANXIOUS MINDS

MARKEL 3RD SECTOR CARE AWARDS 3

ghp Anxious Minds 2022 WINNER

ENGLISH Veterans Awards
FINALIST
Leader of the year 2023

ENGLISH Veterans Awards
FINALIST
e Achieveme t

ENGLISH Veterans Awards
WINNER 2022
Health & Well-being Award

ENGLISH Veterans Awards
Silver Award
Role Model of the Year 2022

Soldiering On Awards 2021 WINNER
Health and Rehabilitation

Forward Ladies
Shortlisted
Regional Heat
Yorkshire, North East & Scotland
National Women In Business Awards 2016

AI EXCELLENCE AWARDS 2018

ENGLISH Veterans Awards
Leader of the Year 2024 winner

AWARDED TOP 10 UK MENTAL HEALTH BLOG

VODA Awards 2022
Charity of the Year

Charity of the Year 2022
Anxious Minds was Highly Commended.

ARMED FORCES COVENANT

The UK's Mental Health and Wellbeing Awards 2022

CorporateLiveWire GLOBAL AWARDS 2022/23
WINNER

SME news
Best Mental Health Support Provider - North East
NORTHERN ENTERPRISE AWARDS 2022 WINNER

SME news 2021 UK ENTERPRISE AWARDS WINNER
LEADING MENTAL HEALTH SUPPORT SERVICE OF THE YEAR



AnxiousMinds
Supporting People in Crisis

2024

CHARITY REGISTRATION NUMBER: 1164040

Anxious Minds

Unaudited Financial Statements

31 October 2024

Anxious Minds

Financial Statements

Year ended 31 October 2024

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Statement of financial activities	**7**
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The following pages do not form part of the financial statements	
Detailed statement of financial activities	**18**

Anxious Minds

Trustees' Annual Report

Year ended 31 October 2024

The trustees present their report and the unaudited financial statements of the charity for the year ended 31 October 2024.

Reference and administrative details

Registered charity name	Anxious Minds	
Charity registration number	1164040	
Principal office	The Vault Station Road Wallsend NE28 6RL	
The trustees		
	Dr Chris Bowman	
	Shoaib Mazhar	
	Tony Wright	
	Janice Wilkinson	
	Bryan Craggs	
	Andrew Swan	
	Graeme Houghton	
	Dionne Kennedy	Appointed 2 April 2024
Independent examiner	JFS Torbitt Chartered Certified Accountants 58 Durham Road Birtley Co Durham DH3 2QJ	
Bankers	Lloyds Bank	

Structure, governance and management

The charity was registered as a CIO on 20 October 2015. Trustees for the financial year are listed on the previous page.

Governance and Management
The trustees all hold individual roles, i.e. chair, treasurer etc. They also attend appropriate training courses. The trustees have assessed the major risks to which the charity is exposed, and are satisfied that the systems are in place to mitigate exposure to the assessed risks. All trustees and staff have been DBS checked.

Trustee Selection
The trustees are drawn from a wide range of backgrounds and must have an interest in mental health issues and/or relevant skills/experience. A number of trustees must be service users. Potential new trustees must be proposed and seconded by members of Anxious Minds Board and must complete an application form and provide one written reference. If a reference is difficult to obtain, trustees can be co-opted by the Board on a six-month trial period to enable inclusion. New trustees are voted on to the Trustee Board at any board meeting.

All trustees may offer themselves for re-election at the Annual General Meeting for up to a maximum of seven years. After standing down, members are ineligible to stand for re-election for a minimum of one year. Officers of the Charity may serve for up to five years as officers, after which they may continue to serve on the committee until the seven year's service is completed.

All trustees must retire by rotation once every three years and are eligible for re-election.

Induction and training of new trustees:

1. Our process is intended to ensure inclusion, provide the right skills mix and provide a balanced functional Board. Our recruitment process forms part of induction to our organisation
2. Application pack, including the Charity Commission publication "The Essential Trustee", is provided.
3. Application form and reference(s) received. For people unable to provide a reference, a six-month probationary period is used (to enable service users equal opportunity).
4. Trustee co-opted onto Board at a Board meeting or voted on at the Annual General Meeting.
5. Chief Executive and Chair provide regular support and learning opportunities to new trustees.
6. Trustee training is incorporated into the Board meetings.
7. Trustees undertake a self-appraisal with the Chair on an annual basis.

Objectives and activities

The objective of Anxious Minds are stated in our Constitution as follows: The objects of the Charity shall be to promote the preservation of mental health and to assist in relieving and rehabilitating persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment, in association with Anxious Minds in accordance with the aims and objects of Anxious Minds.

Vision, Mission and Values

Our Values are to:

- Put our service users at the forefront of our development
- Make support services easier to access
- Treat every service user as an individual
- Build a trusting and safe environment for service users to achieve
- Help and support each service user to reach their individual potential
- See a person beyond their diagnosis

Accessing Support:

We offer several ways in which local people can access support from us, including referrals from local GPs, Crisis and Mental Health Teams, Other Charities, Local Authorities and Self-Referral. We directly provide help and support to those who need it most through a range of targeted services designed specifically to address the local need.

Chair of Board of Trustee's Statement

As 2024 concludes, Anxious Minds proudly reflects on a year marked by hope, growth, and profound impact. Amidst rising demand for mental health support in the North East, our organisation has remained steadfast in our commitment to providing accessible, compassionate, and transformative care.

Throughout this remarkable year, our dedicated staff, volunteers, and supporters have worked tirelessly, embodying resilience and innovation in everything we do. We extend our heartfelt gratitude to our funders, partners, donors, and wider community, whose unwavering support has been foundational to our success. Equally critical has been the exceptional dedication of our team, both staff and volunteers, whose tireless efforts have changed lives and offered hope to countless individuals.

In 2024, Anxious Minds experienced record-high referrals from healthcare providers, charities, and social prescribers, underscoring the vital role we play in the community. Despite limited resources, our organisation successfully rose to the occasion, providing essential mental health support to more individuals than ever before.

Key achievements this year include:

Breaking Down Barriers to Mental Health Support:

- Delivered Low costing and free, accessible counselling and therapy to hundreds affected by anxiety, depression, abuse and trauma.
- Launched specialist support groups for men, young adults, and individuals experiencing loneliness.
- Expanded our walk-in crisis services, ensuring immediate care for those in urgent need.

Empowering Through Community and Peer Support:

- Enhanced peer support networks to combat stigma and isolation.
- Conducted mental health training in the workplaces, and communities, promoting resilience and understanding.
- Collaborated with local organisations to deliver targeted outreach programs for marginalised communities.

Innovation in Mental Health Care:

- Piloted digital therapy solutions, improving accessibility for remote areas.
- Implemented trauma-informed care training to elevate service quality.
- Developed new self-help resources, empowering individuals in their personal recovery journeys.

None of these accomplishments would have been possible without the incredible dedication and compassion of our team, staff and volunteers alike and the generosity of our supporters whose fundraising and advocacy efforts sustained our operations.

Looking ahead, we recognise the increasing demands placed on our resources. To sustain and expand our vital services, we continue to rely on the generosity and support of our community.

As we approach our tenth anniversary in 2025, Anxious Minds remains deeply committed to growing our reach, strengthening partnerships, and advocating for improved mental health care.

At Anxious Minds, nobody walks alone. Your support ensures our message of hope and recovery reaches those who need it most. Together, we will continue to break barriers, transform lives, and build a brighter future where mental health care is accessible to all.

The trustees' annual report was approved on .....24/07/2025..... and signed on behalf of the trustees by:



Dr Chris Bowman
Chair

"Alone we can do so little; together we can do so much." – Helen Keller

Anxious Minds

Independent Examiner's Report to the Trustees of Anxious Minds

Year ended 31 October 2024

I report to the trustees on my examination of the financial statements of Anxious Minds ('the charity') for the year ended 31 October 2024.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

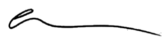
I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or

2. the financial statements do not accord with those records; or

3. the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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



Jane Freeman
FCCA
Independent Examiner
58 Durham Road
Birtley
Co Durham
DH3 2QJ

24/07/2025

Anxious Minds

Statement of Financial Activities

Year ended 31 October 2024

	Note	2024 Unrestricted funds £	2024 Restricted funds £	2024 Total funds £	2023 Total funds £
Income					
Donations and grants	**4**	46,857	187,663	234,520	206,069
Other trading activities	**5**	107,539	–	107,539	127,895
Total income		154,396	187,663	342,059	333,964
Expenditure					
Expenditure on raising funds:					
Costs of raising donations, grants and trading activities	**6**	140,778	196,373	337,151	333,014
Expenditure on charitable activities	**7**	2,041	–	2,041	3,101
Total expenditure		142,819	196,373	339,192	336,115
Net income/(expenditure) and net movement in funds		11,577	(8,710)	2,867	(2,151)
Reconciliation of funds					
Total funds brought forward		50,356	49,500	99,856	102,007
Total funds carried forward		61,933	40,790	102,723	99,856

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 9 to 16 form part of these financial statements.

Anxious Minds

Statement of Financial Position

31 October 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible fixed assets	**12**	33,000	38,000
Current assets			
Debtors	**13**	5,824	5,028
Cash at bank and in hand		66,501	59,371
		72,325	64,399
Creditors: amounts falling due within one year	**14**	(2,602)	(2,543)
Net current assets		69,723	61,856
Total assets less current liabilities		102,723	99,856
Net assets		102,723	99,856
Funds of the charity			
Restricted funds		40,790	49,500
Unrestricted funds		61,933	50,356
Total charity funds	**15**	102,723	99,856

These financial statements were approved by the board of trustees and authorised for issue on ……24/07/2025……., and are signed on behalf of the

Dr Chris Bowman
Trustee

The notes on pages 9 to 16 form part of these financial statements.

1. General information

The charity is a public benefit entity and a registered charity in England and Wales and is unincorporated. The address of the principal office is The Vault, Station Road, Wallsend NE28 6RL.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities Act 2011.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

3. Accounting policies (continued)

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

3. Accounting policies (continued)

Tangible assets (continued)

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Woodland Project Land	Nil
Computer Equipment	33.33% straight line

4. Donations and grants

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2024 £**
Donations			
Donations	46,857	–	46,857
Grants			
North Tyneside Council	–	2,000	2,000
NTCA Small grants	–	28,203	28,203
The Veterans Foundation	–	20,000	20,000
Northumbria Police	–	5,000	5,000
The 1989 Willan Charitable Trust	–	10,000	10,000
The National Lottery - 1	–	33,363	33,363
The National Lottery - 2	–	17,697	17,697
EDF Energy Blyth Offshore Demonstrator Wind Farm	–	10,000	10,000
Army Benevolent Fund	–	10,000	10,000
Awards 4 All	–	18,400	18,400
Armed Forces Covenant Trust	–	33,000	33,000
	46,857	187,663	234,520

4. Donations and grants (continued)

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Donations			
Donations	28,469	–	28,469
Grants			
Small grant	500	–	500
Northumberland Village Homes Trust	5,000	–	5,000
Community Foundation	–	3,000	3,000
DWF Foundation	–	4,400	4,400
Veteran Foundation	–	15,000	15,000
Awards for All	–	10,000	10,000
The William Leech Charity	–	5,000	5,000
Army Benevolent Fund	–	20,000	20,000
1989 Willan Charitable Trust	–	10,000	10,000
Trusthouse Foundation	–	66,000	66,000
RAF Benevolent Fund	–	2,500	2,500
Charles Robert Bell	–	3,200	3,200
Armed Forces Covenant Trust	–	33,000	33,000
	5,500	172,100	177,600
	33,969	172,100	206,069

5. Other trading activities

	Unrestricted Funds £	**Total Funds 2024 £**	Unrestricted Funds £	Total Funds 2023 £
Workshop & Sessional Fees	107,209	107,209	112,005	112,005
Supervision	330	330	890	890
Donated Goods - Capital Equipment	–	–	15,000	15,000
	107,539	107,539	127,895	127,895

6. Costs of raising donations, grants and trading activities

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2024 £**
Salary Costs	78,861	156,730	235,591
Rent & Room Hire	10,265	33,000	43,265
Advertising & Promotional	2,301	–	2,301
Computer Costs	4,435	–	4,435
Insurances	1,457	–	1,457
Office & General Administration	825	–	825
Professional Services	19,154	6,643	25,797
Phone Costs	691	–	691
Print, Post & Stationery	992	–	992
Purchases	1,655	–	1,655
Travel Costs	1,378	–	1,378
Utilities	9,305	–	9,305
Fundraising Costs	3,589	–	3,589
Project Costs	438	–	438
Repairs & Renewals	6	–	6
Volunteer Expenses	426	–	426
Depreciation	5,000	–	5,000
	140,778	196,373	337,151

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Salary Costs	111,360	103,600	214,960
Rent & Room Hire	25,639	17,000	42,639
Advertising & Promotional	1,438	–	1,438
Computer Costs	1,663	–	1,663
Insurances	984	–	984
Office & General Administration	2,626	–	2,626
Professional Services	31,106	–	31,106
Phone Costs	899	–	899
Print, Post & Stationery	4,348	–	4,348
Purchases	6,845	–	6,845
Travel Costs	870	–	870
Utilities	3,936	–	3,936
Fundraising Costs	1,531	–	1,531
Cleaning	215	–	215
Project Costs	1,000	–	1,000
Repairs & Renewals	286	–	286
Volunteer Expenses	10,018	2,000	12,018
Depreciation	5,000	–	5,000
Licences	650	–	650
	210,414	122,600	333,014

7. Governance

	Unrestricted Funds £	**Total Funds 2024 £**	Unrestricted Funds £	Total Funds 2023 £
Support costs	2,041	2,041	3,101	3,101

8. Independent examinations fees

	Total funds 2024 £	Total fund 2023 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	2,041	3,101

9. Net income

Net income is stated after charging:

	2024 £	2023 £
Depreciation of tangible fixed assets	5,000	5,000

10. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2024 £	2023 £
Wages and salaries	225,460	207,279
Social security costs	7,925	6,173
Pension contributions	2,206	1,508
	235,591	214,960

The average head count of employees during the year was 17 (2023: 16).

No employee received employee benefits of more than £60,000 during the year (2023: Nil).

11. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the Trustees.

12. Tangible fixed assets

	Freehold property £	Equipment £	**Total £**
Cost			
At 1 November 2023 and 31 October 2024	28,000	15,000	43,000
Depreciation			
At 1 November 2023	–	5,000	5,000
Charge for the year	–	5,000	5,000
At 31 October 2024	–	10,000	10,000
Carrying amount			
At 31 October 2024	28,000	5,000	33,000
At 31 October 2023	28,000	10,000	38,000

13. Debtors

	2024	2023
	£	£
Trade debtors	5,160	4,120
Prepayments and accrued income	664	908
	5,824	5,028

14. Creditors: amounts falling due within one year

	2024	2023
	£	£
Accruals and deferred income	527	960
Social security and other taxes	2,075	1,583
	2,602	2,543

15. Analysis of charitable funds

Unrestricted funds

	At 1 November 2023	Income	Expenditure	At 31 October 2024
	£	£	£	£
General funds	50,356	154,396	(142,819)	61,933

	At 1 November 2022	Income	Expenditure	At 31 October 2023
	£	£	£	£
General funds	102,007	161,864	(213,515)	50,356

Restricted funds

	At 1 November 2023	Income	Expenditure	At 31 October 2024
	£	£	£	£
Trusthouse Foundation	33,000	–	(33,000)	–
Armed Forces Covenant Trust	16,500	33,000	(35,750)	13,750
NTCA Small Grants	–	28,203	(21,936)	6,267
North Tyneside Council	–	2,000	(2,000)	–
The Veteran Foundation	–	20,000	(19,992)	8
Northumbria Police	–	5,000	(5,000)	–
The 1989 Willan Charitable Trust	–	10,000	(9,999)	1
The National Lottery - 1	–	33,363	(33,363)	–
The National Lottery - 2	–	17,697	(17,697)	–
Army Benevolent Fund	–	10,000	(4,167)	5,833
EDF Energy Blyth Offshore Demonstrator Wind Farm Community Benefit	–	10,000	(10,000)	–
Awards 4 All	–	18,400	(3,470)	14,930
	49,500	187,663	(196,373)	40,790

15. Analysis of charitable funds (continued)

	At 1 November 2022 £	Income £	Expenditure £	At 31 October 2023 £
Community Foundation	–	3,000	(3,000)	–
DWF Foundation	–	4,400	(4,400)	–
Veteran Foundation	–	15,000	(15,000)	–
Awards for All	–	10,000	(10,000)	–
The Wiiliam Leech Charity	–	5,000	(5,000)	–
Army Benevolent Fund	–	20,000	(20,000)	–
1989 Willan Charitable Trust	–	10,000	(10,000)	–
Trusthouse Foundation	–	66,000	(33,000)	33,000
RAF Benevolent Fund	–	2,500	(2,500)	–
Charles Robert Bell Fund	–	3,200	(3,200)	–
Armed Forces Covenant Trust	–	33,000	(16,500)	16,500
	–	172,100	(122,600)	49,500

16. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2024 £**
Tangible fixed assets	33,000	–	33,000
Current assets	31,535	40,790	72,325
Creditors less than 1 year	(2,602)	–	(2,602)
Net assets	61,933	40,790	102,723

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	38,000	–	38,000
Current assets	14,899	49,500	64,399
Creditors less than 1 year	(2,543)	–	(2,543)
Net assets	50,356	49,500	99,856

The following pages do not form part of the financial statements.

Anxious Minds

Detailed Statement of Financial Activities

Year ended 31 October 2024

	2024	2023
	£	£
Income		
Donations and grants		
Donations	46,857	28,469
Grants		
Charles Robert Bell	–	3,200
The Veterans Foundation	20,000	15,000
Trusthouse Foundation	–	66,000
Community Foundation	–	3,000
Northumberland Village Homes Trust	–	5,000
Small Grant	–	500
DWF Foundation	–	4,400
The William Leech Charity	–	5,000
Awards for All	18,400	10,000
Army Benevolent Fund	10,000	20,000
1989 Willan Charitable Trust	10,000	10,000
RAF Benevolent Fund	–	2,500
The National Lottery - 1	33,363	–
The National Lottery - 2	17,697	–
EDF Energy Blyth Offshore Demonstrator Wind Farm Community Benefit	10,000	–
North Tyneside Council	2,000	–
Northumbria Police	5,000	–
NTCA Small Grants	28,203	–
Armed Forces Covenant Trust	33,000	33,000
	187,663	177,600
	234,520	206,069
Other trading activities		
Workshop & Sessional Fees	107,209	112,005
Supervision	330	890
Donated Goods - Capital Equipment	–	15,000
	107,539	127,895
Total income	342,059	333,964

Expenditure		
Costs of raising donations and grants		
Purchases	1,655	6,845
Wages and salaries	235,591	214,960
Rent & room hire	43,265	42,639
Cleaning	–	215
Utilities	9,305	3,936
Repairs and maintenance	6	286
Insurance	1,457	984
Volunteer expenses	426	12,018
Licences	–	650
Travel costs	1,378	870
Professional fees	25,797	31,106
Telephone	691	899
Printing, postage & stationery	992	4,348
Depreciation	5,000	5,000
Advertising & promotional	2,301	1,438
Computer costs	4,435	1,663
Office & general administration	825	2,626
Fundraising costs	3,589	1,531
Project costs	438	1,000
	337,151	333,014
Expenditure on charitable activities		
Legal and professional fees	2,041	3,101
Total expenditure	339,192	336,115
Net income/(expenditure)	2,867	(2,151)

CHARITY REGISTRATION NUMBER: 1164040

Anxious Minds

Unaudited Financial Statements

31 October 2024

Anxious Minds

Financial Statements

Year ended 31 October 2024

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Anxious Minds

Trustees' Annual Report

Year ended 31 October 2024

The trustees present their report and the unaudited financial statements of the charity for the year ended 31 October 2024.

Reference and administrative details

Registered charity name	Anxious Minds	
Charity registration number	1164040	
Principal office	The Vault Station Road Wallsend NE28 6RL	
The trustees		
	Dr Chris Bowman	
	Shoaib Mazhar	
	Tony Wright	
	Janice Wilkinson	
	Bryan Craggs	
	Andrew Swan	
	Graeme Houghton	
	Dionne Kennedy	Appointed 2 April 2024
Independent examiner	JFS Torbitt Chartered Certified Accountants 58 Durham Road Birtley Co Durham DH3 2QJ	
Bankers	Lloyds Bank	

Structure, governance and management

The charity was registered as a CIO on 20 October 2015. Trustees for the financial year are listed on the previous page.

Governance and Management
The trustees all hold individual roles, i.e. chair, treasurer etc. They also attend appropriate training courses. The trustees have assessed the major risks to which the charity is exposed, and are satisfied that the systems are in place to mitigate exposure to the assessed risks. All trustees and staff have been DBS checked.

Trustee Selection
The trustees are drawn from a wide range of backgrounds and must have an interest in mental health issues and/or relevant skills/experience. A number of trustees must be service users. Potential new trustees must be proposed and seconded by members of Anxious Minds Board and must complete an application form and provide one written reference. If a reference is difficult to obtain, trustees can be co-opted by the Board on a six-month trial period to enable inclusion. New trustees are voted on to the Trustee Board at any board meeting.

All trustees may offer themselves for re-election at the Annual General Meeting for up to a maximum of seven years. After standing down, members are ineligible to stand for re-election for a minimum of one year. Officers of the Charity may serve for up to five years as officers, after which they may continue to serve on the committee until the seven year's service is completed.

All trustees must retire by rotation once every three years and are eligible for re-election.

Induction and training of new trustees:

1. Our process is intended to ensure inclusion, provide the right skills mix and provide a balanced functional Board. Our recruitment process forms part of induction to our organisation
2. Application pack, including the Charity Commission publication "The Essential Trustee", is provided.
3. Application form and reference(s) received. For people unable to provide a reference, a six-month probationary period is used (to enable service users equal opportunity).
4. Trustee co-opted onto Board at a Board meeting or voted on at the Annual General Meeting.
5. Chief Executive and Chair provide regular support and learning opportunities to new trustees.
6. Trustee training is incorporated into the Board meetings.
7. Trustees undertake a self-appraisal with the Chair on an annual basis.

Objectives and activities

The objective of Anxious Minds are stated in our Constitution as follows: The objects of the Charity shall be to promote the preservation of mental health and to assist in relieving and rehabilitating persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment, in association with Anxious Minds in accordance with the aims and objects of Anxious Minds.

Vision, Mission and Values

Our Values are to:

- Put our service users at the forefront of our development
- Make support services easier to access
- Treat every service user as an individual
- Build a trusting and safe environment for service users to achieve
- Help and support each service user to reach their individual potential
- See a person beyond their diagnosis

Accessing Support:

We offer several ways in which local people can access support from us, including referrals from local GPs, Crisis and Mental Health Teams, Other Charities, Local Authorities and Self-Referral. We directly provide help and support to those who need it most through a range of targeted services designed specifically to address the local need.

Chair of Board of Trustee's Statement

As 2024 concludes, Anxious Minds proudly reflects on a year marked by hope, growth, and profound impact. Amidst rising demand for mental health support in the North East, our organisation has remained steadfast in our commitment to providing accessible, compassionate, and transformative care.

Throughout this remarkable year, our dedicated staff, volunteers, and supporters have worked tirelessly, embodying resilience and innovation in everything we do. We extend our heartfelt gratitude to our funders, partners, donors, and wider community, whose unwavering support has been foundational to our success. Equally critical has been the exceptional dedication of our team, both staff and volunteers, whose tireless efforts have changed lives and offered hope to countless individuals.

In 2024, Anxious Minds experienced record-high referrals from healthcare providers, charities, and social prescribers, underscoring the vital role we play in the community. Despite limited resources, our organisation successfully rose to the occasion, providing essential mental health support to more individuals than ever before.

Key achievements this year include:

Breaking Down Barriers to Mental Health Support:

- Delivered Low costing and free, accessible counselling and therapy to hundreds affected by anxiety, depression, abuse and trauma.
- Launched specialist support groups for men, young adults, and individuals experiencing loneliness.
- Expanded our walk-in crisis services, ensuring immediate care for those in urgent need.

Empowering Through Community and Peer Support:

- Enhanced peer support networks to combat stigma and isolation.
- Conducted mental health training in the workplaces, and communities, promoting resilience and understanding.
- Collaborated with local organisations to deliver targeted outreach programs for marginalised communities.

Innovation in Mental Health Care:

- Piloted digital therapy solutions, improving accessibility for remote areas.
- Implemented trauma-informed care training to elevate service quality.
- Developed new self-help resources, empowering individuals in their personal recovery journeys.

None of these accomplishments would have been possible without the incredible dedication and compassion of our team, staff and volunteers alike and the generosity of our supporters whose fundraising and advocacy efforts sustained our operations.

Looking ahead, we recognise the increasing demands placed on our resources. To sustain and expand our vital services, we continue to rely on the generosity and support of our community.

As we approach our tenth anniversary in 2025, Anxious Minds remains deeply committed to growing our reach, strengthening partnerships, and advocating for improved mental health care.

At Anxious Minds, nobody walks alone. Your support ensures our message of hope and recovery reaches those who need it most. Together, we will continue to break barriers, transform lives, and build a brighter future where mental health care is accessible to all.

The trustees' annual report was approved on .....24/07/2025..... and signed on behalf of the trustees by:



Dr Chris Bowman
Chair

"Alone we can do so little; together we can do so much." – Helen Keller

Anxious Minds

Independent Examiner's Report to the Trustees of Anxious Minds

Year ended 31 October 2024

I report to the trustees on my examination of the financial statements of Anxious Minds ('the charity') for the year ended 31 October 2024.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

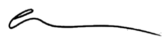
I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or

2. the financial statements do not accord with those records; or

3. the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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



Jane Freeman
FCCA
Independent Examiner
58 Durham Road
Birtley
Co Durham
DH3 2QJ

24/07/2025

Anxious Minds

Statement of Financial Activities

Year ended 31 October 2024

	Note	2024 Unrestricted funds £	2024 Restricted funds £	2024 Total funds £	2023 Total funds £
Income					
Donations and grants	**4**	46,857	187,663	234,520	206,069
Other trading activities	**5**	107,539	–	107,539	127,895
Total income		154,396	187,663	342,059	333,964
Expenditure					
Expenditure on raising funds:					
Costs of raising donations, grants and trading activities	**6**	140,778	196,373	337,151	333,014
Expenditure on charitable activities	**7**	2,041	–	2,041	3,101
Total expenditure		142,819	196,373	339,192	336,115
Net income/(expenditure) and net movement in funds		11,577	(8,710)	2,867	(2,151)
Reconciliation of funds					
Total funds brought forward		50,356	49,500	99,856	102,007
Total funds carried forward		61,933	40,790	102,723	99,856

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 9 to 16 form part of these financial statements.

Anxious Minds

Statement of Financial Position

31 October 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible fixed assets	**12**	33,000	38,000
Current assets			
Debtors	**13**	5,824	5,028
Cash at bank and in hand		66,501	59,371
		72,325	64,399
Creditors: amounts falling due within one year	**14**	(2,602)	(2,543)
Net current assets		69,723	61,856
Total assets less current liabilities		102,723	99,856
Net assets		102,723	99,856
Funds of the charity			
Restricted funds		40,790	49,500
Unrestricted funds		61,933	50,356
Total charity funds	**15**	102,723	99,856

These financial statements were approved by the board of trustees and authorised for issue on ……24/07/2025……., and are signed on behalf of the

Dr Chris Bowman
Trustee

The notes on pages 9 to 16 form part of these financial statements.

1. General information

The charity is a public benefit entity and a registered charity in England and Wales and is unincorporated. The address of the principal office is The Vault, Station Road, Wallsend NE28 6RL.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities Act 2011.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

3. Accounting policies (continued)

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

3. Accounting policies (continued)

Tangible assets (continued)

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Woodland Project Land	Nil
Computer Equipment	33.33% straight line

4. Donations and grants

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2024 £**
Donations			
Donations	46,857	–	46,857
Grants			
North Tyneside Council	–	2,000	2,000
NTCA Small grants	–	28,203	28,203
The Veterans Foundation	–	20,000	20,000
Northumbria Police	–	5,000	5,000
The 1989 Willan Charitable Trust	–	10,000	10,000
The National Lottery - 1	–	33,363	33,363
The National Lottery - 2	–	17,697	17,697
EDF Energy Blyth Offshore Demonstrator Wind Farm	–	10,000	10,000
Army Benevolent Fund	–	10,000	10,000
Awards 4 All	–	18,400	18,400
Armed Forces Covenant Trust	–	33,000	33,000
	46,857	187,663	234,520

4. Donations and grants (continued)

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Donations			
Donations	28,469	–	28,469
Grants			
Small grant	500	–	500
Northumberland Village Homes Trust	5,000	–	5,000
Community Foundation	–	3,000	3,000
DWF Foundation	–	4,400	4,400
Veteran Foundation	–	15,000	15,000
Awards for All	–	10,000	10,000
The William Leech Charity	–	5,000	5,000
Army Benevolent Fund	–	20,000	20,000
1989 Willan Charitable Trust	–	10,000	10,000
Trusthouse Foundation	–	66,000	66,000
RAF Benevolent Fund	–	2,500	2,500
Charles Robert Bell	–	3,200	3,200
Armed Forces Covenant Trust	–	33,000	33,000
	5,500	172,100	177,600
	33,969	172,100	206,069

5. Other trading activities

	Unrestricted Funds £	**Total Funds 2024 £**	Unrestricted Funds £	Total Funds 2023 £
Workshop & Sessional Fees	107,209	107,209	112,005	112,005
Supervision	330	330	890	890
Donated Goods - Capital Equipment	–	–	15,000	15,000
	107,539	107,539	127,895	127,895

6. Costs of raising donations, grants and trading activities

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2024 £**
Salary Costs	78,861	156,730	235,591
Rent & Room Hire	10,265	33,000	43,265
Advertising & Promotional	2,301	–	2,301
Computer Costs	4,435	–	4,435
Insurances	1,457	–	1,457
Office & General Administration	825	–	825
Professional Services	19,154	6,643	25,797
Phone Costs	691	–	691
Print, Post & Stationery	992	–	992
Purchases	1,655	–	1,655
Travel Costs	1,378	–	1,378
Utilities	9,305	–	9,305
Fundraising Costs	3,589	–	3,589
Project Costs	438	–	438
Repairs & Renewals	6	–	6
Volunteer Expenses	426	–	426
Depreciation	5,000	–	5,000
	140,778	196,373	337,151

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Salary Costs	111,360	103,600	214,960
Rent & Room Hire	25,639	17,000	42,639
Advertising & Promotional	1,438	–	1,438
Computer Costs	1,663	–	1,663
Insurances	984	–	984
Office & General Administration	2,626	–	2,626
Professional Services	31,106	–	31,106
Phone Costs	899	–	899
Print, Post & Stationery	4,348	–	4,348
Purchases	6,845	–	6,845
Travel Costs	870	–	870
Utilities	3,936	–	3,936
Fundraising Costs	1,531	–	1,531
Cleaning	215	–	215
Project Costs	1,000	–	1,000
Repairs & Renewals	286	–	286
Volunteer Expenses	10,018	2,000	12,018
Depreciation	5,000	–	5,000
Licences	650	–	650
	210,414	122,600	333,014

7. Governance

	Unrestricted Funds £	**Total Funds 2024 £**	Unrestricted Funds £	Total Funds 2023 £
Support costs	2,041	2,041	3,101	3,101

8. Independent examinations fees

	Total funds 2024 £	Total fund 2023 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	2,041	3,101

9. Net income

Net income is stated after charging:

	2024 £	2023 £
Depreciation of tangible fixed assets	5,000	5,000

10. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2024 £	2023 £
Wages and salaries	225,460	207,279
Social security costs	7,925	6,173
Pension contributions	2,206	1,508
	235,591	214,960

The average head count of employees during the year was 17 (2023: 16).

No employee received employee benefits of more than £60,000 during the year (2023: Nil).

11. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the Trustees.

12. Tangible fixed assets

	Freehold property £	Equipment £	**Total £**
Cost			
At 1 November 2023 and 31 October 2024	28,000	15,000	43,000
Depreciation			
At 1 November 2023	–	5,000	5,000
Charge for the year	–	5,000	5,000
At 31 October 2024	–	10,000	10,000
Carrying amount			
At 31 October 2024	28,000	5,000	33,000
At 31 October 2023	28,000	10,000	38,000

13. Debtors

	2024	2023
	£	£
Trade debtors	5,160	4,120
Prepayments and accrued income	664	908
	5,824	5,028

14. Creditors: amounts falling due within one year

	2024	2023
	£	£
Accruals and deferred income	527	960
Social security and other taxes	2,075	1,583
	2,602	2,543

15. Analysis of charitable funds

Unrestricted funds

	At 1 November 2023	Income	Expenditure	At 31 October 2024
	£	£	£	£
General funds	50,356	154,396	(142,819)	61,933

	At 1 November 2022	Income	Expenditure	At 31 October 2023
	£	£	£	£
General funds	102,007	161,864	(213,515)	50,356

Restricted funds

	At 1 November 2023	Income	Expenditure	At 31 October 2024
	£	£	£	£
Trusthouse Foundation	33,000	–	(33,000)	–
Armed Forces Covenant Trust	16,500	33,000	(35,750)	13,750
NTCA Small Grants	–	28,203	(21,936)	6,267
North Tyneside Council	–	2,000	(2,000)	–
The Veteran Foundation	–	20,000	(19,992)	8
Northumbria Police	–	5,000	(5,000)	–
The 1989 Willan Charitable Trust	–	10,000	(9,999)	1
The National Lottery - 1	–	33,363	(33,363)	–
The National Lottery - 2	–	17,697	(17,697)	–
Army Benevolent Fund	–	10,000	(4,167)	5,833
EDF Energy Blyth Offshore Demonstrator Wind Farm Community Benefit	–	10,000	(10,000)	–
Awards 4 All	–	18,400	(3,470)	14,930
	49,500	187,663	(196,373)	40,790

15. Analysis of charitable funds (continued)

	At 1 November 2022 £	Income £	Expenditure £	At 31 October 2023 £
Community Foundation	–	3,000	(3,000)	–
DWF Foundation	–	4,400	(4,400)	–
Veteran Foundation	–	15,000	(15,000)	–
Awards for All	–	10,000	(10,000)	–
The Wiiliam Leech Charity	–	5,000	(5,000)	–
Army Benevolent Fund	–	20,000	(20,000)	–
1989 Willan Charitable Trust	–	10,000	(10,000)	–
Trusthouse Foundation	–	66,000	(33,000)	33,000
RAF Benevolent Fund	–	2,500	(2,500)	–
Charles Robert Bell Fund	–	3,200	(3,200)	–
Armed Forces Covenant Trust	–	33,000	(16,500)	16,500
	–	172,100	(122,600)	49,500

16. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2024 £**
Tangible fixed assets	33,000	–	33,000
Current assets	31,535	40,790	72,325
Creditors less than 1 year	(2,602)	–	(2,602)
Net assets	61,933	40,790	102,723

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	38,000	–	38,000
Current assets	14,899	49,500	64,399
Creditors less than 1 year	(2,543)	–	(2,543)
Net assets	50,356	49,500	99,856

The following pages do not form part of the financial statements.

Anxious Minds

Detailed Statement of Financial Activities

Year ended 31 October 2024

	2024	2023
	£	£
Income		
Donations and grants		
Donations	46,857	28,469
Grants		
Charles Robert Bell	–	3,200
The Veterans Foundation	20,000	15,000
Trusthouse Foundation	–	66,000
Community Foundation	–	3,000
Northumberland Village Homes Trust	–	5,000
Small Grant	–	500
DWF Foundation	–	4,400
The William Leech Charity	–	5,000
Awards for All	18,400	10,000
Army Benevolent Fund	10,000	20,000
1989 Willan Charitable Trust	10,000	10,000
RAF Benevolent Fund	–	2,500
The National Lottery - 1	33,363	–
The National Lottery - 2	17,697	–
EDF Energy Blyth Offshore Demonstrator Wind Farm Community Benefit	10,000	–
North Tyneside Council	2,000	–
Northumbria Police	5,000	–
NTCA Small Grants	28,203	–
Armed Forces Covenant Trust	33,000	33,000
	187,663	177,600
	234,520	206,069
Other trading activities		
Workshop & Sessional Fees	107,209	112,005
Supervision	330	890
Donated Goods - Capital Equipment	–	15,000
	107,539	127,895
Total income	342,059	333,964

Expenditure		
Costs of raising donations and grants		
Purchases	1,655	6,845
Wages and salaries	235,591	214,960
Rent & room hire	43,265	42,639
Cleaning	–	215
Utilities	9,305	3,936
Repairs and maintenance	6	286
Insurance	1,457	984
Volunteer expenses	426	12,018
Licences	–	650
Travel costs	1,378	870
Professional fees	25,797	31,106
Telephone	691	899
Printing, postage & stationery	992	4,348
Depreciation	5,000	5,000
Advertising & promotional	2,301	1,438
Computer costs	4,435	1,663
Office & general administration	825	2,626
Fundraising costs	3,589	1,531
Project costs	438	1,000
	337,151	333,014
Expenditure on charitable activities		
Legal and professional fees	2,041	3,101
Total expenditure	339,192	336,115
Net income/(expenditure)	2,867	(2,151)

ANXIOUS MINDS

England & Wales - Charity number 1164040

Accounts



Anxious Minds

SUPPORTING PEOPLE IN CRISIS ACROSS THE NORTH EAST

Annual Report

2023

www.anxiousminds.co.uk

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CEO Report
Edward Dean

This year marks my ninth anniversary as a volunteer Chief Officer at Anxious Minds, a charity dedicated to supporting mental health in the North East. Over these years, I have witnessed the escalating challenges we face. The waiting times for NHS mental health services have continued to lengthen, creating significant barriers for individuals in desperate need of support. Despite our best efforts, charities like Anxious Minds struggle to fill this widening gap, often hampered by limited funding. Our committed staff members consistently go above and beyond, working tirelessly despite minimal pay and often exceeding their contracted hours on a voluntary basis Yet, the demand for our services grows unabated, putting immense strain on our resources day by day.

For the third year running, we find ourselves grappling with overspending due to the overwhelming demand for our services. Meeting this demand has become an increasingly daunting task. Securing funding for our counselling services has also become progressively challenging, compounded by the fact that more charities and General Practitioners (GPs) are referring individuals to us. This underscores the urgent need for additional support, both in terms of funding and resources, to sustain our vital mission of providing essential mental health services to those in need.

"I wish to extend my heartfelt gratitude to the **Trusthouse Foundation** for their invaluable support. Their decision to expedite a grant payment during a financial shortfall has been pivotal in averting the closure of all four of our centres. This includes our two counselling centres, which offer crucial support to over 150- 200 individuals per week who are in dire need of assistance."

Without adequate support from funders and other charitable organisations, we may be compelled to increase charges for our counselling services. Unfortunately, this could further impede access to support for the most vulnerable members of our community. The North East is currently grappling with a mental health crisis, witnessing the highest suicide rate in the UK. This crisis is exacerbated by annual budget cuts impacting the NHS, driving more individuals to seek assistance from the charity sector. Yet, charities face an ongoing struggle to secure the funding necessary to sustain their operations.

The importance of mental health cannot be overstated. Investing in high-quality mental health support, such as the counselling services provided by Anxious Minds, has a profound and positive impact on people's lives. As we look towards 2024, we remain hopeful for a brighter future. We extend our sincere gratitude to all those who supported and funded Anxious Minds throughout 2023.

Edward Dean
CEO of Anxious Minds

Chair Of The Board
Dr Chris Bowman

Dear Friends and Supporters,

As we embark on our ninth year as a charity, I find myself reflecting on the incredible journey we've undertaken in supporting mental health in the North East. It's with a deep sense of commitment and gratitude that I share this message with you today. Nine years ago, Anxious Minds began its mission to support people with mental health challenges, driven by a profound dedication to provide quality mental health support in our community. In these years, I've witnessed both the challenges we face and the extraordinary impact we've had on countless lives.

Unfortunately, the hurdles continue to intensify. Waiting times for NHS mental health services have grown longer, making access to support even more daunting for individuals who desperately need it. In this climate, charities like Anxious Minds have stepped up, striving to bridge the gap with the limited funding we have. Our dedicated staff members, who often exceed their paid hours on a voluntary basis while earning minimum wage, exemplify the unwavering commitment to our mission. Each day, the demand for our services consistently grows, emphasising the critical need for accessible and reliable mental health support.

For the third consecutive year, we find ourselves grappling with budgetary constraints due to the overwhelming number of people seeking our assistance. Securing funding for our counselling services has become increasingly challenging, despite the increasing referrals from other charities and GPs and the ever growing list of Social Prescribing Projects. Yet, in the face of these challenges, our resilience remains unshaken. We remain determined to provide essential mental health services to those who need them most.

It's disheartening to note that without support from funders and other charities for essential services like counselling, we are compelled to implement charges. Unfortunately, this practice hinders access to support for the most vulnerable members of our community.

Together, we can continue making a difference in the lives of those battling mental health challenges, and ensure that no one feels alone in their journey towards healing.

With gratitude and dedication,
Dr. Chris Bowman Chair of Anxious Minds



WELCOME TO ANXIOUS MINDS

We are dedicated to offering a range of vital services aimed at assisting individuals who find themselves in crisis and grappling with mental health challenges, substance abuse issues or experiences of abuse. Our early intervention programs are designed to swiftly respond to individuals in crisis, offering immediate assistance and guidance to help them navigate the difficulties they face.

EDWARD DEAN

Chief Officer

"Our mental health support services have witnessed a remarkable surge in demand, experiencing an increase of over 50% in the past year. This marks the second consecutive year in which we have exceeded our budget due to the overwhelming demand for our services.

The counselling services are currently grappling with a significant backlog, leading to a waiting list of up to four months."

About Us



Supporting People in Crisis

Read about our impact and the positive change we are having on the community we serve

Challenges in Securing Funding for Mental Health Services

Mental health services in the charity sector play a crucial role in supporting individuals experiencing mental health difficulties. However, securing adequate funding for these services remains a significant challenge in many regions. This report aims to explore the difficulties associated with obtaining funding for mental health services and the implications of these challenges.

Current Landscape: In the United Kingdom, mental health services have historically faced funding shortages despite growing recognition of the importance of mental health and well-being. According to research conducted by leading mental health charities such as Mind and the Mental Health Foundation, funding shortfalls have been consistently identified as a barrier to delivering high-quality mental health care.

Understanding the problem

Factors Contributing to Funding Challenges: Several factors contribute to the difficulty in securing funding for mental health services:

- **Stigma and Prioritisation:** Mental health has often been stigmatised, leading to it being deprioritised in funding allocation compared to physical health services. This stigma can perpetuate misconceptions about the prevalence and severity of mental health conditions, impacting funding decisions.
- **Complexity of Needs**: Mental health needs vary widely, and addressing them effectively requires a range of services including therapy, medication, community support and crisis intervention. Meeting these diverse needs within limited budgets poses a significant challenge.
- **Long-term vs. Short-term Outcomes:** The benefits of mental health interventions may not always be immediately apparent, making it difficult to justify long-term funding commitments to decision-makers focused on short-term outcomes.
- **Fragmentation of Services:** Mental health services are often fragmented across different sectors, including healthcare, social services and community organisations. Coordinating funding across these sectors can be challenging, leading to inefficiencies and gaps in service provision.



"The importance of mental health support cannot be overstated. Mental health is an essential aspect of overall well-being, impacting every facet of our lives - from personal relationships to professional success. Yet, stigma, lack of awareness and limited access to resources often prevent individuals from seeking the support they need."

"Mental health support plays a crucial role in addressing these challenges. It provides a safe space for individuals to express their emotions, share their experiences and receive guidance from trained professionals. Through therapy, counselling, and other interventions, people can learn coping strategies, develop resilience and manage their mental health conditions effectively."



More Funding more Services

Securing additional funding for mental health services presents an opportunity to address the existing gaps and challenges within the system. This report outlines potential strategies and initiatives that can be implemented with increased funding to improve mental health services in the United Kingdom.

Reducing Waiting Times:

Additional funding can be allocated to increase staffing levels and resources, thereby reducing waiting times for mental health assessments and treatments.

Community Outreach Programs:

Investing in community-based services, such as mobile clinics and outreach programs, can improve access to mental health support in underserved areas.

Telehealth Services:

Utilising technology to deliver mental health services remotely can enhance access for individuals who may face barriers such as transportation or mobility issues.

Enhanced Facilities:

Upgrading and expanding mental health facilities can create a more conducive environment for treatment and recovery, promoting better outcomes for service users.

Increased funding presents a valuable opportunity to enhance our mental health services, addressing existing challenges and improving outcomes for individuals experiencing mental health difficulties. By prioritising access, quality, prevention and collaboration, we can build a more resilient and responsive mental health system that meets the diverse needs of our communities.

Average Service Users Time in Support

We provide assistance to hundreds of individuals on a weekly basis through our network of four centres.

Our support typically spans over a duration of 8 to 12 weeks for counselling sessions. However, due to high demand, there is currently a waiting period of four months for our services.

At our community mental health support centres, we cater to a thriving community of over 2,000 members.

The support groups, which typically consist of more than 20+ individuals a session, offer a vital lifeline for those in need. It's not uncommon for our service users to remain engaged with our programmes for six months or even longer, as they navigate their journey towards better mental well-being.

Community Mental Health



52% increase in service users staying on average 8 weeks

Veterans & Families



35% increase in service users staying on average 18 weeks

Counselling Services



50% increase in service users staying on average 10 weeks



Note :

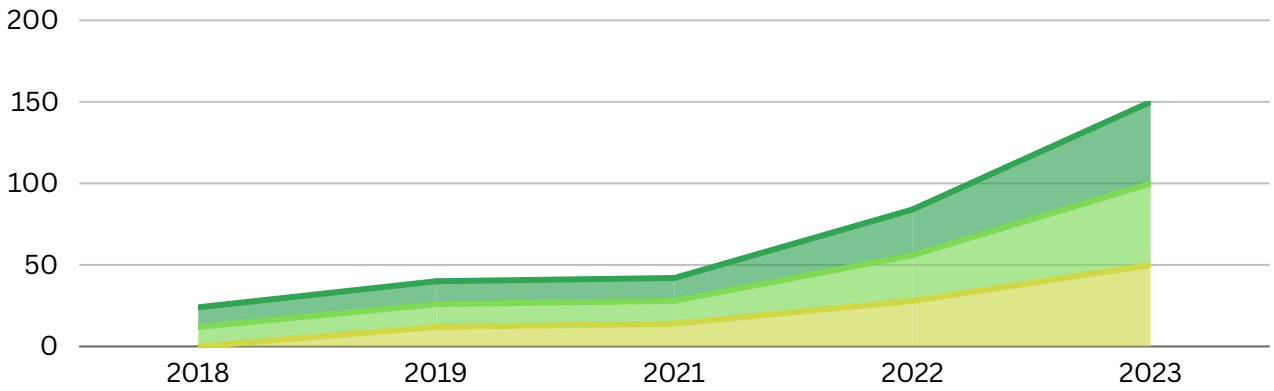
The Drop-in and Recovery Centre has never been funded for core costs for the past 4 years. Every now and then we get some funding for a group. The cost of the service is covered by Anxious Minds and Community **Donations**

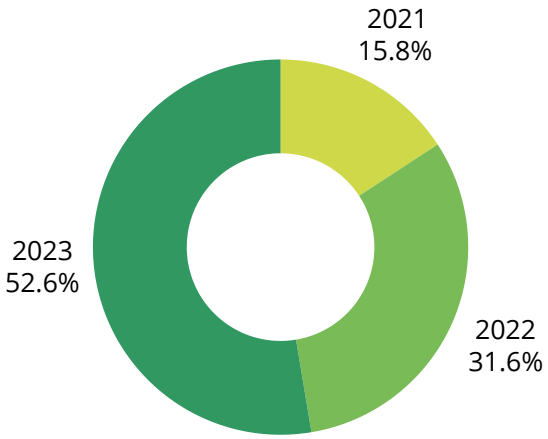
Growth & Need For Support



Description :

Anxious Minds' funding has remained unchanged for the past three years, while the number of people accessing our services has grown by over 50%.





Growth in service users 2021

Growth in service users 2022

Growth in service users 2023

Note : Demand for services continues to grow every year



Service Users Satisfaction Rate



COMMUNITY MENTAL HEALTH

The **community support services** have been expanding consistently, with an increasing number of organisations referring individuals to us for assistance. The feedback we have received has been overwhelmingly positive, with many clients benefiting from up to a year of support.

COUNSELLING SERVICES

Our **counselling services** have received multiple awards and have consistently held the highest rating in North Tyneside. Service users consistently provide us with 5-star ratings for our services.

The counselling services offer support to both adults and children. We provide specialised assistance to veterans, individuals who have experienced abuse, those grappling with addiction and those coping with grief and loss. All our **counsellors** undergo a minimum of five years' training. We also provide up to twenty placements for trainee counsellors and psychotherapists each year.

VETERAN RECOVERY COLLEGE

As part of our community outreach efforts, we run the **Veteran Recovery College**, providing essential support to veterans and their families dealing with mental health and addiction issues, as well as veterans facing challenges in adjusting to civilian life. In 2022, our project received recognition by winning six national awards. Additionally, in 2023, it was shortlisted for three more awards.

Setting Standards in Delivery

Introduction: Setting standards in mental health services is crucial for ensuring that individuals receive high-quality care and support. These standards provide a framework for service providers to deliver consistent, effective and safe mental health interventions. This report explores the importance of setting standards in mental health services and outlines key considerations in this process. We are accredited by the Royal College Psychiatrists ,the National Counselling and Psychotherapy Society and British Association for Counselling and Psychotherapy

- **Quality Assurance:** Standards help to establish benchmarks for quality in mental health care, ensuring that services meet minimum requirements for safety, effectiveness, and patient-centeredness.
- **Consistency:** Standards promote consistency in service delivery across different providers and settings, enhancing continuity of care and reducing variation in outcomes.
- **Accountability:** By defining clear expectations and performance indicators, standards hold service providers accountable for the quality of care they deliver, ultimately driving improvements in service provision.
- **Service Users Safety:** Standards contribute to service users safety by outlining protocols for risk assessment, crisis management and safeguarding procedures, reducing the likelihood of adverse events or harm to service users.

SETTING STANDEDS FOR CHARITY MENTAL HEALTH SERVICES

NCPS

ACCREDITED PROFESSIONAL PNCPS (Acc.)

professional standards authority accredited register

RC PSYCH VETERANS QUALITY NETWORK FOR VETERANS MENTAL HEALTH SERVICES — ACCREDITED — Until September 2026

bacp

SMART Recovery Life beyond addiction

Association of Mental Health Providers



Veteran Recovery College



Leading the way for North East Veteran Support

The North East Veteran Recovery College is at the forefront of supporting veterans and their families who are facing challenges in readjusting to civilian life. Over the past three years, the Recovery College has significantly expanded its services, offering a range of support from counselling to assistance with employment and advice. It has garnered recognition through winning various veteran awards for healthcare and rehabilitation, establishing itself as a leader in veteran support. The college has become part of the NHS's Recovery College Collective in the North East, and it chaired the latest meeting.

We have also received accreditation from the Royal College of Psychiatrists through the Quality Network for Veteran's Mental Health Services (QNVMHS), demonstrating its adherence to our already stringent quality benchmarks. The Recovery College is currently accepting referrals from OP Courage North East and various veteran charities. However, without additional funding, we may soon be compelled to implement a waiting list for our counselling services. This arises from the fact that many veterans and their families express reluctance to utilise NHS services for various reasons; some are not registered with a doctor, while others have personal reservations. Consequently, our capacity to cater to their mental health needs may become constrained without further financial support.

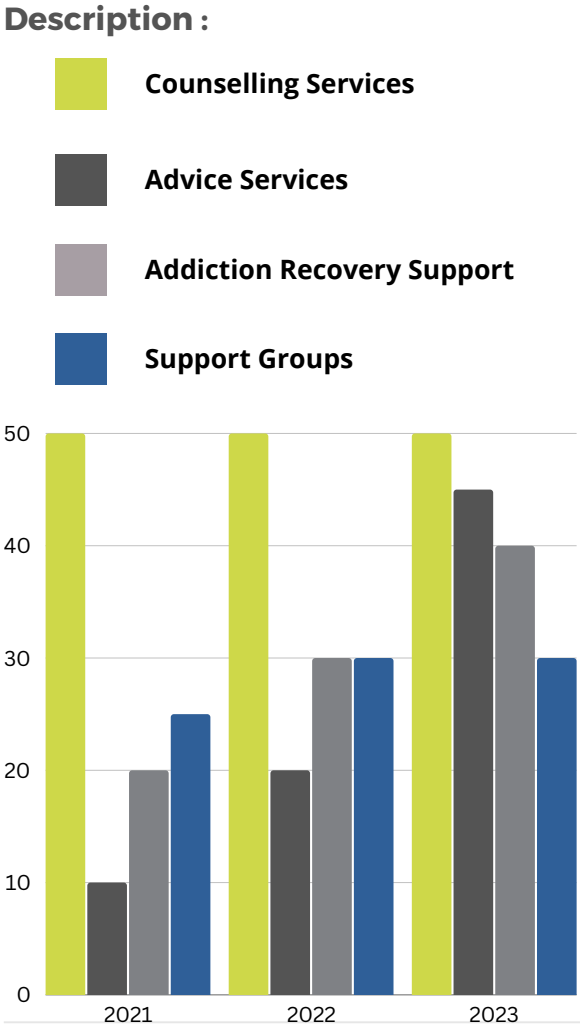


Feeding Families

Evidence of the cost of living crisis in the North East is abundantly clear. This is effecting veterans and their families. For instance, data reveals a steady increase in housing prices over the past few years, outpacing wage growth and making it increasingly difficult for individuals and families to afford decent accommodation. Additionally, utility bills, including electricity, gas, and water, have been on the rise, putting added strain on household budgets.

Furthermore, the cost of groceries and everyday essentials has also seen a noticeable uptake, making it harder for people to make ends meet. These economic challenges are particularly acute in the North East, where wages tend to be lower compared to other regions in the UK, exacerbating the financial pressures faced by residents. Overall, the mounting evidence of rising expenses across various aspects of daily life underscores the reality of the cost of living crisis in the North East.

We have seen a 35% increase in veterans and their families requesting support but funding has been difficult to find even with the multiple awards the College has won and this is having a negative effect on the veterans in the North East





North East Veteran Recovery College is Changing Lives of veterans and their families in the North East

Our progress in supporting veterans and their families has been remarkable. The accolades received by the Recovery College stand as a testament to our dedication and effectiveness in this field. Not only have we secured every major national award for our work with veterans and their families, but we've also earned accreditation from esteemed institutions like the Royal College of Psychiatrists through the Quality Network for Veterans Mental Health Services (QNVMHS). This recognition speaks volumes about the quality and impact of our services.

Furthermore, our commitment to collaboration and continuous improvement is evident through our membership in the Recovery College Collective. Chairing the latest meeting underscores our leadership and active involvement in shaping the collective effort towards supporting veterans and their families.

At the strategic level, our CEO's role as a Member of the North East and North Cumbria ICB Lived Experience Board for Mental Health, representing veterans and their families, highlights our influence in advocating for their needs and perspectives within broader mental health discussions.

In operational terms, our increased capacity to support veterans is evident in the rising number of referrals we're receiving, not only from initiatives like OP Courage but also from other NHS services. This expansion demonstrates both the growing demand for our services and our ability to meet it effectively.

Overall, our organisation's trajectory in veteran support is one of achievement, recognition, and continued growth, reflecting our unwavering commitment to serving those who have served our country. We are hoping to start our second Veteran Families Project in 2024

That will run alongside the multi award winning Veteran Recovery College giving support to the younger members of the the veteran community.

Veteran and Communty Kitchen
The Peoples Kitchen





Every week, Our Kitchen becomes a sanctuary for hundreds of individuals and families teetering on the brink of crisis, offering not just nourishment but a sense of community and support in their times of need. Our Kitchen's role extends far beyond the mere provision of food; it serves as a critical first point of contact for many seeking to navigate the plethora of services available to assist them. For countless families and individuals, this kitchen represents a vital lifeline, a place where they are met with understanding, respect, and the practical support needed to weather their current hardships.

The act of sharing a meal becomes a powerful gesture of community and empathy, reminding those struggling that they are not alone in their fight. Furthermore, the work of community kitchens like Our Kitchen plays a pivotal role in bridging gaps in the social safety net, addressing not only the symptom of hunger but also tackling the underlying issues that lead individuals to seek out their services.

By connecting people with additional resources and support networks, these kitchens help address the multifaceted nature of poverty and economic distress, offering pathways towards stability and self-sufficiency. In a broader context, the existence and necessity of community kitchens underscore the severe and growing disparities within our society. They highlight the urgent need for systemic change to address the root causes of the cost of living crisis and economic inequality. Community kitchens, while providing immediate relief, also act as a call to action for policymakers, community leaders, and society at large to work towards a future where such interventions are no longer necessary.

In summary, the work of the community kitchens, is a testament to the strength and resilience of communities coming together in the face of adversity. It embodies the principle that access to food and basic services should not be a privilege but a right. The impact of these kitchens goes beyond feeding the hungry; they nurture hope, foster community bonds, and drive forward the conversation on social justice and economic reform.

Communty Mental Health







Building a Stronger Communty

Our Drop-in and Recovery Centre, also known as recovery education centre, for people recovering from mental health challenges, substance use disorders, or both. The centre offers an inclusive learning environment that emphasizes recovery as a personal and unique journey. Here are some of the key benefits of our recovery colleges:

Empowerment and Ownership: The Drop-in and Recovery Centre empowers individuals by giving them control over their own recovery process. The educational and support approach encourages students to make informed choices about their care and recovery pathways, promoting a sense of ownership and responsibility for their well-being.

Education and Skill Development: These centre provides educational courses and workshops that help individuals understand their conditions better and learn new coping strategies and skills. This includes managing symptoms, developing personal resilience, and building social and vocational skills that can enhance their quality of life.

Indoors and Out





Peer Support and Social Inclusion: The Centre fosters a community of peers who share similar experiences. This environment offers powerful peer support, reducing feelings of isolation and promoting a sense of belonging. The social network developed within the Centre can provide ongoing support and encouragement.

Reduction in Stigma: By promoting education and understanding around mental health and recovery, the centre plays a crucial role in reducing stigma. The open and inclusive environment encourages dialogue and understanding, helping to challenge and change negative perceptions associated with mental health issues.

Holistic Approach: The Centre take a holistic approach to recovery, addressing not just the psychological aspects but also physical health, social relationships, and overall well-being. This comprehensive approach helps individuals build a balanced and fulfilling life.

Pathway to Further Education or Employment: For many, people in the centre we offer a **stepping stone** back into further education or employment. The skills and confidence gained can help individuals re-enter the workforce or pursue new educational opportunities, contributing to their recovery and integration into society.

Cost-Effective: By focusing on education and empowerment, the centre is a cost-effective way to support individuals in their recovery journey. They provide a proactive approach that can reduce the need for more intensive health services and hospital admissions.

Innovative Learning Methods: We use innovative, and non-traditional learning methods tailored to the needs of our students. This can include experiential learning, co-production in course design and delivery, and flexible learning plans.

The Drop-in and Recovery Centre represent a transformative approach to mental health and recovery, offering individuals the tools, knowledge, and support network they need to navigate their recovery journey successfully.

Multi award winning: Anxious Minds Drop- in and Recovery Centres, have secured multiple awards for its outstanding work. This acknowledgment highlights the effectiveness and impact of its approach towards mental health recovery and education. As the organisation looks forward, it is poised to expand its reach by opening additional Drop-in and Recovery Centres.

This expansion is not just about increasing numbers but about widening the scope and accessibility of crucial mental health services to those in need. The focus of Anxious Minds is to extends beyond the physical confines of the centers. It emphasizes providing support both within these dedicated spaces and in the great outdoors.





This holistic approach recognises the diverse needs and preferences of individuals seeking help. The centers offer a safe and nurturing environment where individuals can learn, grow, and recover. They serve as hubs for education, support, and community building, where people can connect with others who share similar experiences.

Outdoor activities, on the other hand, tap into the therapeutic powers of nature and the environment. Engaging in outdoor activities as part of the recovery process can have profound effects on mental well-being. It offers a sense of freedom, stimulates the senses, and provides a unique setting for healing and personal growth. Whether it's through gardening, walking groups, or other forms of outdoor engagement, Anxious Minds recognizes the value of connecting with nature as part of the recovery journey.

Support Back to Work or Education

Supporting individuals with mental health issues in returning to work is a critical aspect of their recovery and reintegration into society. Mental health challenges can significantly impact a person's ability to work, affecting their confidence, concentration, and overall performance. therefore, creating a supportive and understanding work environment is essential for their successful return.

We work on all North Of the Tyne employerbility projects in partnership with:

- WiseGroup
- Reed in Partnership
- DWP
- B2W

Profiding mental health supporting to hundreds of more people every year.



Counselling Services



Strengthening Support and Sustaining Our Counselling Services

Our counselling services play a vital role in providing much-needed support to individuals facing various challenges. However, sustaining these services has become increasingly challenging due to financial constraints. This report aims to highlight the significance of our counselling services, the current challenges we face in maintaining them, and potential solutions to ensure their continuation.

Importance of Counselling Services:

Counselling services provide invaluable support to individuals dealing with mental health issues, relationship problems, trauma, and various other personal difficulties. By offering a safe and confidential space for individuals to express themselves, seek guidance, and develop coping strategies, our counselling services contribute significantly to the well-being of our community.

Service Overview:

On average, we support approximately **150 - 200** individuals per week through our counselling services in North Tyneside. Each counselling session is donation-based, with a suggested contribution of £25 per session. Despite our efforts to make the services accessible, we still face challenges in covering operational costs and maintaining quality service delivery.

Challenges Faced:

Financial Constraints: The donation-based model, while intended to make counselling services accessible, has resulted in inconsistent revenue streams. As a result, we struggle to cover essential expenses such as therapist salaries, administrative costs, and facility maintenance also none of our community mental health support is funded and the cost is coverd by Anxious Minds we go hand to mouth every month

High Demand and Long Waitlists: The overwhelming demand for counselling services has led to a waiting list of four months or more. This extended wait time not only exacerbates the distress of individuals seeking support but also poses challenges in managing client expectations and ensuring timely access to care.

Funding Shortages: Securing consistent funding for our counselling services remains a persistent challenge. Despite efforts to seek grants, donations, and partnerships, we continue to face difficulties in obtaining sustainable funding sources.

Potential Solutions:

Diversifying Revenue Streams: Exploring alternative sources of funding, such as government grants, corporate sponsorships, and fundraising events, can help alleviate financial pressures and ensure the long-term sustainability of our counselling services.

Fee Adjustment: Considering a modest adjustment to the suggested donation amount or implementing a sliding scale fee structure based on income could help generate more reliable revenue while maintaining affordability for clients.

Collaboration and Advocacy: Collaborating with other community organisations, mental health advocacy groups, and policymakers can amplify our efforts to secure funding and raise awareness about the importance of mental health support services.

Conclusion:

Our counselling services play a crucial role in supporting individuals during challenging times, but sustaining them requires concerted efforts to address financial constraints and operational challenges. By implementing strategic solutions and fostering collaborative partnerships, we can ensure the continued availability of high-quality counselling services for those in need within our community.

Thank you for considering the importance of sustaining our counselling services. Together, we can make a difference in the lives of individuals seeking support and guidance.



AnxiousMinds
IMPROVING NORTH EAST MENTAL HEALTH

OUR NORTH EAST IMPACKED 2023

ALL PROJECTS 2023

TOTAL PEOPLE SUPPORTED
2312

COST OF LIVING SUPPORT

513 People supported with hot meals

This Project is now delivering 400 hot meal a week

ADDICTION RECOVERY

72 People Supported

COMMUNITY MENTAL HEALTH

1212 People supported with Group Support



COUNSELLING SERVICES

3372 Counselling sessions done



How to contact Anxious Minds

We are always available for a conversation or to showcase the incredible work we're doing. Feel free to visit us anytime—our doors are open at all four of our centers. We'd love for you to come by and visit us. If you work with individuals who could benefit from our services, or know someone in need, please don't hesitate to get in touch using the contact information provided below



Our Contact

If you have any qestions or Know of somone in the North East who needs support

Phone :

North Tyneside 0191 262 0305
Northumberland 0167 094 6188

Address :

Head Office: The Vault 31
Station Road, Wallsend
North Tyneside NE28 6SZ

Website :

www.anxiousminds.co.uk

We work incredibly hard six days a week, supporting hundreds of individuals struggling with mental health and addiction. Imagine the impact we could make with just a little more funding.

THANY YOU TO ALL OUR FUNDERS

Trusthouse Foundation
Lottery Awards 4 All
Community Foundation
Karbon Homes
North Tyneside Council
DWF Foundation
Veteran Foundation
Northumberland Village Homes Trust
Armed Forces Covenant Trust
Royal Air Force Benevolent Fund
The Charles Robert Bell Fund
Army Benevolent Fund
1989 William Charitable Trust
The William Leech Charity

Awards

•	Best Mental Health Support Provider - North East in the Northern Enterprise Awards 2022
•	Healthcare and Pharmaceutical Awards Winner Best Charitable Counselling & Support Service - North East England 2022
•	English Veteran Awards Role Model of the Year - Silver Award 2022
•	English Veteran Awards Health and Well-being – Gold Award 2022
•	Best Veteran Focused Mental Health Service - North East England GHP Mental Health Awards 2022
•	Armed Forces Covenant Gold Award 2022
•	The Soldiering on Award 2021 (Healthcare and Rehabilitation)
•	Best Vulnerable People Support Provider North East England Healthcare & Pharmaceutical Awards 2021
•	VODA Charity of the Year Anxious Minds was Highly Commended 2022
•	The UK's Mental Health and Wellbeing Award 2022
•	Best Mental Health Support Services of the Year 2022
•	Healthcare and Pharmaceutical Awards and winning Best Charitable Counselling & Support Service 2022
•	Best Veteran Focused Mental Health Service - North East England GHP Mental Health Awards 2022
•	Leader of the year England veteran awards shortlisted 2023
•	Lifetime Achievement England veteran awards shortlisted 2023

Anxious Minds
Detailed Statement of Financial Activities
Year Ended 31/10/2023
Management Information

		Unrestricted				Restricted funds												
		Unrestricted	Designated Fixed asset fund	Designated	Total Unrestricted Funds	Community Foundation	DWF Foundation	Veteren Foundation	Awards for All	William Leech Charity	Army benevolent Fund	1989 Willan charitable trust	Trusthouse Foundation	RAF Benevolent Fund	Charles Robert Bell Fund	Armed forces Covenant Trust	Total Restricted Funds	Total
																		2023
																		£
Incoming resources																		
	Grants	5,500			5,500	3,000	4,400	15,000	10,000	5,000	20,000	10,000	66,000	2,500	3,200	33,000	172,100	177,600
	Donations	28,469			28,469												-	28,469
	Workshop & sessional fees	112,005			112,005												-	112,005
	Supervision payments	890			890												-	890
	Donated goods - IT equipment		15,000		15,000												-	15,000
Total Incoming Resourses		**146,864**	**15,000**	**0**	**161,864**	**3,000**	**4,400**	**15,000**	**10,000**	**5,000**	**20,000**	**10,000**	**66,000**	**2,500**	**3,200**	**33,000**	**172,100**	**333,964**
Resources Expended																		
	Fundraising costs	1,531		-	1,531				-	-							-	1,531
	Staff wages	103,679		-	103,679	3,000	4,400	13,000	10,000	5,000	20,000	10,000	21,000	2,500	3,200	11,500	103,600	207,279
	Employers NI	6,173			6,173													6,173
	Employers Pension	1,508		-	1,508				-	-							-	1,508
	Rent and room hire	25,639		-	25,639				-	-			12,000			5,000	17,000	42,639
	Advertising and promotional	1,438		-	1,438												-	1,438
	Computer costs	1,663		-	1,663												-	1,663
	Insurances	984		-	984												-	984
	office and admin costs	2,625		-	2,625												-	2,625
	Professional fees	31,106		-	31,106				-	-							-	31,106
	Accountancy fees	3,103		-	3,103					-							-	3,103
	Telephone	899			899												-	899
	Printing, postage and stationery	4,348			4,348												-	4,348
	Purchases	6,845		-	6,845					-							-	6,845
	Volunteer expenses	10,018			10,018			2,000									2,000	12,018
	Travel expenses	870			870												-	870
	Utility costs	3,936			3,936												-	3,936
	Cleaning	214			214												-	214
	Project costs	1,000			1,000												-	1,000
	Repairs	286			286												-	286
	Licences	650			650												-	650
	Depreciation		5,000	-	5,000				-	-							-	5,000
Total resources expended		**208,515**	**5,000**	**-**	**213,515**	**3,000**	**4,400**	**15,000**	**10,000**	**5,000**	**20,000**	**10,000**	**33,000**	**2,500**	**3,200**	**16,500**	**122,600**	**336,115**
Net Incoming/(Outgoing) Resources		(61,651)	10,000	-	(51,651)	-	-	-	-	-	-	-	33,000	-	-	16,500	49,500	(2,151)
Transfer between funds					-					-							-	-
Reserves brought forward at 1 November 2022		102,007			102,007				-								-	102,007
Reserves at 31 October 2023		**40,356**	**10,000**	**-**	**50,356**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**33,000**	**-**	**-**	**16,500**	**49,500**	**99,856**

CHARITY REGISTRATION NUMBER: 1164040

Anxious Minds

Unaudited Financial Statements

31 October 2023

Anxious Minds

Financial Statements

Year ended 31 October 2023

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Anxious Minds

Trustees' Annual Report

Year ended 31 October 2023

The trustees present their report and the unaudited financial statements of the charity for the year ended 31 October 2023.

Reference and administrative details

Registered charity name	Anxious Minds
Charity registration number	1164040
Principal office	The Vault Station Road Wallsend NE28 6RL
The trustees	
	Dr Chris Bowman Shoaib Mazhar Tony Wright Janice Wilkinson Bryan Craggs Andrew Swan Graeme Houghton
Independent examiner	JFS Torbitt Chartered Certified Accountants 58 Durham Road Birtley Co Durham DH3 2QJ
Bankers	Lloyds Bank

Structure, governance and management

The charity was registered as a CIO on 20 October 2015. Trustees for the financial year are listed on the previous page.

Governance and Management
The trustees all hold individual roles, i.e. chair, treasurer etc. They also attend appropriate training courses. The trustees have assessed the major risks to which the charity is exposed and are satisfied that the systems are in place to mitigate exposure to the assessed risks. All trustees and staff have been DBS checked.

Trustee Selection
The trustees are drawn from a wide range of backgrounds and must have an interest in mental health issues and/or relevant skills/experience. A number of trustees must be service users. Potential new trustees must be proposed and seconded by members of Anxious Minds Board and must complete an application form and provide one written reference. If a reference is difficult to obtain, trustees can be co-opted by the Board on a six-month trial period to enable inclusion. New trustees are voted on to the Trustee Board at any board meeting.

All trustees may offer themselves for re-election at the Annual General Meeting for up to a maximum of seven years. After standing down, members are ineligible to stand for re-election for a minimum of one year. Officers of the Charity may serve for up to five years as officers, after which they may continue to serve on the committee until the seven years' service is completed.

All trustees must retire by rotation once every three years and are eligible for re-election.

Induction and training of new trustees:

1. Our process is intended to ensure inclusion, provide the right skills mix and provide a balanced functional Board. Our recruitment process forms part of induction to our organisation
2. Application pack, including the Charity Commission publication "The Essential Trustee", is provided.
3. Application form and reference(s) received. For people unable to provide a reference, a six-month probationary period is used (to enable service users equal opportunity).
4. Trustee co-opted onto Board at a Board meeting or voted on at the Annual General Meeting.
5. Chief Executive and Chair provide regular support and learning opportunities to new trustees.
6. Trustee training is incorporated into the Board meetings.
7. Trustees undertake a self-appraisal with the Chair on an annual basis.

Objectives and activities

The objectives of Anxious Minds are stated in our Constitution as follows: The objects of the Charity shall be to promote the preservation of mental health and to assist in relieving and rehabilitating persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment, in association with Anxious Minds in accordance with the aims and objects of Anxious Minds.

Vision, Mission and Values

Our Values are to:

- Put our service users at the forefront of our development
- Make support services easier to access
- Treat every service user as an individual
- Build a trusting and safe environment for service users to achieve
- Help and support each service user to reach their individual potential
- See a person beyond their diagnosis

Accessing Support:

We offer several ways in which local people can access support from us, including referrals from local GPs, Crisis and Mental Health Teams, Other Charities, Local Authorities and Self-Referral. We directly provide help and support to those who need it most through a range of targeted services designed specifically to address the local need.

Chair of Board of Trustee's Statement

As we embark on our ninth year as a charity, I find myself reflecting on the incredible journey we've undertaken in supporting mental health in the North East. It's with a deep sense of commitment and gratitude that I share this message with you. Nine years ago, Anxious Minds began its mission to support people with mental health challenges, driven by a profound dedication to provide quality mental health support in our community. In these years, I've witnessed both the challenges we face and the extraordinary impact we've had on countless lives.

Unfortunately, the hurdles continue to intensify. Waiting times for NHS mental health services have grown longer, making access to support even more daunting for individuals who desperately need it. In this climate, charities like Anxious Minds have stepped up, striving to bridge the gap with the limited funding we have. Our dedicated staff members, who often exceed their paid hours on a voluntary basis while earning minimum wage, exemplify the unwavering commitment to our mission. Each day, the demand for our services consistently grows, emphasising the critical need for accessible and reliable mental health support.

For the third consecutive year, we find ourselves grappling with budgetary constraints due to the overwhelming number of people seeking our assistance. Securing funding for our counselling services has become increasingly challenging, despite the increasing referrals from other charities and GPs and the ever growing list of Social Prescribing Projects. Yet, in the face of these challenges, our resilience remains unshaken. We remain determined to provide essential mental health services to those who need them most.

It's disheartening to note that without support from funders and other charities for essential services like counselling, we are compelled to implement charges. Unfortunately, this practice hinders access to support for the most vulnerable members of our community.

Together, we can continue making a difference in the lives of those battling mental health challenges, and ensure that no one feels alone in their journey towards healing.

The trustees' annual report was approved on ..... and signed on behalf of the board of trustees by:

Dr Chris Bowman
Trustee

Anxious Minds

Independent Examiner's Report to the Trustees of Anxious Minds

Year ended 31 October 2023

I report to the trustees on my examination of the financial statements of Anxious Minds ('the charity') for the year ended 31 October 2023.

Responsibilities and basis of report

As the trustees of the charity, you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (‘the Act’).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or

2. the financial statements do not accord with those records; or

3. the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a ‘true and fair' view which is not a matter considered as part of an independent examination.

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

Jane Freeman
FCCA
Independent Examiner
58 Durham Road
Birtley
Co Durham
DH3 2QJ

Anxious Minds

Statement of Financial Activities

Year ended 31 October 2023

	Note	2023 Unrestricted funds £	2023 Restricted funds £	2023 **Total funds** £	2022 Total funds £
Income					
Donations and grants	**4**	33,969	172,100	206,069	193,246
Other trading activities	**5**	127,895	–	127,895	73,661
Increase in Fixed Asset Value	**6**	–	–	–	10,433
Total income		161,864	172,100	333,964	277,340
Expenditure					
Expenditure on raising funds:					
Costs of raising donations, grants and trading activities	**7**	210,414	122,600	333,014	287,633
Governance costs	**8**	3,101	–	3,101	3,100
Total expenditure		213,515	122,600	336,115	290,733
Net expenditure and net movement in funds		(51,651)	49,500	(2,151)	(13,393)
Reconciliation of funds					
Total funds brought forward		102,007	–	102,007	115,400
Total funds carried forward		50,356	49,500	99,856	102,007

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 8 to 15 form part of these financial statements.

Anxious Minds

Statement of Financial Position

31 October 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible fixed assets	**13**	38,000	28,000
Current assets			
Debtors	**14**	5,028	–
Cash at bank and in hand		59,371	74,007
		64,399	74,007
Creditors: amounts falling due within one year	**15**	(2,543)	–
Net current assets		61,856	74,007
Total assets less current liabilities		99,856	102,007
Net assets		99,856	102,007
Funds of the charity			
Restricted funds		49,500	–
Unrestricted funds		50,356	102,007
Total charity funds	**16**	99,856	102,007

These financial statements were approved by the board of trustees and authorised for issue on ....., and are signed on behalf of the board by:

Dr Chris Bowman
Trustee

The notes on pages 8 to 15 form part of these financial statements.

1. General information

The charity is a public benefit entity and a registered charity in England and Wales and is unincorporated. The address of the principal office is The Vault, Station Road, Wallsend NE28 6RL.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities Act 2011.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

3. Accounting policies *(continued)*

Tangible assets *(continued)*

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Woodland Project Land	Nil
Computer Equipment	33.33% straight line

4. Donations and grants

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Donations			
Donations	28,469	–	28,469
Grants			
Small grant	500	–	500
Northumberland Village Homes Trust	5,000	–	5,000
Community Foundation	–	3,000	3,000
DWF Foundation	–	4,400	4,400
Veteran Foundation	–	15,000	15,000
Awards for All	–	10,000	10,000
The William Leech Charity	–	5,000	5,000
Army Benevolent Fund	–	20,000	20,000
1989 Willan Charitable Trust	–	10,000	10,000
Trusthouse Foundation	–	66,000	66,000
RAF Benevolent Fund	–	2,500	2,500
Charles Robert Bell	–	3,200	3,200
Armed Forces Covenant Trust	–	33,000	33,000
	5,500	172,100	177,600
	33,969	172,100	206,069

4. Donations and grants *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Donations			
Donations	74,646	–	74,646
Grants			
Charles Robert Bell	4,800	–	4,800
Newcastle Building Society Foundation	3,000	–	3,000
Squires Foundation	3,000	–	3,000
Blyth Town Council	11,830	–	11,830
Groundwork UK	2,000	–	2,000
Ron and Louise Bowey Fund	–	21,970	21,970
Garfield Weston	–	10,000	10,000
Charles Robert Bell	–	5,000	5,000
The Veterans Foundation	–	15,000	15,000
North Tyneside Council	–	5,000	5,000
Trusthouse Foundation	–	33,000	33,000
Albert Hunt	–	4,000	4,000
	24,630	93,970	118,600
	99,276	93,970	193,246

5. Other trading activities

	Unrestricted Funds £	**Total Funds 2023 £**	Unrestricted Funds £	Total Funds 2022 £
Workshop & Sessional Fees	112,005	112,005	73,661	73,661
Supervision	890	890	–	–
Donated Goods - Capital Equipment	15,000	15,000	–	–
	127,895	127,895	73,661	73,661

6. Investment income

	Unrestricted Funds £	**Total Funds 2023 £**	Unrestricted Funds £	Total Funds 2022 £
Increase in Fixed Assets Value	–	–	10,433	10,433

7. Costs of raising donations, grants and trading activities

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Salary Costs	111,360	103,600	214,960
Rent & Room Hire	25,639	17,000	42,639
Advertising & Promotional	1,438	–	1,438
Computer Costs	1,663	–	1,663
Insurances	984	–	984
Office & General Administration	2,626	–	2,626
Professional Services	31,106	–	31,106
Phone Costs	899	–	899
Print, Post & Stationery	4,348	–	4,348
Purchases	6,845	–	6,845
Travel Costs	870	–	870
Utilities	3,936	–	3,936
Fundraising Costs	1,531	–	1,531
Cleaning	215	–	215
Project Costs	1,000	–	1,000
Repairs & Renewals	286	–	286
Volunteer Expenses	10,018	2,000	12,018
Depreciation	5,000	–	5,000
Licences	650	–	650
	210,414	122,600	333,014

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Salary Costs	58,847	163,276	222,123
Rent & Room Hire	13,002	15,520	28,522
Advertising & Promotional	2,954	–	2,954
Computer Costs	490	–	490
Insurances	840	–	840
Office & General Administration	132	–	132
Professional Services	7,359	8,545	15,904
Phone Costs	383	–	383
Print, Post & Stationery	1,351	–	1,351
Purchases	4,000	–	4,000
Travel Costs	2,316	–	2,316
Utilities	6,703	–	6,703
Fundraising Costs	1,915	–	1,915
	100,292	187,341	287,633

8. Governance

	Unrestricted Funds £	**Total Funds 2023 £**	Unrestricted Funds £	Total Funds 2022 £
Support costs	3,101	3,101	3,100	3,100

9. Independent examination fees

	2023 £	2022 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	3,101	3,100

10. Net expenditure

Net expenditure is stated after charging/(crediting):

	2023 £	2022 £
Depreciation of tangible fixed assets	5,000	–

11. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2023 £	2022 £
Wages and salaries	207,279	222,123
Social Security costs	6,173	–
Pension Contributions	1,508	–
	214,960	222,123

The average head count of employees during the year was 16 (2022: 16).

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

12. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the Trustees.

13. Tangible fixed assets

	Woodland Project Land £	Computer Equipment £	**Total £**
Cost			
At 1 November 2022	28,000	–	28,000
Additions	–	15,000	15,000
At 31 October 2023	28,000	15,000	43,000
Depreciation			
At 1 November 2022	–	–	–
Charge for the year	–	5,000	5,000
At 31 October 2023	–	5,000	5,000
Carrying amount			
At 31 October 2023	28,000	10,000	38,000
At 31 October 2022	28,000	–	28,000

14. Debtors

	2023	2022
	£	£
Trade debtors	4,120	–
Prepayments and accrued income	908	–
	5,028	–

15. Creditors: amounts falling due within one year

	2023	2022
	£	£
Accruals and deferred income	960	–
Social security and other taxes	1,583	–
	2,543	–

16. Analysis of charitable funds

Unrestricted funds

	At 1 November 2022	Income	Expenditure	**At 31 October 2023**
	£	£	£	£
General funds	102,007	161,864	(213,515)	50,356

	At 1 November 2021	Income	Expenditure	At 31 October 2022
	£	£	£	£
General funds	22,029	183,370	(103,392)	102,007

Restricted funds

	At 1 November 2022	Income	Expenditure	**At 31 October 2023**
	£	£	£	£
Community Foundation	–	3,000	(3,000)	–
DWF Foundation	–	4,400	(4,400)	–
Veteran Foundation	–	15,000	(15,000)	–
Awards for All	–	10,000	(10,000)	–
The Wiiliam Leech Charity	–	5,000	(5,000)	–
Army Benevolent Fund	–	20,000	(20,000)	–
1989 Willan Charitable Trust	–	10,000	(10,000)	–
Trusthouse Foundation	–	66,000	(33,000)	33,000
RAF Benevolent Fund	–	2,500	(2,500)	–
Charles Robert Bell Fund	–	3,200	(3,200)	–
Armed Forces Covenant Trust	–	33,000	(16,500)	16,500
	–	172,100	(122,600)	49,500

16. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 November 2021 £	Income £	Expenditure £	At 31 October 2022 £
Blyth Womens Centre	5,479	–	(5,479)	–
Community Foundation Covid 19 Fund	9,540	–	(9,540)	–
Enterprise Development Fund	6,500	–	(6,500)	–
National Lottery	10,000	–	(10,000)	–
Armed Forces Covenant Trust	41,647	–	(41,647)	–
Veterans Foundation	15,767	15,000	(30,767)	–
North Tyneside Council (Counsellor Sessions)	4,438	5,000	(9,438)	–
Ron and Louise Bowey Fund	–	21,970	(21,970)	–
Garfield Weston	–	10,000	(10,000)	–
Trusthouse Foundation	–	33,000	(33,000)	–
Charles Robert Bell	–	5,000	(5,000)	–
Albert Hunt	–	4,000	(4,000)	–
	93,371	93,970	(187,341)	–

17. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Tangible fixed assets	38,000	–	38,000
Current assets	14,899	49,500	64,399
Creditors less than 1 year	(2,543)	–	(2,543)
Net assets	50,356	49,500	99,856

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	28,000	–	28,000
Current assets	74,007	–	74,007
Creditors less than 1 year	–	–	–
Net assets	102,007	–	102,007

The following pages do not form part of the financial statements.

Anxious Minds

Detailed Statement of Financial Activities

Year ended 31 October 2023

	2023 £	2022 £
Income		
Donations and grants		
Donations	28,469	74,646
Grants		
Charles Robert Bell	3,200	9,800
Newcastle Building Society Foundation		3,000
Squires Foundation		3,000
Blyth Town Council		11,830
Groundwork UK		2,000
Ron and Louise Bowey Fund		21,970
Garfield Weston		10,000
The Veterans Foundation	15,000	15,000
North Tyneside Council		5,000
Trusthouse Foundation	66,000	33,000
Albert Hunt		4,000
Community Foundation	3,000	
Northumberland Village Homes Trust	5,000	
Small Grant	500	
DWF Foundation	4,400	
The William Leech Charity	5,000	
Awards for All	10,000	
Army Benevolent Fund	20,000	
1989 Willan Charitable Trust	10,000	
RAF Benevolent Fund	2,500	
Armed Forces Covenant Trust	33,000	
	177,600	118,600
	206,069	193,246
Other trading activities		
Workshop & Sessional Fees	112,005	73,661
Supervision	890	–
Donated Goods - Capital Equipment	15,000	–
	127,895	73,661
Investment income		
Increase in Fixed Asset Value	–	10,433
Total income	333,964	277,340

	2023	2022
	£	£
Expenditure		
Costs of raising donations and grants		
Purchases	6,845	4,000
Wages and salaries	214,960	222,123
Rent & room hire	42,639	28,522
Cleaning	215	–
Utilities	3,936	6,703
Repairs and maintenance	286	–
Insurance	984	840
Volunteer expenses	12,018	–
Licences	650	–
Travel costs	870	2,316
Professional services	31,106	15,904
Telephone	899	383
Printing, postage & stationery	4,348	1,351
Depreciation	5,000	–
Advertising & promotional	1,438	2,954
Computer costs	1,663	490
Office & general administration	2,626	132
Fundraising costs	1,531	1,915
Project costs	1,000	–
	333,014	290,733
Expenditure on charitable activities		
Accountancy fees	3,101	3,100
Total expenditure	336,115	290,733
Net expenditure	(2,151)	(13,393)

ANXIOUS MINDS

England & Wales - Charity number 1164040

Accounts

Anxious Minds



Anxious Minds End of Year Report 2022

Presented by

Edward Dean

MAY 2023

Inside this report, we set out the progress we have made during 2022 and the impact we have had on the Community we serve, thanks to our amazing funders, **Trusthouse Charitable Foundation**, **The Veterans Foundation**, **Community Foundation**, **Awards4All**, **Garfield Weston Foundation,** and the list goes on everyone who has donated and funded our work has helped change the lives of people across the North East.

Here at Anxious Minds, we believe everyone should have access to quality mental health support.

We are here to ensure people, in crisis who are struggling with mental health, addiction, and abuse get the support they need to recover and move forward in life, and that people affected by mental health, complex issues, and abuse receive the support they need to live a fulfilling life through support, recovery, and discovery.

Page 4 and 5 of this report provides an overview from the Chairman and CEO about the work we are providing across the organisation and beyond over the past 12 months.



THE FIRST STEP IS ALWAYS THE HARDEST



THE STORY SO FAR?

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A LETTER FROM OUR CEO ..... PAGE 6

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An Introduction from our Chairman

As the Chair of the Board of Trustees, I am deeply concerned about the long waiting times for NHS mental health services. Despite the hard work of our team and other mental health charities, the demand for mental health services has never been greater. According to recent data, the number of people contacting the NHS seeking help for mental health problems is now at a record high.

This is a worrying trend that requires immediate action. The waiting times for mental health services in the NHS have been a long-standing issue. Patients are often left waiting for months before they can receive the support they need. This is unacceptable, and it can have devastating consequences for those struggling with mental health issues.

It can exacerbate their condition, leading to further problems down the line. The pandemic has only made this problem worse, as more and more people seek help for mental health issues.

As a mental health charity, we know firsthand how important it is to receive timely support. That is why we have been working hard to ensure that our services reach as many people as possible. However, we cannot do this alone and without funding so thank you to everyone who has funded the charity's work over the past year and to all the people who have donated time and money to help.

The challenges posed by the COVID-19 pandemic were unprecedented, and yet, our team rose to the occasion, ensuring that our services continued to reach those in need, whether through phone, online, or in-person support.

Our charity's growth and evolution in the face of adversity have been a source of inspiration to me. Despite the hurdles and lack of funding, we expanded our offerings, increasing the number of people we support and help.

The need for our services has increased due to the pandemic's impact on mental health and long NHS waiting times and veteran families' work. Our financial success this year, with an increase in donations, has enabled us to continue striving towards our goal of being the leading mental health charity across our area. Yet, our work is far from over.

The need for our services has increased due to the pandemic's impact on mental health and the veteran families we work with.

We need to grow even more financially to keep up with the demand for our services and significantly increase our income and unrestricted funding.

The success of our Veteran Recovery College and Blyth Women's Centre, winning six national awards, has been a testament to the difference we can make when we work together. As we begin a new year, I am hopeful that our fundraising events and face-to-face training will resume, allowing us to connect with our supporters and partners once again.

The recent data indicating a record high in the number of people seeking help for mental health problems is alarming, and it only emphasises the importance of our work. I want to express my heartfelt thanks to our volunteers, supporters, partners, professionals, and employees for their unwavering support and dedication to our cause.

Together, we can continue to make a difference in the lives of those struggling with mental health issues and work towards a brighter future.

Dr Chris Bowman

A Letter to Our Funders From The CEO

The past 12 months have been an incredibly challenging time for all of us. We have encountered unforeseen difficulties and obstacles that have deeply affected our lives. The devastating impact of Covid-19 has left lasting scars on our health, finances, and emotions, and unfortunately, there seems to be no end in sight with the cost of living crisis.

On top of that, the mounting pressure on mental health services due to growing NHS waiting lists has only amplified the strain we are facing. Families are being hit hard by the cost of living crisis, and it feels like we are constantly struggling to keep up with the overwhelming demand for our services.

We are witnessing a much higher number of vulnerable individuals reaching out for our support than ever before an increase of 50%. It is truly heart-wrenching to see so many people in desperate need, and yet securing funding has become an even more daunting task.

The NHS is increasingly funding social prescribing services, which redirect patients to our services without providing any financial support for the crucial work that needs to be done. This lack of recognition for our efforts and the challenges we face in meeting the needs of those who rely on us is disheartening.

Moreover, the recent decision by the police to no longer attend to individuals struggling with mental health issues has added to my growing concern. Our workload has significantly increased with a rise in the number of children seeking our services. These young souls have been burdened with anxiety due to school closures, leading to social isolation, disconnection from friends, and uncertainty about their future prospects.

As a charity, we are struggling to keep our centers running. Our staff all work tirelessly on minimum wage and the management team, including me, volunteer six days a week.

Unless there is more investment and funding in local grassroots services like Anxious Minds, I simply don't know what people will do. It is crucial that we receive the support and resources we need to continue providing essential life-changing services to those who rely on us.

Our communities are counting on us, and together, we can make a real difference in the lives of those facing mental health challenges.

Edward Dean CEO




AnxiousMinds
IMPROVING NORTH EAST MENTAL HEALTH
NORTH EAST
Veteran
RECOVERY COLLEGE
bacp
NATIONAL COUNSELLING SOCIETY
SMART Recovery
QNVMHS CCQI
Association of Mental Health Providers

AWARDS WON 2022

- *Best Mental Health Support Provider - North East in the Northern Enterprise Awards 2022*
- *Healthcare and Pharmaceutical Awards Winner Best Charitable Counselling & Support Service - North East England 2022*
- *English Veteran Awards Role Model of the Year - Silver Award 2022*
- *English Veteran Awards Health and Well-being – Gold Award 2022*
- *Best Veteran-Focused Mental Health Service - North East England GHP Mental Health Awards 2022*
- *Armed Forces Covenant Gold Award 2022*
- *The Soldiering on Award 2021 (Healthcare and Rehabilitation)*
- *Best Vulnerable People Support Provider North East England Healthcare & Pharmaceutical Awards 2021*
- *VODA Charity of the Year Anxious Minds was Highly Commended in 2022*
- *The UK's Mental Health and Wellbeing Award 2022*
- *Best Mental Health Support Services of the Year 2022*
- *Healthcare and Pharmaceutical Awards and winning Best Charitable Counselling & Support Service 2022*
- *Best Veteran-Focused Mental Health Service - North East England GHP Mental Health Awards 2022*


Anxious Minds
FIGHTING TO IMPROVE NORTH EAST MENTAL HEALTH
Anxious Minds
91 262 0305

Our Support

HIGHLIGHT'S FOR THE VETERANS & FAMILIES PROJECT

250 Veterans Joined Our Online Community

300+ Veterans (or Family members) into Counselling Services

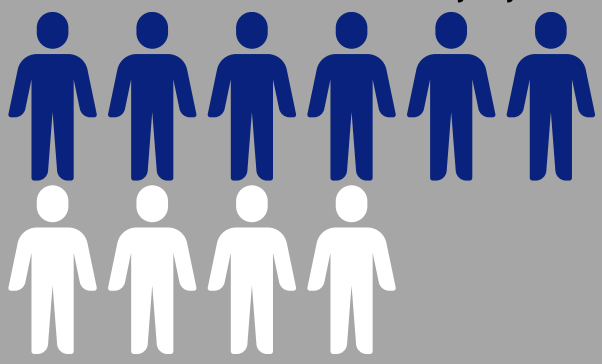
45 Veterans accessed Outdoor Therapy

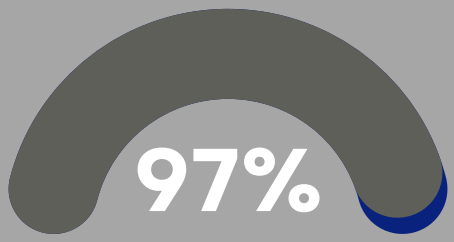
58 Veterans Accessed SMART Recovery Groups For Addiction Support

600+ Welfare Phone Calls made throughout Lock-Down

160+ Veterans Accessed our Welfare Support and Advice Services

300+ Veterans & Families Supported 2022





FIVE STAR FEEDBACK



WINNER OF SIX NATIONAL AWARDS

The Veteran Recovery College



The Veteran Recovery College

97%

Veterans Completed Counselling

250

Veterans Supported

100%

Positive Feedback

100%

Seen within TWO weeks

40%

Increase in Veterans treated for addiction

The Veterans Recovery College is dedicated to providing support, resources, and education to veterans and their families. It serves as a crucial platform for veterans to access a wide range of services, including counselling, addiction support, housing assistance, and various other forms of support.

The college was established with the objective of addressing the unique challenges and needs faced by veterans as they transition back into civilian life.

It offers a holistic approach to recovery and well-being, recognising that veterans require comprehensive support to navigate the physical, mental, and emotional aspects of their journey.

At the Veterans Recovery College, individuals have swift access to counselling services provided by experienced professionals who specialise in working with veterans and their families.

These services aim to address a variety of mental health concerns, including post-traumatic stress disorder (PTSD), anxiety, depression, and other related issues. Additionally, the college places a strong emphasis on addiction support, recognising the prevalence of substance abuse and addiction among veterans.

The Veteran Recovery College

Changing the lives of North East Veterans and their families

During the first half of 2022, we managed to move our location from Scotswood Road in Newcastle to The Memorial Hall in Wallsend, North Tyneside and re-named our function as the Veterans Recovery College.

We achieved this in a very short time frame and were set up and ready to provide a service within 2 days of moving. In addition, we have recruited another member of staff as the Veterans & Families Support Worker who provides additional advice and guidance around any claims for UC / PIP and other legal-related issues.

We also have two more volunteers (both ex-forces), who help out every week in support of the daily activities we run, and any other tasks or projects we currently have ongoing.

A massive thank you to them for giving their time to support our project. In fact, one of the volunteers facilitates the SMART Recovery programme as a fully qualified facilitator. The counselling services, and the two dedicated veterans and families counsellors, are continuing to provide a first-class service and the general feedback and comments are exceeding our expectations, a huge well done to those involved. The next page will provide a more detailed overview of the recovery college. (Below is a short but outstanding feedback/comments from one of our Veterans)



Through partnerships with organisations such as SMART Recovery UK, the college offers evidence-based programs and resources to help veterans overcome addiction and develop healthy coping strategies.

Education and skills development are also key components of the recovery college. Partnerships with institutions like the Learning Curve Group and REED in Partnership enable the college to offer courses designed to enhance employability and assist veterans in transitioning into meaningful careers after their service.

Furthermore, the college recognises the importance of fostering a sense of community and belonging among veterans. It organises outdoor activities and provides opportunities for veterans and their families to connect with one another, fostering a supportive network where they can share experiences and build strong bonds.

The Veterans Recovery College operates with the understanding that traditional healthcare systems may face limitations in meeting the specific needs of veterans. By providing tailored support and specialised services, it aims to complement existing mental health and addiction services, filling crucial gaps and ensuring that veterans receive the comprehensive care they deserve.

Overall, the Veterans Recovery College serves as a beacon of hope and support for veterans and their families, empowering them to embark on a path of recovery, growth, and successful reintegration into civilian life.

Plus Courses....

The Recovery College, also offers over 15 educational courses and groups about Mental Health and Well-Being, to help aid recovery, and to increase knowledge and skills to help people feel more confident to manage their own Mental Health and Well-Being.

We deliver a program of courses, workshops, and meetings to support and promote Mental Health, wellness, and recovery to Veterans and their Families across the Northeast. We now have over 900 members on our Facebook group.

The Recovery College has been a lifeline for hundreds of people over the past two years, enabling them to access educational and well-being support groups to help and improve their mental health.



We thank you for your continued support towards our projects

Making the North East a better place to Live and Work

Veterans Support up by

70%





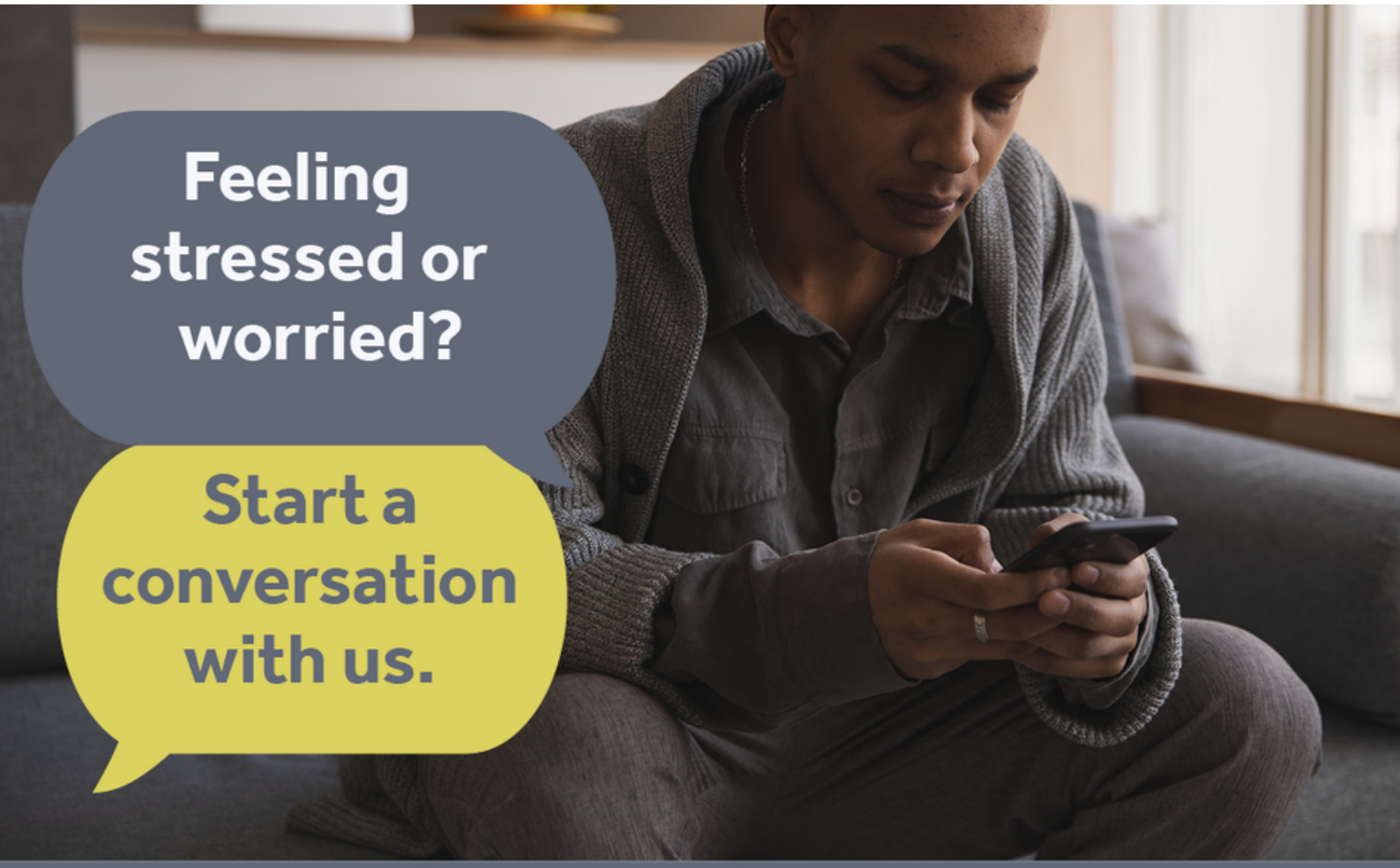
Addiction Support up by

40%

Addiction Support Services

Anxious Minds partnership with **SMART Recovery UK** is developing and growing the addiction support network for veterans and their families getting bigger with more online groups than ever before we got SMART Recovery UK to sign the Armed Forces Covenant last year and recommended them for the Bronze award for supporting the veteran community. This year we will be supporting them to reach Silver award standards

24 HOURS 7 DAYS A WEEK



Text 'QRF' to 85258

Free, confidential support, 24/7

The Veteran Recovery College Support does not stop at the door we are here **24/7 for our veteran** and their families. **You're never alone**

Supported 24/7 with addiction and mental health

in partnership with

shout



VETERANS COMMUNITY KITCHEN

It serves as a vital resource for veterans who may be experiencing homelessness, food insecurity, or struggling to adjust to civilian life. The Veteran Community Kitchen plays a crucial role in addressing the unique needs of veterans. Many veterans face difficulties transitioning back into society, and the kitchen provides them with more than just a warm meal. It offers a sense of camaraderie, support, and a place where they can find solace and understanding.

Services Provided by the Veteran Community Kitchen

The services provided by the Veteran Community Kitchen extend far beyond serving meals. Veterans can access job placement assistance, counselling services, educational resources, and connections to other support organisations.

Feeding the Veteran Community

Safe Space During The Cost of Living Crisis



Outdoor Therapy & Activities

We also provided outdoor well-being support as part of the recovery program helping get people active after COVID-19. We worked with the WinG Outdoor Club and our Hill Walking project (Newcastle Hiking) to provide canoeing, hiking, rock climbing, forestry skills, and mountain biking. It was and still is a massive success with over 30+ veterans and their families attending and hundreds of people from the wider community enjoyed the activities, and the feedback was all very positive.

We are looking at expanding this service into the Veteran Recovery College whilst continuing to provide it to the local community. The charity also purchased 2 acres of 200 acres of woodland as a base for our outdoor therapy program. It is located in Stocksfield with access to Prudhoe National Park.

OUTDOOR THERAPY ACTIVITIES

Anxious Minds has got hundreds of people outdoors over 2022, we delivered over 20 outdoor activities over the past year for the benefit of the community we serve here in the North East.

The activities included the following:

- Hiking / Hill Walking Skills / Map Reading
- Canoeing
- Mountain Biking
- Forestry Skills

This exciting and worthwhile project has been beneficial for the veterans and their families and people from the local community, it's helping people with mental health and addiction start the recovery process. It improves their mental well-being, helping people learn new skills, and meet new people to explore and connect with the wonderful community and nature.

The outdoor facilitator managed up to 10 people for each event and includes the following:

- All equipment/safety supplied
- Transport supplied (minibus - drop off and pick up)
- New skills developed or improved

It was free for all to enjoy

There were activities planned every fortnight between July and October 2022 for anyone interested in taking part. We advertise this via our social media platforms and send out flyers as required.



Testimonials

I will be forever grateful

I will be forever be grateful for Anxious Minds and my counsellor. For the first time in my life I actually felt heard. I always felt I was in a safe place, where I was never judged and could put my full trust into the service. I now have many coping mechanisms I will carry with me forever. Thank you

Counselling Group Support

I was able to work through my problem effectively with this service, I am my 'old' self with happiness in my heart, I would recommend this service to anyone, The Group Support has helped too.

Safe Haven

Brilliant Support and Guidance, It is like a safe haven. My counsellor was brilliant kind and gave me just the right amount of support. Thank you.

Glad I went

After talking about my issues was given strategies to manage and talk further about them. Because of various reasons, my meds, motivation etc. Have not fully put into action strategies suggested yet. No reflection on the counsellor just me needing to adopt a little more to my current situation + use the tools I have been given.



THANK YOU FOR YOUR SUPPORT





Supporting Our Community Across The North East With Our SIX Centres



We have 18 dedicated fully trained Counsellors, and 7 Addiction Support Workers (SMART Recovery trained), and now have 46 Volunteer

Multi Award-Winning Talking Therapy



Counselling Services

Our Counselling Services continue to grow and have anything from 32 to 40 counsellors a year delivering support six days a week from two centres. Our charity now has 21 paid staff and offers trainee placements and clinical supervision to 20+ trainee counsellors a year from all of the Northeast Universities and Colleges.

We are the biggest provider of counselling services outside of the NHS North of the Tyne - supporting hundreds of people every week. Even though we are organisational members of several counselling awarding bodies, we have invested in the Quality Network for Veterans Mental Health Services (QNVMHS), and have recently had our review on all our services and successfully achieved a **94%** outcome result during our developmental review moving to accreditation 2023.

We were also very proud to have successfully won six awards for our work with the Veterans and their Families over the past 18 months. And more recently, we are delighted to have been awarded the Employer Recognition Scheme **GOLD Award 2022**, and as a result, we will be developing our support to Veterans & Families struggling with mental health and addiction.

Multi Award-Winning Talking Therapy



Childrens Counselling Services

We support children and young people with their mental health and wellbeing, what we know is that one in ten children has a diagnosable mental health condition -that's roughly three children in every classroom.

It can be tough growing up. Many thousands of young people go through periods of mental ill health. When this happens, it can be difficult for them to make and keep friends, manage at school and feel good about themselves. It can also be bewildering for their families.

Many children may not be diagnosed as having mental health issues, but lack confidence and feel unhappy much of the time.

No child should be left to cope with mental ill health alone. We are here for children and young people when they need us to listen to them, support them, counsel them, guide them, and nurture them.

No child should be put on a waiting list

Anxious Minds believe in early intervention before a child or young person's mental health becomes a problem.

We run many services supporting young people's emotional health and well-being, from one-to-one counselling to group work and school-based counselling

We have centres where children and young people can visit and have trained workers they can trust and talk to. We help them build their confidence and get to the root of their difficulties.

We work closely with children and young people's parents - making sure they feel supported too. We also stay in close contact with other professionals giving the best support possible to the children we serve





Women's Crisis Centre

Blyth Women's Crisis Centre is for the benefit of Female Veterans, Local Women & Girls

The charity opened the Blyth Women's Centre in 2021, and is based in Market St, Blyth Town Centre to provide support to women across Northumberland delivering counselling, addiction support, well-being support groups, support back into education and work, and support with domestic violence. The project was featured on BBC's Look North and is already making a massive difference in the community.

Over 110 Women Supported

Safe Space for Women in Crisis

The charity, known for its commendable efforts in supporting vulnerable individuals, took a significant step forward in 2021 by establishing the Blyth Women's Centre. This invaluable resource is conveniently located in Market St, Blyth Town Centre, allowing it to reach out and extend its support to women across the entirety of Northumberland.

At the heart of the Blyth Women's Centre is a mission to empower and uplift women by providing a wide range of essential services. One of the key offerings is counselling, which allows women to openly discuss and address their emotional and psychological challenges. This professional support helps them navigate through difficult circumstances, overcome personal obstacles, and build resilience.

Recognising the impact of addiction on individuals and their families, the centre also extends addiction support services. Through specialised programs and trained professionals, women dealing with addiction are offered guidance, rehabilitation, and the tools necessary to reclaim control over their lives.

By addressing the root causes of addiction and promoting a holistic approach to recovery, the centre plays a vital role in breaking the cycle of substance abuse. Understanding the significance of overall well-being, the Blyth Women's Centre hosts support groups where women can connect with others facing similar experiences. These groups provide a safe and nurturing environment where individuals can share their stories, find solace, and build a strong support network.

The collective strength and understanding gained from these groups enhance emotional well-being and foster a sense of community among participants. The centre also recognises the importance of education and career opportunities in empowering women to achieve their full potential. With this in mind, it offers support to women who wish to return to education or re-enter the workforce

Through guidance, mentorship, and access to educational resources, the centre helps women gain the skills and confidence necessary to pursue their desired academic or career paths. Additionally, the Blyth Women's Centre takes a firm stance against domestic violence, acknowledging the urgent need to address this pervasive issue. It provides comprehensive support to women who have experienced domestic abuse, offering a safe haven and assistance in navigating legal and protective measures.

By actively working to break the cycle of violence, the centre empowers women to reclaim their lives, free from fear and harm. The impact of the Blyth Women's Centre has been widely recognised, earning it a notable spotlight on BBC's Look North.

Through its range of vital services and compassionate approach, the centre has already begun making a tremendous difference in the community it serves. Its positive influence extends beyond women alone, reaching out to support veterans and their families within the community.

By catering to the unique needs of these individuals, the centre ensures that no one is left behind and that support is extended to all those who require it. In summary, the establishment of the Blyth Women's Centre in 2021 has provided a beacon of hope and support for women across Northumberland.

Through its counselling, addiction support, well-being groups, education and career assistance, and aid for domestic violence survivors, the centre addresses a wide range of needs. Its recognition on BBC's Look North serves as a testament to the transformative impact it has already made in the community.

Supporting Women
In the time of need

You are not alone



COMMUNITY MENTAL HEALTH SERVICES

Anxious Minds often offers Community mental health services aimed to support individuals in their local communities who are experiencing mental health challenges.

These services typically focus on providing accessible and holistic care to individuals of all ages, backgrounds, and levels of need.

Here are some common components of community mental health services:

We don't signpost we support

Here for you 6 days a week

Counselling and Therapy: Community mental health services often provide counselling and therapy sessions to individuals experiencing mental health difficulties. These sessions can be conducted one-on-one or in group settings, depending on the preferences and needs of the individuals involved.

Support Groups: Support groups bring together individuals facing similar mental health issues. These groups provide a safe space for individuals to share their experiences, seek support, and learn coping strategies from others who can relate to their challenges.

Crisis Intervention: Community mental health we have the Drop-in and Recovery Centre for individuals who require immediate assistance during a mental health crisis. This can include access to our 24/7 text service, crisis support centre, our team can respond to emergencies in the community.

Peer Support: Peer support programs involve individuals with lived experience of mental health challenges providing support, guidance, and understanding to others who are going through similar experiences. Peer support can be a valuable component of community mental health services as it promotes empathy, connection, and hope.

Education and Workshops: Many community mental health services offer educational programs and workshops to raise awareness about mental health, reduce stigma, and provide individuals with tools and knowledge to manage their mental well-being. These programs may cover topics such as stress management, coping skills, self-care practices, and early intervention strategies.

Referrals and Collaboration: Community mental health services often collaborate with other healthcare providers and community organisations to ensure individuals receive comprehensive care.

Women Supported

230

Children Supported

212

Adults Supported

1213

Veterans Supported

250

TOTAL PEOPLE SUPPORTED 2022

We have had a big increase in people attending our services over 2022, our organisation experienced a significant surge in the number of individuals seeking assistance from our services. This notable increase in attendance can be attributed to several factors that impacted people's mental well-being during that time.

Global Pandemic: The COVID-19 pandemic continued to have a profound impact on people's lives, causing widespread uncertainty, fear, and anxiety. The prolonged period of social isolation, economic instability, and health concerns contributed to a rise in mental health issues.

Lockdown Measures: Many regions implemented various lockdown measures and restrictions to curb the spread of the virus. These restrictions disrupted people's daily routines, limited social interactions, and resulted in feelings of loneliness, stress, and depression.

Economic Challenges: The pandemic also led to financial hardships for many individuals and families. Job losses, reduced income, and financial uncertainty placed an additional burden on people's mental well-being, leading them to seek support and guidance from mental health organisations like Anxious Minds.

Increased Awareness: Over the past few years, there has been a growing recognition of the importance of mental health and destigmatizing seeking help. This increased awareness has encouraged more individuals to reach out for support, leading to a rise in the number of people attending our services.

To address the increased demand for mental health services, Anxious Minds worked diligently to expand our resources, enhance our online presence, and ensure accessibility to individuals in need. We hired additional staff, recruited more volunteers, and collaborated with other mental health organisations to provide a wide range of support services, including counselling, therapy, helplines, and educational programs.

Our primary goal during this period was to provide a safe and inclusive space where individuals could access the necessary support to manage their anxiety, depression, and other mental health challenges.








LAUGH OUT LOUD
LOVE ONE ANOTHER
KEEP YOUR PROMISES
HELP OTHERS
SAY THANK YOU
DON'T WHINE
WORK HARD
SAY I LOVE YOU
BE GRATEFUL
SHARE
USE KIND WORDS
TELL THE TRUTH
DO YOUR BEST
WHEN IT RAINS LOOK FOR RAINBOWS
WHEN IT'S DARK LOOK FOR STARS








WHEN IT RAINS LOOK FOR RAINBOWS
WHEN IT'S DARK LOOK FOR STARS


THANK YOU
FOR YOUR
SUPPORT

Anxious Minds

Trustees Report and Financial Statements
For The Year Ended 31 October 2022

Charity No. 1164040

Legal and Administrative Information

Name:	**Anxious Minds**
Reg'd Charity No:	1164040
Trustees:	Dr Chris Bowman Shoaib Mazhar Tony Wright Janice Wilkinson Bryan Craggs Andrew Swan
Address:	The Vault Station Road Wallsend
Bankers:	Lloyds Bank
Independent Examiner:	Mark Thompson MAAT VODA

The trustees present their report and accounts for the year ended 31 October 2022

Structure

The charity was registered as a CIO on 20 October 2015. Trustees for the financial year are listed on the previous page.

Governance and Management

The trustees all hold individual roles, i.e. chair, treasurer etc. they also attend appropriate training courses. The trustees have assessed the major risks to which the charity is exposed, and are satisfied that the systems are in place to mitigate exposure to the assessed risks. All trustees and staff have been DBS checked.

Financial Review and Reserves Policy

The organisation regularly reviews its financial position and systems. Trustee Selection The trustees are drawn from a wide range of backgrounds and must have an interest in mental health issues and/or relevant skills/experience. A number of trustees must be service users. Potential new trustees must be proposed and seconded by members of Anxious Minds board and must complete an application form and provide one written reference. If a reference is difficult to obtain, trustees can be co-opted by the Board on a six-month trial period to enable inclusion. New trustees are voted on to the Trustee Board at any board meeting.

All trustees may offer themselves for re-election at the Annual General Meeting for up to a maximum of seven years. After standing down, members are ineligible to stand for re-election for a minimum of one year. Officers of the Charity may serve for up to five years as officers, after which they may continue to serve on the committee until the seven year's service is completed.

All trustees must retire by rotation once every three years and are eligible for re-election.

Induction and training of new trustees

1. Our process is intended to ensure inclusion, provide the right skills mix and provide a balanced functional Board. Our recruitment process forms part of induction to our organisation.
2. Application pack, including the Charity Commission publication "The Essential Trustee", is provided.
3. Application form and reference(s) received. For people unable to provide a reference, a six-month probationary period is used (to enable service users equal opportunity).
4. Trustee co-opted onto Board at a Board meeting or voted on at the Annual General Meeting.
5. Chief Executive and Chair provide regular support and learning opportunities to new trustees.
6. Trustee training is incorporated into the Board meetings.
7. Trustees undertake a self-appraisal with the Chair on an annual basis.

OBJECTIVES AND ACTIVITIES

The objectives of Anxious Minds are stated in our Constitution as follows: The objects of the Charity shall be to promote the preservation of mental health and to assist in relieving and rehabilitating persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment, in association with Anxious Minds in accordance with the aims and objects of Anxious Minds.

VISION, MISSION AND VALUES

Our Values are to:

- Put our service users at the forefront of our development
- Make support services easier to access
- Treat every service user as an individual
- Build a trusting and safe environment for service users to achieve
- Help and support each service user to reach their individual potential
- See a person beyond their diagnosis

Accessing Support: We offer several ways in which local people can access support from us, including referrals from local GPs, Crisis and Mental Health Teams, Other Charities, Local Authorities and Self-Referral.

We directly provide help and support to those who need it most through a range of targeted services designed specifically to address the local need:

Chair of Board of Trustee's Statement

As the Chair of the Board of Trustees, I am deeply concerned about the long waiting times for NHS mental health services. Despite the hard work of our team and other mental health charities, the demand for mental health services has never been greater. According to recent data, the number of people contacting the NHS seeking help for mental health problems is now at a record high. This is a worrying trend that requires immediate action. The waiting times for mental health services in the NHS have been a long-standing issue. Patients are often left waiting for months before they can receive the support they need. This is unacceptable, and it can have devastating consequences for those struggling with mental health issues. It can exacerbate their condition, leading to further problems down the line. The pandemic has only made this problem worse, as more and more people seek help for mental health issues. As a mental health charity, we know firsthand how important it is to receive timely support. That is why we have been working hard to ensure that our services reach as many people as possible. However, we cannot do this alone and without funding.

throughout the past year. The challenges posed by the COVID-19 pandemic were unprecedented, and yet, our team rose to the occasion, ensuring that our services continued to reach those in need, whether through phone, online, or in-person support. Our charity's growth and evolution in the face of adversity has been a source of inspiration to me.
Despite the hurdles, we expanded our offerings, increasing the number of people we support and help. The need for our services has increased due to the pandemic's impact on mental health and the veteran families we work with. Our financial success this year, with an increase in donations, has enabled us to continue striving towards our goal of being the leading mental health charity across our area. Yet, our work is far from over. We need to grow even more financially to keep up with the demand for our services and significantly increase our income and unrestricted funding. The success of our Veteran Recovery College and Blyth Women's Centre, winning six national awards, has been a testament to the difference we can make when we work together.

As we begin a new year, I am hopeful that our fundraising events and face-to-face training will resume, allowing us to connect with our supporters and partners once again. The recent data indicating a record high in the number of people seeking help for mental health problems is alarming, and it only emphasises the importance of our work.
I want to express my heartfelt thanks to our volunteers, supporters, partners, professionals, and employees for their unwavering support and dedication to our cause. Together, we can continue to make a difference in the lives of those struggling with mental health issues and work towards a brighter future.

Dr Chris Bowman
Chair of Anxious Minds

INDEPENDENT EXAMINER'S REPORT

Report to the trustees of **Anxious Minds**

On accounts for the year ended **31 October 2022** **Charity no 1164040**

Respective responsibilities of trustees and examiner

The charity's trustees consider that an audit is not required for this year (under section 43(2) of the Charities Act 1993 (the Act)) and that an independent examination is needed.

It is my responsibility to

- examine the accounts (under section 43 of the Act),
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 43(7)(b) of the Act), and
- state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

Independent examiner's statement

In the course of my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:
   - proper accounting records are kept (in accordance with section 41 of the Act); and
   - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:  **Date: 16th May 2023.**

Name: Mark Thompson MAAT
Address: VODA

Anxious Minds

Statement of Financial Activities for the year ended 31 October 2022

		Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
Receipts		**2022**	**2022**	**2022**	**2021**
				£	**£**
Grants	**5**	24630	93970	118600	106540
Donations		74646		74646	61810
Workshop & Sessional Fees		73661		73661	53093
Increase in Fixed Assets Value		10433		10433	53093
Total Receipts		**183370**	**93970**	**277340**	**274536**
Payments					
Salary Costs		58847	163276	222123	152348
Rent & Room Hire		13002	15520	28522	20205
General Running Costs	**6**	29628	8545	38173	31381
Fundraising Costs		1915		1915	230
Total Payments		**103392**	**187341**	**290733**	**204164**
Surplus / deficit for the year		79978	-93371	-13393	70372
Transfers Between Funds					
Funds as at 1 November 2021		22029	93371	115400	98121
Funds at 31 October 2022		**102007**	**0**	**102007**	**168493**

Anxious Minds
Balance Sheet as at 31 October 2022

	Notes	2022 £	2021 £
Current Assets			
Fixed Assets	**7**	28000	17567
Cash at Bank		74007	97833
Total Cash Balances		**102007**	**115400**
Current Liabilities		**0**	**0**
For The Year Ended 31 October 2022		**102007**	**115400**
Represented By:			
Restricted Funds		0	93371
Unrestricted Funds		102007	22029
		102007	**115400**

Signed …….…… Position ……..

Signed …….…… Position ……..

Date …….

Anxious Minds

Notes to the accounts, 2022

1. Basis of accounts

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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006

Anxious Minds 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 note(s).

2. Grants Received:

	Unrestricted	Restricted	Total
Charles Robert Bell	4800		
Newcastle Building Society Foundation	3000		
Squires Foundation	3000		
Blyth Town Council	11830		
Groundwork UK	2000		
Ron and Louise Bowey Fund		21970	
Garfield Weston		10000	
Charles Robet Bell		5000	
The Veterans Foundation		15000	
North Tyneside Council		5000	
Trusthouse		33000	
Albert Hunt		4000	
Total Grants	**24630**	**93970**	**118600**

3. Trustees and Staff

Salary cost for the year were £222,123
Total no of employees: 16

4. Costs of financial services

The cost for the Independent Examination for the financial period will be £450.

5. Restricted Funds balance at 31 October 2022

	Balance 31/10/21	Income	Expend	Balance 31/10/22
Blyth Womens Centre	5479		5479	0
Community Foundation Covid 19 Fund	9540		9540	0
Enterprise Development Fund	6500		6500	0
National Lottery	10000		10000	0
Armed Forces Covenant Trust	41647		41647	0
Veterans Foundation	15767	15000	30767	0
North Tyneside Council (Counsellor Sessions)	4438	5000	9438	0
Ron and Louise Bowey Fund		21970	21970	0
Garfield Weston		10000	10000	0
Trusthouse		33000	33000	0
Charles Robert Bell		5000	5000	0
Albert Hunt		4000	4000	0
Total	**93371**	**93970**	**187341**	**0**

6. General Running Costs

Adverising & Promotional	2954
Computer Costs	490
Insurances	840
Office & General Administration	132
Professional Services	19004
Phone Costs	383
Print, Post & Stationery	1351
Purchases	4000
Travel Costs	2316
Utilities	6703
Total General Running Costs	**38173**

7. Fixed Assets

This was a purchase of land in Prudhoe for a Woodland Project.
Total cost £17,567.
This was revalued in the financial year with an increase of £10,433 to £28,000.

Anxious Minds

Trustees Report and Financial Statements
For The Year Ended 31 October 2022

Charity No. 1164040

Legal and Administrative Information

Name:	**Anxious Minds**
Reg'd Charity No:	1164040
Trustees:	Dr Chris Bowman Shoaib Mazhar Tony Wright Janice Wilkinson Bryan Craggs Andrew Swan
Address:	The Vault Station Road Wallsend
Bankers:	Lloyds Bank
Independent Examiner:	Mark Thompson MAAT VODA

The trustees present their report and accounts for the year ended 31 October 2022

Structure

The charity was registered as a CIO on 20 October 2015. Trustees for the financial year are listed on the previous page.

Governance and Management

The trustees all hold individual roles, i.e. chair, treasurer etc. they also attend appropriate training courses. The trustees have assessed the major risks to which the charity is exposed, and are satisfied that the systems are in place to mitigate exposure to the assessed risks. All trustees and staff have been DBS checked.

Financial Review and Reserves Policy

The organisation regularly reviews its financial position and systems. Trustee Selection The trustees are drawn from a wide range of backgrounds and must have an interest in mental health issues and/or relevant skills/experience. A number of trustees must be service users. Potential new trustees must be proposed and seconded by members of Anxious Minds board and must complete an application form and provide one written reference. If a reference is difficult to obtain, trustees can be co-opted by the Board on a six-month trial period to enable inclusion. New trustees are voted on to the Trustee Board at any board meeting.

All trustees may offer themselves for re-election at the Annual General Meeting for up to a maximum of seven years. After standing down, members are ineligible to stand for re-election for a minimum of one year. Officers of the Charity may serve for up to five years as officers, after which they may continue to serve on the committee until the seven year's service is completed.

All trustees must retire by rotation once every three years and are eligible for re-election.

Induction and training of new trustees

1. Our process is intended to ensure inclusion, provide the right skills mix and provide a balanced functional Board. Our recruitment process forms part of induction to our organisation.
2. Application pack, including the Charity Commission publication "The Essential Trustee", is provided.
3. Application form and reference(s) received. For people unable to provide a reference, a six-month probationary period is used (to enable service users equal opportunity).
4. Trustee co-opted onto Board at a Board meeting or voted on at the Annual General Meeting.
5. Chief Executive and Chair provide regular support and learning opportunities to new trustees.
6. Trustee training is incorporated into the Board meetings.
7. Trustees undertake a self-appraisal with the Chair on an annual basis.

OBJECTIVES AND ACTIVITIES

The objectives of Anxious Minds are stated in our Constitution as follows: The objects of the Charity shall be to promote the preservation of mental health and to assist in relieving and rehabilitating persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment, in association with Anxious Minds in accordance with the aims and objects of Anxious Minds.

VISION, MISSION AND VALUES

Our Values are to:

- Put our service users at the forefront of our development
- Make support services easier to access
- Treat every service user as an individual
- Build a trusting and safe environment for service users to achieve
- Help and support each service user to reach their individual potential
- See a person beyond their diagnosis

Accessing Support: We offer several ways in which local people can access support from us, including referrals from local GPs, Crisis and Mental Health Teams, Other Charities, Local Authorities and Self-Referral.

We directly provide help and support to those who need it most through a range of targeted services designed specifically to address the local need:

Chair of Board of Trustee's Statement

As the Chair of the Board of Trustees, I am deeply concerned about the long waiting times for NHS mental health services. Despite the hard work of our team and other mental health charities, the demand for mental health services has never been greater. According to recent data, the number of people contacting the NHS seeking help for mental health problems is now at a record high. This is a worrying trend that requires immediate action. The waiting times for mental health services in the NHS have been a long-standing issue. Patients are often left waiting for months before they can receive the support they need. This is unacceptable, and it can have devastating consequences for those struggling with mental health issues. It can exacerbate their condition, leading to further problems down the line. The pandemic has only made this problem worse, as more and more people seek help for mental health issues. As a mental health charity, we know firsthand how important it is to receive timely support. That is why we have been working hard to ensure that our services reach as many people as possible. However, we cannot do this alone and without funding.

throughout the past year. The challenges posed by the COVID-19 pandemic were unprecedented, and yet, our team rose to the occasion, ensuring that our services continued to reach those in need, whether through phone, online, or in-person support. Our charity's growth and evolution in the face of adversity has been a source of inspiration to me.
Despite the hurdles, we expanded our offerings, increasing the number of people we support and help. The need for our services has increased due to the pandemic's impact on mental health and the veteran families we work with. Our financial success this year, with an increase in donations, has enabled us to continue striving towards our goal of being the leading mental health charity across our area. Yet, our work is far from over. We need to grow even more financially to keep up with the demand for our services and significantly increase our income and unrestricted funding. The success of our Veteran Recovery College and Blyth Women's Centre, winning six national awards, has been a testament to the difference we can make when we work together.

As we begin a new year, I am hopeful that our fundraising events and face-to-face training will resume, allowing us to connect with our supporters and partners once again. The recent data indicating a record high in the number of people seeking help for mental health problems is alarming, and it only emphasises the importance of our work.
I want to express my heartfelt thanks to our volunteers, supporters, partners, professionals, and employees for their unwavering support and dedication to our cause. Together, we can continue to make a difference in the lives of those struggling with mental health issues and work towards a brighter future.

Dr Chris Bowman
Chair of Anxious Minds

INDEPENDENT EXAMINER'S REPORT

Report to the trustees of **Anxious Minds**

On accounts for the year ended **31 October 2022** **Charity no 1164040**

Respective responsibilities of trustees and examiner

The charity's trustees consider that an audit is not required for this year (under section 43(2) of the Charities Act 1993 (the Act)) and that an independent examination is needed.

It is my responsibility to

- examine the accounts (under section 43 of the Act),
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 43(7)(b) of the Act), and
- state whether particular matters have come to my attention.

Basis of independent examiner's statement

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Signed:  **Date: 16th May 2023.**

Name: Mark Thompson MAAT
Address: VODA

Anxious Minds

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		Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
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Anxious Minds
Balance Sheet as at 31 October 2022

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Fixed Assets	**7**	28000	17567
Cash at Bank		74007	97833
Total Cash Balances		**102007**	**115400**
Current Liabilities		**0**	**0**
For The Year Ended 31 October 2022		**102007**	**115400**
Represented By:			
Restricted Funds		0	93371
Unrestricted Funds		102007	22029
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Signed …….…… Position ……..

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Date …….

Anxious Minds

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North Tyneside Council		5000	
Trusthouse		33000	
Albert Hunt		4000	
Total Grants	**24630**	**93970**	**118600**

3. Trustees and Staff

Salary cost for the year were £222,123
Total no of employees: 16

4. Costs of financial services

The cost for the Independent Examination for the financial period will be £450.

5. Restricted Funds balance at 31 October 2022

	Balance 31/10/21	Income	Expend	Balance 31/10/22
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Trusthouse		33000	33000	0
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Albert Hunt		4000	4000	0
Total	**93371**	**93970**	**187341**	**0**

6. General Running Costs

Adverising & Promotional	2954
Computer Costs	490
Insurances	840
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Professional Services	19004
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ANXIOUS MINDS

England & Wales - Charity number 1164040

Accounts

Anxious Minds



Impact Report 2021

JUNE 2022

Presented by
Edward Dean

Welcome to our 2021 Impact Report.

Inside, we set out the progress we have made and the impact we have had, thanks to our amazing funders, team and partners.

At Anxious Minds, we believe everyone should have access to quality mental health support.

Our reason for being, is to ensure people in the North-East receive fast access to mental health services, and that people affected by mental health and addiction issues receive the support they need to live a fulfilling life through recovery and discovery.

With the right support, anyone can change their life for the better.





WHAT'S INSIDE?

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A LETTER FROM OUR CEO	*PG5*
HIGHLIGHTS OF THE YEAR	*PG6*
ANXIOUS MINDS - AWARDS	*PG7*
OUTCOMES	*PG8*
PROJECTS	*PG9*
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An introduction from our Chairman

The year continued to be impacted by Covid-19, with most of our team working between our centres and home, and continuing to offer our services face-to-face, over the phone and online. The whole team stepped up to the challenge of supporting the people we serve and adapted to new ways of working. We are still working six days a week and putting the community we serve first. The bravery and determination of our employees and volunteers has been second to none, supporting hundreds of people struggling during this crisis.

This has been our best year financially due to donations, enabling us to continue to strive to be the leading mental health charity in the area. However, we still need to grow more financially to keep up with demand for our services. The charity has continued to grow, evolve and expand its offerings, increasing the number of people we can help and support. We have seen an increase in the need for our services due to the impact of the pandemic on mental health and our work with veteran families.

The charity launched two new projects in 2021–the Women's Crisis Centre in Blyth, Northumberland, and the Veteran Recovery College in North Tyneside– both have been extremely successful winning us three national awards. We increased our staffing levels with an additional eight members of staff and two trustees. A small grant from the Armed Forces Covenant Trust allowed us to nearly triple our support to provide over 200 veterans, compared to a forecast of 80, with urgent support through our counselling programmes.

Alongside our membership of the British Association of Counselling and Psychotherapy, we joined and the National Counselling Society, setting the standards of the work we deliver through our 35 counsellors. We also partnered with SMART Recovery UK to train nine addiction support employees. Finally, we are working towards becoming an accredited member of the Quality Network for Veterans Mental Health Services.

I would like to personally thank our volunteers, supporters, partners, professionals and employees for all they have done to give people the support they need during this especially challenging time. I and the trustees are so proud of the staff and volunteers at Anxious Minds. As we move into 2022, we look forward to returning to face-to-face fundraising events and training. I look forward to the difference we will make together in the coming year.

Dr Chris Bowman, Chair of the Board of Trustees, Anxious Minds

A letter to our funders from our CEO

Last year was extremely challenging for all of us. The health, financial and emotional impacts of Covid-19 continued to be felt and growing NHS waiting lists put additional strain on mental health services. We saw more vulnerable people than ever before requesting our support services.

Demand for our services continues to grow as people come to terms with the loss of loved ones at the hands of Covid-19. We have also seen an increase in the number of children requiring our services. Many have experienced anxiety due to school closures resulting in social isolation, disconnection from friends and uncertainty about exams and prospects.

It's been the first time in several years where we have worried about how we can fund the amount of work the charity is doing and not knowing what we are going to do if demand keeps rising and funding does not pick up. Although we received more funding than previous years, it is not enough to cope with rising demand for our services. A high proportion of funds are being directed to sign-posting services rather than to frontline service providers. These signposting services send clients to us, but most do not pass on any funding, leaving a worrying gap in funding.

By funding the work of Anxious Minds, you will enable us to increase access to professional and person-centred support for vulnerable people in our local communities when they need it most. This will undoubtedly change and save many lives.

I am so proud of the team, winning three national awards in 2021, showing the standards of work we deliver to the community we serve. I am also immensely grateful to our funders and look forward to building on these relationships and developing new partnerships to deliver our vital services together over the next year and beyond.

Edward Dean GCGI SAC Dip, CEO, Anxious Minds

HIGHTLIGHTS OF THE YEAR

1700 Recovery Centre Online Community Members

8800 Counselling Hours Delivered

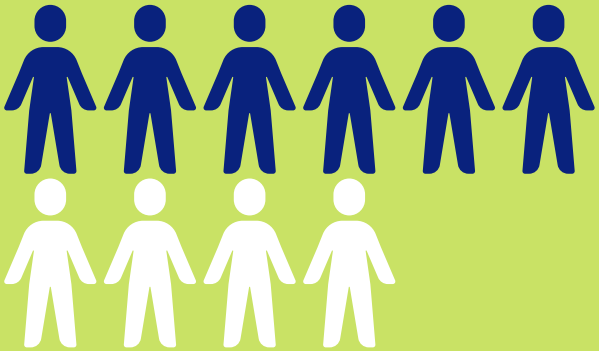
250 Adults Per Week Accessing Counselling Services

110 Women Supported

201 Veterans Supported

300 Children Supported

1600+ Vulnerable People Supported





FIVE STAR FEED BACK



Winner of the Soldiering On Award 2021
Health and Rehabilitation

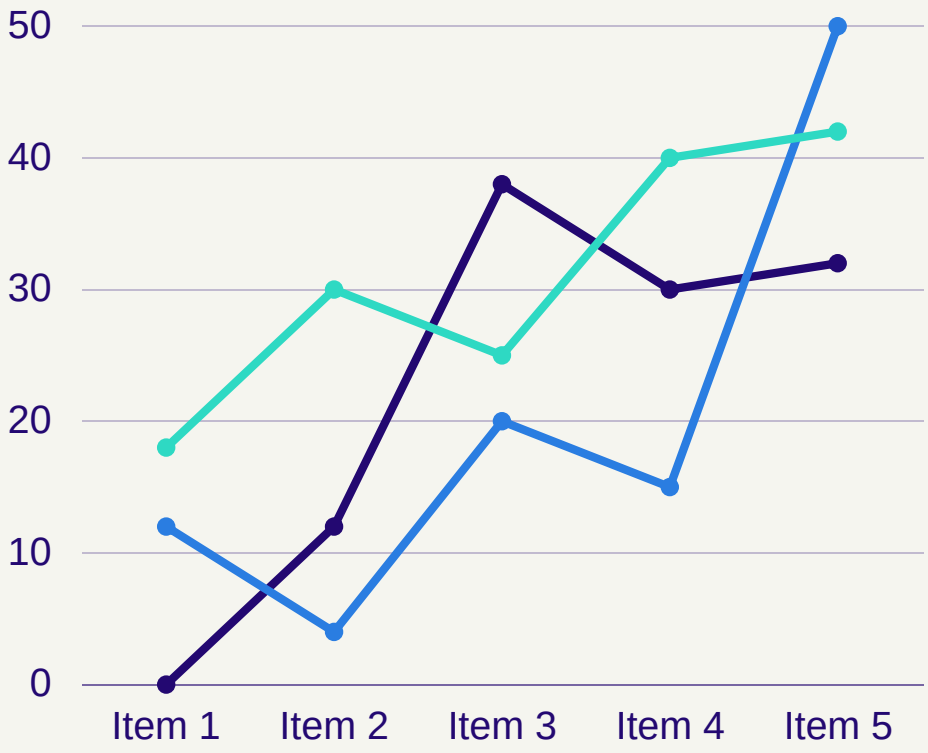
Best Vulnerable People Support Provider North East England Healthcare & Pharmaceutical Awards 2022

Leading Mental Health Support Service of the Year 2021
UK Enterprise Awards Winner

Supporting the most Vulnerable People in our Community across the North East

SIGNIFICANT INCREASE IN ALL THREE SERVICES

Counselling, Veterans & Women's services



60%

icrease in services users

1600

People Supported

We have 42 Counsellors, 9 addiction support staff and 20 volunteers across our four centres



Our Projects

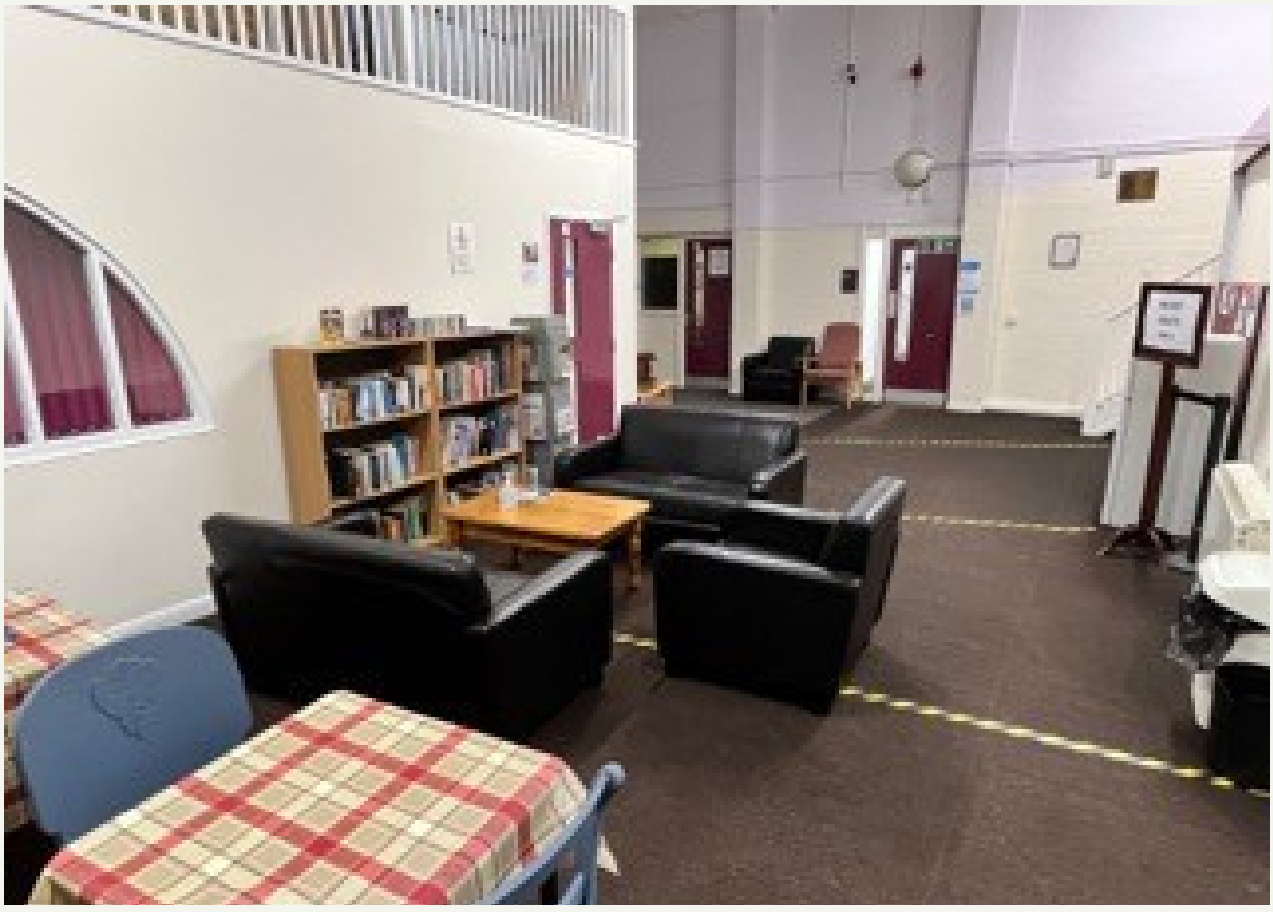
Mental Health Charity

Re-Group - Project

Veteran Support Services

The Local Infantry Regiment, (The Royal Regiment of Fusiliers Association) contacted the charity asking for our help after losing more veterans to suicide than ever before. We then got a visit from the Fusilier Association from the Tower of London and we agreed to help: getting a little funding from the Armed Forces Covenant Trust, to support 40 families a year, for the next two years. Within two months we had over 60 families, 7 months on and this number is well over a hundred and forty veterans and still growing. We also provided an outreach counselling service in Sunderland and Durham at Veterans in Crisis and East Durham Veterans Trust, with the NHS and other statutory services struggling to meet the demand.

This is something that we are working on to change to make a real difference and support those who have served by opening of the Veteran Families Recovery College in the Wallsend Memorial Hall: this project is set to provide vital life changing support to the veteran community.



Veteran Families Recovery College

93%

Veterans Completed Counselling

200

Veterans Supported

100%

Positive Feedback

100%

Seen within two weeks

20%

increase in veterans treated for addiction

Our Veteran Families work is going from strength to strenght in the North East. It was praised by the Prime Minister and has won National recognition and awards, including, the Soldiering on Award for healthcare and rehabilitation in 2021 and winning the GHP Mental Health Awards 2022 for Best Veteran Focused Mental Health Service - North East England.

The project was funded by the Armed Forces Covenant Trust in 2020 and 2021 receiving a total of £70,000 over the two year period.

The project has provided fast access to over 140 veterans and their families into counselling, addiction support, housing and other support services. We have now received a 3 year grant of £100,000 from the Trusthouse Charitable Foundation to enable us to continue to grow the project.

It has also received funding from the Veteran Foundation: another £30,000 over two years. We are hoping the Armed Forces Covenant Trust see the value in the project and provides more funding as our PositivePathways Project was a massive success.

The project has been moved to Wallsend in North Tyneside next to the metro station and local bus routes, making it even more accessible to the veteran community we serve, and have been renamed The Veteran Families Recovery College.

We have partnered with the Learning Curve Group and REED in Partnership to provide courses and back to work support for veterans and their families and we are also working with SMART Recovery UK to enhance our addiction support project.

This Project will provide life changing support to the veteran community at a time when NHS mental health and addiction services are struggling.

Opened to Veterans and their Families

Veteran Recovery College



Veteran Support
up by

20%

Women Crisis Support
up by

30%

With your continuous support we can do even more

Addiction Support
up by

20%

Addiction Support Services

Anxious Minds has partnered with SMART Recovery UK to provide more addiction and Counselling service to the Veteran Community, and also expand its well-being support to the wider community. We currently have nine fully trained SMART recovery facilitators to work in our Veteran Recovery College and will be providing well-being support for their service users in the future.



Women's Crisis Centre

Blyth Women's Centre is for the benefit of Female Veterans, local women & girls

The charity opened the Blyth Women's centre in Market St, Blyth town centre to provide support to women across Northumberland; delivering counselling, addiction support, well-being support groups, support back into education and work, and support with domestic violence. The project was featured on BBC's Look North and is already making a massive difference in the community.

Over 110 Women Supported

Safe Space for Women in Crisis

1700 Members

Our Recovery Centres



Our Community

The Recovery Centre offers over 15 educational courses and groups about mental health and well-being, to help aid recovery, and to increase knowledge and skills to help people feel more confident to manage their own mental health and well-being. We deliver a programme of courses, workshops and meetings to support and promote mental health, well-ness and recovery for people in the community of all ages from across the whole of North Tyneside and Newcastle. We now have over 1,700 members on our Facebook group

Our Recovery Centre has been a lifeline for hundreds of people over the past two years, enabling them to access educational and well-being support groups to help and improve their mental health



We thank you for your continued support in our projects.

Making the North East
A better place to live

You are never alone when you're part of the Anxious Minds Community















Counselling Services

Our Counselling Services continue to grow and has anything from 32 to 40 counsellors a year delivering support six days a week from two centres. Our charity now has 21 paid staff and offers trainee placements and clinical supervision to 40+ trainee counsellors a year from all of the North East Universities and Colleges. We are the biggest provider of counselling services outside of the NHS North of the Tyne - supporting hundreds of people a week.

We also sell this service to other charities and companies bringing in an extra £60,000 of income last year, we will be looking at growing this in 2022. Our counsellors have all been retrained to deliver telephone and video counselling at the start of the virus outbreak: over the course of the year, this has grown expanding our reach across the North East with potential to grow further.

Children's Services

Our work with children and young people continues to grow, providing counselling to children in Schools in Newcastle and North Tyneside and a donation counselling service to children and young people in Wallsend, North Tyneside supporting over 300 children this year - we are hoping to secure funding to grow this service.

Organisational member of the BACP
Organisational member NCS
Member of Quality Network for Veterans Mental Health Services (QNVMHS)
Member of the Association of Mental Health Providers

Our Standards









Outdoor Therapy

We were lucky enough to receive two thousand pounds from Your Homes, Newcastle to provide outdoor well-being support as part of the recovery from Covid-19. We worked with the Wing Outdoor Club and Newcastle Hiking to provide canoeing, hiking, rock climbing, forestry skills and mountain biking. It was a massive success with over seventy people attending the event days, and the feedback was all very positive. We are looking at expanding this service into the Veteran Recovery College whilst continuing to provide it to the local community. The charity also purchased two acres of woodland in an area spanning 200 acres as a base for our outdoor therapy programme. It is located just outside of Prudhoe in a village called Mickley.

Testimonials

I will be forever grateful

I will be forever grateful for Anxious Minds and my counsellor. For the first time in my life I actually felt heard. I always felt I was in a safe place, where I was never judged and could put my full trust into the service. I now have many coping mechanisms I will carry with me forever. Thank you

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I was able to work through my problem effectively with this service, I am my 'old' self with happiness in my heart, I would recomend this service to anyone, Group counselling has helped too.

Great Counsellor

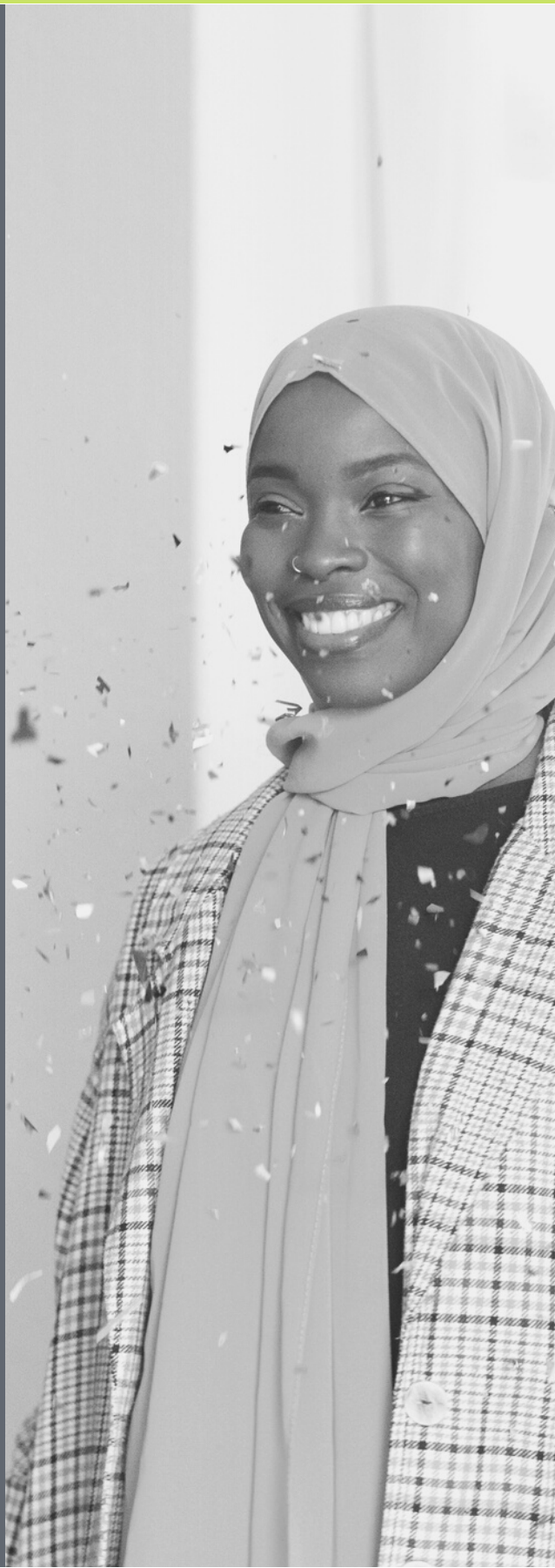
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Brilliant Support and Guidance, It is like a safe haven. My counsellor was brilliant kind and gave me just the right amount of support. Thank you.

Glad I went

After talking about my issues was given strategies to manage and talk further about them. Because of various reasons meds, motivation etc. Have not fully put into action strategies suggested yet. No reflection on the counsellor just me needing to adopt a little more to my current situation + use the tools I have been given.



THANK YOU FOR YOUR SUPPORT















Anxious Minds

Trustees Report and Financial Statements
For The Year Ended 31 October 2021

Charity No. 1164040

Legal and Administrative Information

Name:	**Anxious Minds**
Reg'd Charity No:	1164040
Trustees:	Dr Chris Bowman Shoaib Mazhar Tony Wright Janice Wilkinson Bryan Craggs Andrew Swan
Address:	The Vault Station Road Wallsend
Bankers:	Lloyds Bank
Independent Examiner:	Mark Thompson MAAT VODA Linskill Centre Linskill Terrace North Shields NE30 2AY

The trustees present their report and accounts for the year ended 31 October 2021

Structure

The charity was registered as a CIO on 20 October 2015. Trustees for the financial year are listed on the previous page.

Governance and Management

The trustees all hold individual roles, i.e. chair, treasurer etc. they also attend appropriate training courses. The trustees have assessed the major risks to which the charity is exposed, and are satisfied that the systems are in place to mitigate exposure to the assessed risks. All trustees and staff have been DBS checked.

Financial Review and Reserves Policy

The organisation regularly reviews its financial position and systems. Trustee Selection The trustees are drawn from a wide range of backgrounds and must have an interest in mental health issues and/or relevant skills/experience. A number of trustees must be service users. Potential new trustees must be proposed and seconded by members of Anxious Minds board and must complete an application form and provide one written reference. If a reference is difficult to obtain, trustees can be co-opted by the Board on a six-month trial period to enable inclusion. New trustees are voted on to the Trustee Board at any board meeting.

All trustees may offer themselves for re-election at the Annual General Meeting for up to a maximum of seven years. After standing down, members are ineligible to stand for re-election for a minimum of one year. Officers of the Charity may serve for up to five years as officers, after which they may continue to serve on the committee until the seven year's service is completed.

All trustees must retire by rotation once every three years and are eligible for re-election.

Induction and training of new trustees

1. Our process is intended to ensure inclusion, provide the right skills mix and provide a balanced functional Board. Our recruitment process forms part of induction to our organisation.
2. Application pack, including the Charity Commission publication "The Essential Trustee", is provided.
3. Application form and reference(s) received. For people unable to provide a reference, a six-month probationary period is used (to enable service users equal opportunity).
4. Trustee co-opted onto Board at a Board meeting or voted on at the Annual General Meeting.
5. Chief Executive and Chair provide regular support and learning opportunities to new trustees.
6. Trustee training is incorporated into the Board meetings.
7. Trustees undertake a self-appraisal with the Chair on an annual basis.

OBJECTIVES AND ACTIVITIES

The objectives of Anxious Minds are stated in our Constitution as follows: The objects of the Charity shall be to promote the preservation of mental health and to assist in relieving and rehabilitating persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment, in association with Anxious Minds in accordance with the aims and objects of Anxious Minds.

VISION, MISSION AND VALUES

Our Values are to:

- Put our service users at the forefront of our development
- Make support services easier to access
- Treat every service user as an individual
- Build a trusting and safe environment for service users to achieve
- Help and support each service user to reach their individual potential
- See a person beyond their diagnosis

Accessing Support: We offer several ways in which local people can access support from us, including referrals from local GPs, Crisis and Mental Health Teams, Other Charities, Local Authorities and Self-Referral.

We directly provide help and support to those who need it most through a range of targeted services designed specifically to address the local need:

Chair of Board of Trustee's Statement

The year saw us continue to be impacted by Covid-19, with most of the team working between the centres and home and continuing to offer our services face to face or digitally and online. The whole team stepped up to the challenges of supporting the people we serve that needed us and adapted to the new ways of working.

The charity continued to grow, evolve and expand our offerings, increasing the number of people we help and support. Throughout the year we saw an increase in the need for our services due to the impact of the pandemic on mental health and our work with veteran families. This has been our best year financially due to donations, enabling us to continue to strive to be the leading mental health charity across our area. In a particularly challenging time for the sector, we still need to grown more financially, to keep up with the demand for our services and significantly increasing our income and unrestricted funding.

The charity launched two new projects in 2021, The Veteran Family Project and Blyth Women's Centre, both which have been extremely successful, winning us three national awards. We have increased our staffing levels with an additional eight members of staff and our trustee board by two new members. As we start a new year, we hope in 2022 our fundraising events and face to face training will go ahead. The most recent data (April 2021) shows that the number of people contacting the NHS seeking help for mental health problems is now at a record high. With more than two-thirds of adults in the UK (69'%) report feeling somewhat or very worried about the effect COVID-19 is having on their life. I would like to thank our volunteers, supporters, partners, professionals, and employees for all that you have done to give people the support they need, with their mental health and for the difference we will make together in the coming year.

Dr Chris Bowman
Chair of Anxious Minds

INDEPENDENT EXAMINER'S REPORT

Report to the trustees of

Anxious Minds

On accounts for the year ended

31 October 2021 **Charity no 1164040**

Respective responsibilities of trustees and examiner

The charity's trustees consider that an audit is not required for this year (under section 43(2) of the Charities Act 1993 (the Act)) and that an independent examination is needed.

It is my responsibility to

- examine the accounts (under section 43 of the Act),
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 43(7)(b) of the Act), and
- state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

Independent examiner's statement

In the course of my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:
   - proper accounting records are kept (in accordance with section 41 of the Act); and
   - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:  **Date: 7 June 2022**

Name: Mark Thompson MAAT

Address:
VODA
Linskill Centre
Linskill Terrace
North Shields
NE30 2AY

Anxious Minds

Statement of Financial Activities for the year ended 31 October 2021

		Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
Receipts		**2021**	**2021**	**2021**	**2020**
				£	**£**
Grants	**5**	7500	99040	106540	121000
Donations		60423	1387	61810	52177
Workshop & Sessional Fees		53093		53093	0
Total Receipts		**121016**	**100427**	**221443**	**173177**
Payments					
Salary Costs		110088	42260	152348	71702
Rent & Room Hire		17580	2625	20205	13920
General Running Costs	**6**	27610	3771	31381	13386
Fundraising Costs		230		230	54
Total Payments		**155508**	**48656**	**204164**	**99062**
Surplus / deficit for the year		-34492	51771	17279	74115
Transfers Between Funds		-10000	10000		
Funds as at 1 November 2020		66521	31600	98121	24006
Funds at 31 October 2021		**22029**	**93371**	**115400**	**98121**

Anxious Minds
Balance Sheet as at 31 October 2021

		2021	2020
		£	£
Current Assets	**Notes**		
Fixed Assets	**7**	17567	
Cash at Bank		97833	98121
Total Cash Balances		**115400**	**98121**
Current Liabilities		**0**	**0**
For The Year Ended 31 October 2021		**115400**	**98121**
Represented By:			
Restricted Funds		93371	31600
Unrestricted Funds		22029	66521
		115400	**98121**

Signed …….…… Position ……..

Signed …….…… Position ……..

Date …….

Anxious Minds

Notes to the accounts, 2021

1. Basis of accounts

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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006

Anxious Minds 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 note(s).

2. Grants Received:

	Unrestricted	Restricted	Total
Albert Hunt Trust	3000		
Arnold Clark Foundation	1000		
Hadrian Trust	1000		
Edward Gostling Foundation	2500		
North Tyneside Council (Counselling)		5000	
Community Foundation Covid 19		5040	
The Veterans Foundation		15000	
Armed Forces Covenant Trust		35000	
Lush Retail (Blyth Womens Centre)		3500	
Cemetry Crematorium Memorial North Tyneside		10000	
The Screwfix Foundation (Blyth Womens Centre)		5000	
Groundwork UK (Blyth Womens Centre)		4000	
National Lottery		10000	
Enterprise Development Fund		6500	
Total Grants	**7500**	**99040**	**106540**

3. Trustees and Staff

Salary cost for the year were £152,348
Total no of employees: 18

4. Costs of financial services

The cost for the Independent Examination for the financial period will be £400.

5. Restricted Funds balance at 31 October 2021

	Balance 31/10/20	Income	Expend	Transfer	Balance 31/10/21
Blyth Womens Centre		23120	27641	10000	5479
Community Foundation Covid 19	4500	5040			9540
Enterprise Development Fund		6500			6500
National Lottery		10000			10000
Armed Forces Covenant Trust	27100	35000	20453		41647
Veterans Project		15767			15767
North Tyneside Council (Counsellor Sessions)		5000	562		4438
Total	**31600**	**100427**	**48656**	**10000**	**93371**

6. General Running Costs

Adverising & Promotional	134
Computer Costs	2736
Insurances	840
Office & General Administration	1818
Professional Services	12230
Phone Costs	392
Print, Post & Stationery	1972
Purchases	5763
Travel Costs	1802
Utilities	3628
Sundry Costs	66
Total General Running Costs	**31381**

7. Fixed Assets

This was a purchase of land in Prudhoe for a Woodland Project.
This has not been depreciated.
Total cost £17,567.

Anxious Minds



Impact Report 2021

JUNE 2022

Presented by
Edward Dean

Welcome to our 2021 Impact Report.

Inside, we set out the progress we have made and the impact we have had, thanks to our amazing funders, team and partners.

At Anxious Minds, we believe everyone should have access to quality mental health support.

Our reason for being, is to ensure people in the North-East receive fast access to mental health services, and that people affected by mental health and addiction issues receive the support they need to live a fulfilling life through recovery and discovery.

With the right support, anyone can change their life for the better.





WHAT'S INSIDE?

CHARMAN'S STATEMENT	*PG4*
A LETTER FROM OUR CEO	*PG5*
HIGHLIGHTS OF THE YEAR	*PG6*
ANXIOUS MINDS - AWARDS	*PG7*
OUTCOMES	*PG8*
PROJECTS	*PG9*
VETERANS	*PG10*
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RECOVERY CENTRE	PG15
COUNSELLING	PG18
OUTDOOR THPRAPY	PG19
THANK YOU	PG20

An introduction from our Chairman

The year continued to be impacted by Covid-19, with most of our team working between our centres and home, and continuing to offer our services face-to-face, over the phone and online. The whole team stepped up to the challenge of supporting the people we serve and adapted to new ways of working. We are still working six days a week and putting the community we serve first. The bravery and determination of our employees and volunteers has been second to none, supporting hundreds of people struggling during this crisis.

This has been our best year financially due to donations, enabling us to continue to strive to be the leading mental health charity in the area. However, we still need to grow more financially to keep up with demand for our services. The charity has continued to grow, evolve and expand its offerings, increasing the number of people we can help and support. We have seen an increase in the need for our services due to the impact of the pandemic on mental health and our work with veteran families.

The charity launched two new projects in 2021–the Women's Crisis Centre in Blyth, Northumberland, and the Veteran Recovery College in North Tyneside– both have been extremely successful winning us three national awards. We increased our staffing levels with an additional eight members of staff and two trustees. A small grant from the Armed Forces Covenant Trust allowed us to nearly triple our support to provide over 200 veterans, compared to a forecast of 80, with urgent support through our counselling programmes.

Alongside our membership of the British Association of Counselling and Psychotherapy, we joined and the National Counselling Society, setting the standards of the work we deliver through our 35 counsellors. We also partnered with SMART Recovery UK to train nine addiction support employees. Finally, we are working towards becoming an accredited member of the Quality Network for Veterans Mental Health Services.

I would like to personally thank our volunteers, supporters, partners, professionals and employees for all they have done to give people the support they need during this especially challenging time. I and the trustees are so proud of the staff and volunteers at Anxious Minds. As we move into 2022, we look forward to returning to face-to-face fundraising events and training. I look forward to the difference we will make together in the coming year.

Dr Chris Bowman, Chair of the Board of Trustees, Anxious Minds

A letter to our funders from our CEO

Last year was extremely challenging for all of us. The health, financial and emotional impacts of Covid-19 continued to be felt and growing NHS waiting lists put additional strain on mental health services. We saw more vulnerable people than ever before requesting our support services.

Demand for our services continues to grow as people come to terms with the loss of loved ones at the hands of Covid-19. We have also seen an increase in the number of children requiring our services. Many have experienced anxiety due to school closures resulting in social isolation, disconnection from friends and uncertainty about exams and prospects.

It's been the first time in several years where we have worried about how we can fund the amount of work the charity is doing and not knowing what we are going to do if demand keeps rising and funding does not pick up. Although we received more funding than previous years, it is not enough to cope with rising demand for our services. A high proportion of funds are being directed to sign-posting services rather than to frontline service providers. These signposting services send clients to us, but most do not pass on any funding, leaving a worrying gap in funding.

By funding the work of Anxious Minds, you will enable us to increase access to professional and person-centred support for vulnerable people in our local communities when they need it most. This will undoubtedly change and save many lives.

I am so proud of the team, winning three national awards in 2021, showing the standards of work we deliver to the community we serve. I am also immensely grateful to our funders and look forward to building on these relationships and developing new partnerships to deliver our vital services together over the next year and beyond.

Edward Dean GCGI SAC Dip, CEO, Anxious Minds

HIGHTLIGHTS OF THE YEAR

1700 Recovery Centre Online Community Members

8800 Counselling Hours Delivered

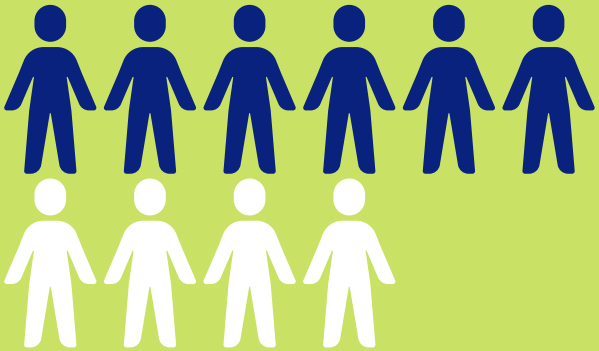
250 Adults Per Week Accessing Counselling Services

110 Women Supported

201 Veterans Supported

300 Children Supported

1600+ Vulnerable People Supported





FIVE STAR FEED BACK



Winner of the Soldiering On Award 2021
Health and Rehabilitation

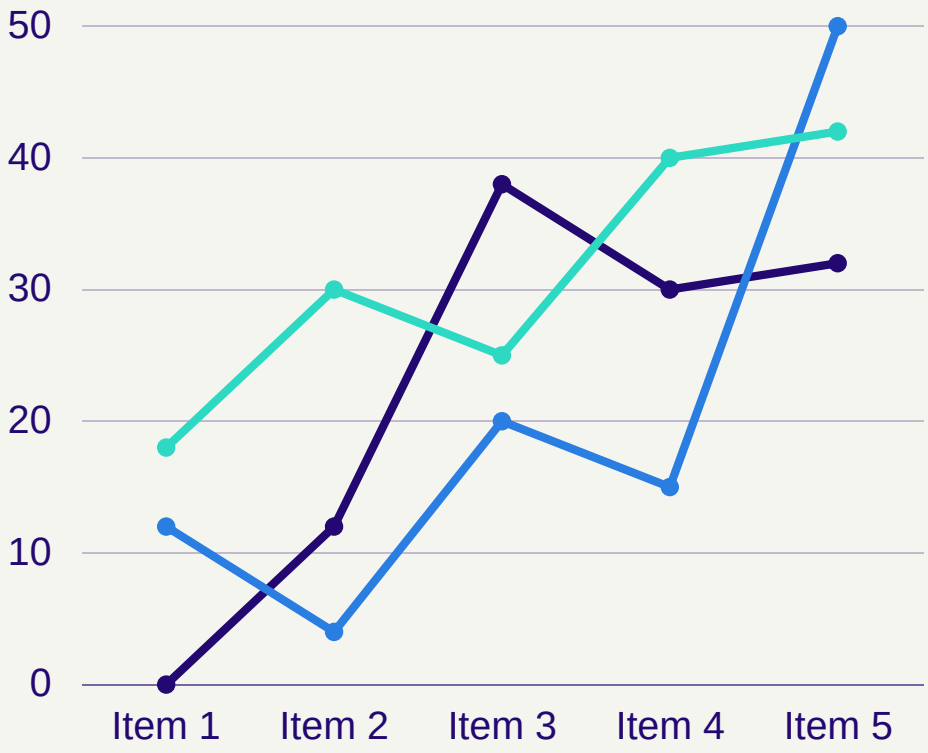
Best Vulnerable People Support Provider North East England Healthcare & Pharmaceutical Awards 2022

Leading Mental Health Support Service of the Year 2021
UK Enterprise Awards Winner

Supporting the most Vulnerable People in our Community across the North East

SIGNIFICANT INCREASE IN ALL THREE SERVICES

Counselling, Veterans & Women's services



60%

icrease in services users

1600

People Supported

We have 42 Counsellors, 9 addiction support staff and 20 volunteers across our four centres



Our Projects

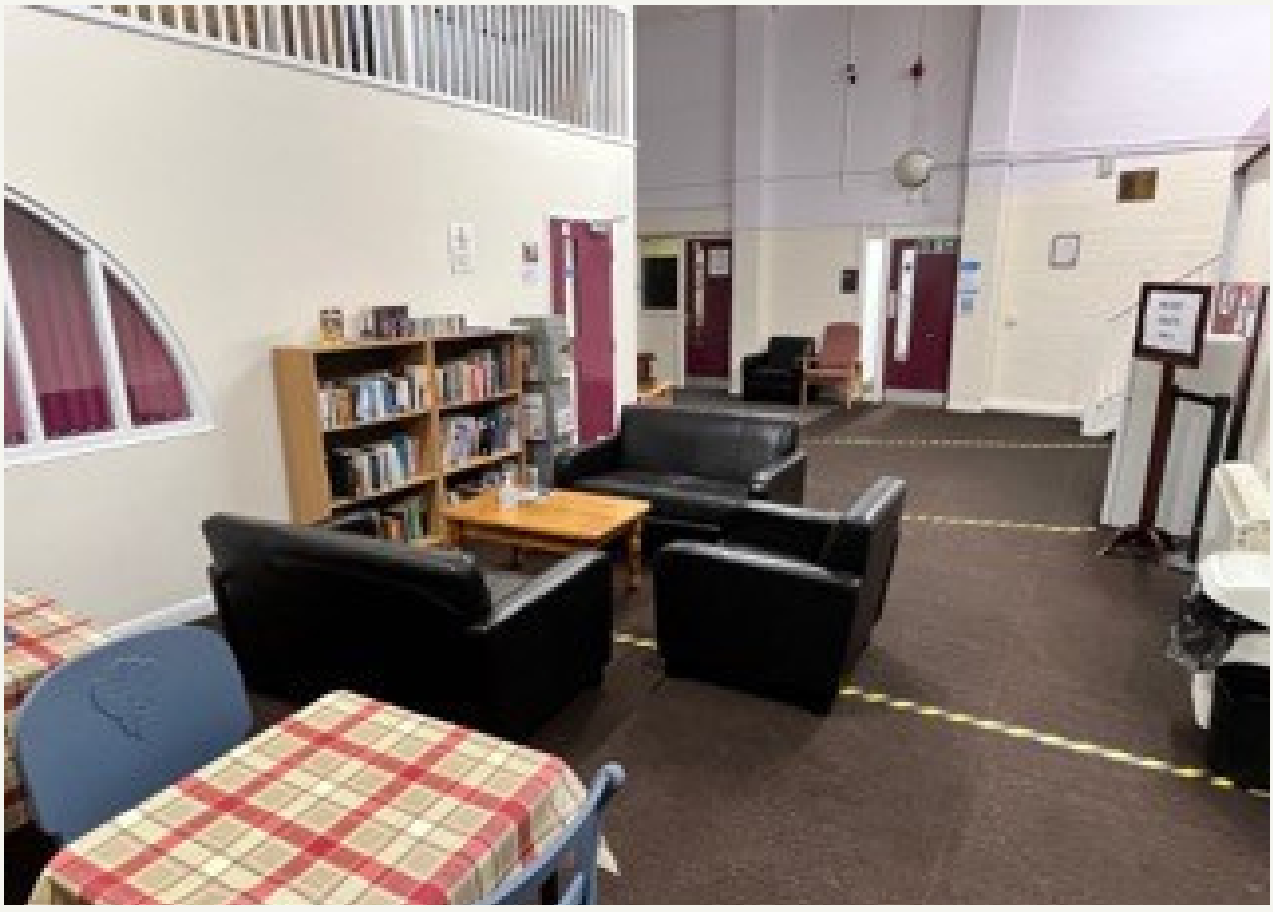
Mental Health Charity

Re-Group - Project

Veteran Support Services

The Local Infantry Regiment, (The Royal Regiment of Fusiliers Association) contacted the charity asking for our help after losing more veterans to suicide than ever before. We then got a visit from the Fusilier Association from the Tower of London and we agreed to help: getting a little funding from the Armed Forces Covenant Trust, to support 40 families a year, for the next two years. Within two months we had over 60 families, 7 months on and this number is well over a hundred and forty veterans and still growing. We also provided an outreach counselling service in Sunderland and Durham at Veterans in Crisis and East Durham Veterans Trust, with the NHS and other statutory services struggling to meet the demand.

This is something that we are working on to change to make a real difference and support those who have served by opening of the Veteran Families Recovery College in the Wallsend Memorial Hall: this project is set to provide vital life changing support to the veteran community.



Veteran Families Recovery College

93%

Veterans Completed Counselling

200

Veterans Supported

100%

Positive Feedback

100%

Seen within two weeks

20%

increase in veterans treated for addiction

Our Veteran Families work is going from strength to strenght in the North East. It was praised by the Prime Minister and has won National recognition and awards, including, the Soldiering on Award for healthcare and rehabilitation in 2021 and winning the GHP Mental Health Awards 2022 for Best Veteran Focused Mental Health Service - North East England.

The project was funded by the Armed Forces Covenant Trust in 2020 and 2021 receiving a total of £70,000 over the two year period.

The project has provided fast access to over 140 veterans and their families into counselling, addiction support, housing and other support services. We have now received a 3 year grant of £100,000 from the Trusthouse Charitable Foundation to enable us to continue to grow the project.

It has also received funding from the Veteran Foundation: another £30,000 over two years. We are hoping the Armed Forces Covenant Trust see the value in the project and provides more funding as our PositivePathways Project was a massive success.

The project has been moved to Wallsend in North Tyneside next to the metro station and local bus routes, making it even more accessible to the veteran community we serve, and have been renamed The Veteran Families Recovery College.

We have partnered with the Learning Curve Group and REED in Partnership to provide courses and back to work support for veterans and their families and we are also working with SMART Recovery UK to enhance our addiction support project.

This Project will provide life changing support to the veteran community at a time when NHS mental health and addiction services are struggling.

Opened to Veterans and their Families

Veteran Recovery College



Veteran Support
up by

20%

Women Crisis Support
up by

30%

With your continuous support we can do even more

Addiction Support
up by

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Our Community

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Our Recovery Centre has been a lifeline for hundreds of people over the past two years, enabling them to access educational and well-being support groups to help and improve their mental health



We thank you for your continued support in our projects.

Making the North East
A better place to live

You are never alone when you're part of the Anxious Minds Community















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I was able to work through my problem effectively with this service, I am my 'old' self with happiness in my heart, I would recomend this service to anyone, Group counselling has helped too.

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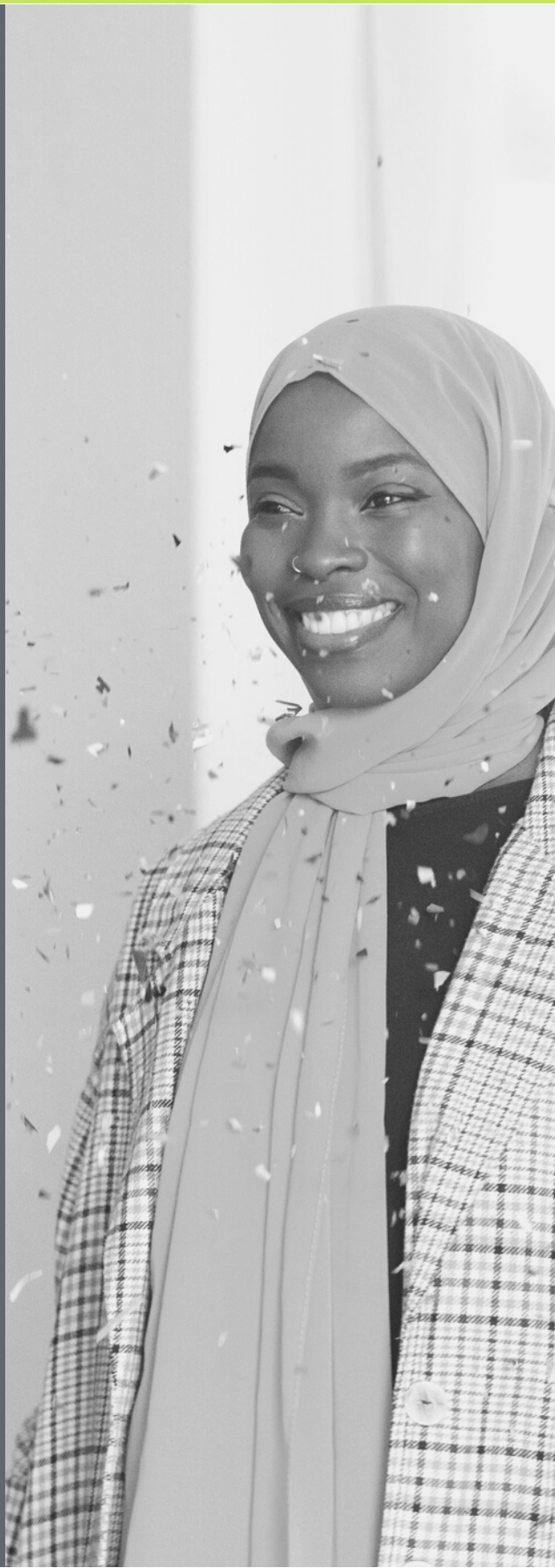
Vital-Helpful more than I could have thought. Really Great, awareness of issues, talking.

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Brilliant Support and Guidance, It is like a safe haven. My counsellor was brilliant kind and gave me just the right amount of support. Thank you.

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After talking about my issues was given strategies to manage and talk further about them. Because of various reasons meds, motivation etc. Have not fully put into action strategies suggested yet. No reflection on the counsellor just me needing to adopt a little more to my current situation + use the tools I have been given.



THANK YOU FOR YOUR SUPPORT















ANXIOUS MINDS

England & Wales - Charity number 1164040

Accounts

2019 – 2020 Annual Report





- Adult & Children's Counselling Serves
- Drop-in & Recovery Centres
- Veteran Families Addiction, Mental Health & Support Services
- Women's Crisis Support
- Outdoor Therapy
- Local Mental Health Radio & YouTube Channel






THIS IS

Anxious Minds

Supporting People In Crisis

What we have achieved in 2019-20

Over the last 12 months Anxious Minds have continued to evolve and grow, striving to be the leading mental health charity in the North East. This last year has been an exciting and difficult year for us because of the amount of people requesting our services. It's been the first time in several years where we have made a surplus down to the hard work and dedication of our team, trustees, volunteers, and beneficiaries in what turned out to be a particularly challenging time for the sector as a whole. There is growing recognition of the charity's work in the North East due to the fact mental health issues are the biggest public health challenge that we face, affecting the lives of millions of people across the North East.

I and the trustees are so proud of the staff and volunteers at **Anxious Minds**. COVID 19 hit our community and our staff and volunteers stepped up and expanded our services to six days a week, putting the community we serve first, their bravery and determination has been second to none, supporting hundreds of people face to face struggling in this crisis. We also converted some of our counselling and psychotherapy services to telephone and video counselling at the start of the virus outbreak. Over the course of the year, we also introduced a telephone listening service providing an avenue of direct support for lonely, isolated and shielding individuals. The telephone service included a dedicated support line enabling direct access to trained counsellors.

This service has enabled existing and new service users to access support during the time when normal face to face provision wasn't possible. Our new telephone service has proven to be a positive pathway into accessing further counselling and support services and maintaining consistent links with users. We have received recognition from Her Majesty's Lord-Lieutenant of Tyne and Wear and Parliament for our service during the pandemic. The telephone support line supported 128 people during the first lockdown and provided 3072 phone calls. The Charity also created an online YouTube channel, video content and Facebook support groups which have over 1,500 members and is run by a dedicated member of support staff. The support group provides daily advice and information such as job opportunities, volunteering, information on family funding opportunities and practical support to its members.

The YouTube Channel has over 300 subscribers and provides information about the advice and support available through our organisation and self-help tools. The online tools have been essential in providing alternative forms of support for our community during COVID 19 lockdown. Maintaining support to those in isolation has proven vital to maintaining positive health and wellbeing. The support group alone has led to one family in need being donated a family car to use and another being donated a much needed electric wheelchair. We now have a much more active online presence within our community and we are able to engage with more people than ever before with our service. An unexpected challenge for the team was the number of people trying to access the services. In total over 3,000 people each year benefitted from the service provided and our counselling service alone supports over 240 people per week alone.

Our work with children and young people continues to grow providing free counselling to schools in Newcastle and North Tyneside and a donation counselling service to children in Wallsend, North Tyneside supporting over 400 children this year. The Local Infantry Regiment, (The Royal Regiment of Fusiliers Association) contacted the charity asking for our help after losing more veterans to suicide than ever before. We then got a visit from the Fusilier

Association from the Tower of London and we agreed to help, getting a little funding from the Armed Forces Covenant Trust, to support 40 families a year, for the next two years. Within two months we had over 60 families, 7 months on and this number is well over a hundred and forty veterans. We also provided an outreach counselling service in Sunderland and Durham at Veterans in Crisis and East Durham Veterans Trust, with the NHS and other statutory services struggling to meet the demand. This is something that we are working on to change, make a difference and support those who need us across North Tyneside, Northumberland, Newcastle, Gateshead, Sunderland and Durham.

The grant funding programme and the local community donations have sustained and supported the majority of the services. Our amazing team support people with their mental health in a variety of ways and meet their needs in creative and person centred ways. We sustained our existing projects and developed new ones for 2021 including our **Veteran Families Centre on Newcastle's waterfront,** which is set to be the largest of its kind providing mental health and addiction support to North East Veteran Families and our **Women's Crisis Centre in Blyth Northumberland** will support women across the whole of Northumberland with addiction, mental health and domestic violence, as well as supporting back into employment. The fundraising team has raised over £177,000 this year, a fantastic achievement. All our team and volunteers do an amazing amount of work to support us raising much needed funds to underpin the work we do.

BOARD OF TRUSTEES STATEMENT

It has been a very difficult year for funding and a lot of our work still goes unfunded. This shows the dedication of the staff and volunteers at the charity. Each year we continue to grow and provide more much-needed mental health and addiction services across the North East, in-house and online with your continuous support we hope to develop and grow over the next coming year. On behalf of all the board I would like to personally thank all our funders for all your continuous support and belief in our amazing team.

Thank you for all your support
Dr Chris Bowman Chair of Anxious Minds

Our 2021 Projects

Counselling Services (North Tyneside)



The charity now has 14 paid members of staff with the aim of raising this to 20 by the end of 2021, we also maintain and provide placements for 47 counsellors and psychotherapists (expanding to 60 plus by the end of 2021), all at different levels in their careers, some are students on placements and others experienced counsellors working towards accreditation or furthering their development with more qualifications, all supported by our team of clinical supervisors.

The charity is now the largest provider of placements to student counsellors and in the North East, and trains hundreds of student counsellors each year. Our counselling service supports about 240 service users a week in our **Wallsend Counselling Service,** which is set to increase to around about **400 plus** per week as the charity opens two new counselling centres in Newcastle and Blyth

Drop-in and Recovery Centre (North Tyneside)



The charity also provides long-term support with its Drop-in and Recovery Centre based in the heart of Wallsend Shopping Centre. The Recovery Centre provides support groups, including

Friendship, Art, Crafts, and Memory Lane (talking about the past and remembering the good old days). If people don't want to get involved in group work then that's okay also, they can just drop in at any time, read a book, play a game of chess or snakes and ladders or do a jigsaw puzzle or simply just chat to one of our trained counsellors.

The centre also provides structured courses including Anxiety, Depression, Mindfulness, Positive Psychology, Grief and Loss, similar to what is provided by the NHS Recovery College without any barriers or even registering with your GP the project is self-referral.

The project is a lifeline supporting hundreds of people based in North Tyneside and the wider region. As well as having the Recovery Drop-In Centre, we also have an online support group which is monitored by the Drop-In Centre staff for service users, designed in order to maintain good communications, reduce isolation and loneliness, share valuable information and mutually support each other. The group currently has over 1,500 members. We are hoping to open our second Drop-in and Recovery Centre in Northumberland later this year.

Veteran Families Mental Health and Addiction Service (Newcastle upon Tyne)





I've already explained a lot about the Veteran Families Project and why it was started in my opening statement. This life changing project is based at the waterfront in Newcastle upon Tyne and is set to be the largest provider of mental health and addiction support to the veteran community outside of the NHS services. Having served 22 years in the Armed Forces and a further nine instructing at joint forces level to soldiers deploying to Afghanistan I have first-hand experience of trying to access good quality support when struggling with mental health and addiction issues.

This project will help change veteran families lives for the better and deal with a lot of problems veteran families are facing and provide immediate professional support to veterans across the North East. The project has been shortlisted for the 'Soldiering on Award' 2021 (health and rehabilitation category).

Women's Crisis Centre (Northumberland)



The Women's Crisis Centre based in Blyth on Market Square in the heart of the town is set to support women in crisis across Northumberland, and will provide support for addiction, mental health and domestic violence and will empower women back in to education or employment and volunteering.

As we are all aware this pandemic has brought out the focus on domestic violence problem faced by North East women.

This woman's centre will provide immediate support to women struggling after leaving or in domestic relationships; it will also help educate the next generation of women and set boundaries and educate young ladies on what's acceptable and not-acceptable behaviour from partners.

The centre will also be a registered SMART Recovery Centre providing self-help support for women with addiction problems and counselling services.

Outdoor Therapy and Training Centre (Northumberland)



For a long time now we at Anxious Minds have wanted to take therapy outside of the office, and indeed outside of any boxes, so I'm really pleased that we will soon be offering talking therapies and Mindfulness outside in 200 Acres of beautiful Woodlands near Prudhoe.

A lot of our clients have said that they would like to attend our "**Woodland Therapy Centre**" as a progression from the office based therapy. It is a huge step for someone to admit they need help, so the less traumatic we can make it for them the better. The one problem veteran families struggle with is learning to relax and feeling calm and at peace. This tranquillity is a new feeling for most of them, and it enables them to change their point of reference to something that makes them feel good. Observing deer and hearing woodpeckers and other birds helps them when they are descending into darkness and they can fall back on memories of the natural world to help restore calm in their lives.

The project will also provide adventure training including hill walking, mountain biking and wild camping. One of the aims of this project is to encourage people to get back into nature and look at voluntary placements outdoors. Our hill walking project Newcastle Hiking was recently featured on BBC television with a young lady talking about the benefits of hill walking and wild water swimming.

'Recruit4good' - helping people back into employment and volunteering one step at a time.

Recruit4good

Recruit4good is due to start in July 2021, and will offer voluntary placements for people struggling with mental health, as well as making some income for the charity. The project will help find employment opportunities for student counsellors and psychotherapists as well as other mental health professionals that work with the charity as volunteers each year.

However, the main drive of Recruit4good is to support people with mental health back into volunteering, helping them give back to the community and improve their own self-worth and mental health by giving them a purposes in life, without affecting their benefits, until they are ready for employment providing a softer step by step approach into employment. We will be working with REED in Partnership and Learning Curve to provide training and support for our service users.
This approach will give a much softer progression back into employment for people struggling with mental health and addiction issues, allowing them to control the number of days or hours they volunteer and giving them back the self-confidence, self-belief and strength to move back into the community and back into employment.

'Being SHARP' project (Self Help And Recovery Project)

This is a new project we are trying in order to raise funds and be able to deliver *an online and in-house project to support young people with mental health, and* addiction/substance misuse issues*. Delivered by trained professionals, BACP Registered Counsellors and addiction support workers. The project will give early intervention for hundreds of children on NHS waiting lists, hopefully preventing them becoming long-term users of mental health and addiction services and living full productive lives.*

The Mental Health Lottery

The charity launched The Mental Health Lottery in 2020 as a fundraising platform to raise awareness of our work and to help get more community donations. Last year it made over £35,000 in its first year, with most of that money coming in from donations.

It's very difficult to find funding for professional mental health services that are provided by Anxious Minds, Counselling and Psychotherapy, hence, that's why we had to make the counselling services donation based, unless funding is available. Our hope is that the lottery continues to grow providing enough funding for us to deliver professional counselling services to people across the North East

Current List of Anxious Minds Awards

- Shortlisted on Soldiering on award 2021(health and rehabilitation)
- Leading Mental Health Support Services of the Year - 2021 UK Enterprise Awards
- Armed Forces Covenant Bronze Award (Veterans)
- Armed Forces Covenant Silver Award (Veterans)
- Shortlisted Forward Ladies regional heat (Support for women)
- Silver Commendation Award for his work in North Tyneside (Mental Health)
- ACQ5 Global Award 2018 UK Charity of the year (Mental health)
- Leading Mental Health Support Services of the Year 2018 - UK
- The Best UK Mental Health Blogs 2018 /2019
- Prime Minister's Points of Light Award 2018 (Awarded to Eddie for our work in mental health supporting our veteran community)
- Health Watch North Tyneside, Star Award (Highest rated service in Health Watch)
- Voda Awards 2018 nominated Volunteer of the Year

The Future of Anxious Minds

We have come a long way in the past five years, even though we have struggled to find enough funding to support the thousands of people a year that access our services. We are a little disappointed that we have not received any commissioning as of yet from local authorities.

The sad reality of the situation is that we will need to continue to charge for the counselling services, preventing people that are financially struggling the chance to access the life-saving services due to the lack of funding. In the past five years we have received less than £50,000 for our counselling services and most of that came during the last finical year because of the pandemic (COVID 19).

We as a nation are failing a generation of children and paying lip service to mental health services, this can be seen daily with the amount of children accessing, accident and emergency after self- harming or being unable to function at school due to high levels of anxiety/depression.

Professional counsellors and psychotherapists train for years to deliver a life-saving service to the people in crisis and people struggling with complex needs. Until the government and local funders recognise the difference between professional counselling services and well-being projects the charity will continue to struggle.

The charities aim over the next year is to find more cost-effective ways that we can deliver our services to more people. We will strengthen our working relationship with REED in Partnership and Learning Curve which will help pay for unemployed people to access our services and grow our online service allowing us a much larger reach across the North East.

Our veteran support project will continue to grow with the aims of supporting the family as a unit, as when one person struggles with mental health or addiction it has a knock-on effect across the whole family. The veteran community have lived on promises for far too long, and veterans are dying by suicide, our project will allow early access to veterans in crisis across the North East into our counselling and addiction support services.

As a charity we are the voice of the community we serve, and will continue to voice our opinion of the lack of quality mental health services for people across the North East.

Finally, I would like to thank all of our funders and supporters for your continuous support over the past five years and by working together we will continue to grow.

External validation of our mental health services

Last year we were one of three charities that was lucky enough to win a two-year development programme with the Association of mental health providers, one of the things that we did was have an external validation of our services which is available for you to read this report below.

Look after each other

Edward Dean

Chief Officer

Anxious Minds



OVER 800 CHRISTMAS PRESENTS TO 80 NORTH EAST VETERAN FAMILIES



OVER 140 VETERANS SUPPORT IN OUR FIRST YEAR OF OUR VETERAN PROJECT



HUNDREDS OF PEOPLE SUPPORTED IN OUR RECOVERY CENTRE



HUNDREDS OF PEOPLE SUPPORTED WITH COUNSELLING









XOU'VE DONE
IT JANI
CONGRATULATIONS
WE ♥ YOU


Anxious Minds
Women's Centre
Support Groups
Courses
Counselling
Drop-in
Safe Space



Anxious Minds
www.anxiousminds.co.uk
0191 262 0305
Support
for the
Anxious Minds

HIGH LEVEL: SERVICE FEEDBACK & EVALUATION REPORT FOUNDED BY

ANXIOUS MINDS

PREPARED BY: MICHELLE BOOTH – CAPTIVATE ENTERPRISE

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Methodology & Scope

This report presents a high-n level analysis of client feedback on services provided by Anxious Minds. This document has been prepared using desk-based analysis of 170 customer feedback forms. The report provides both statistical and qualitative information which demonstrates some of the high-level impact of Anxious Minds.

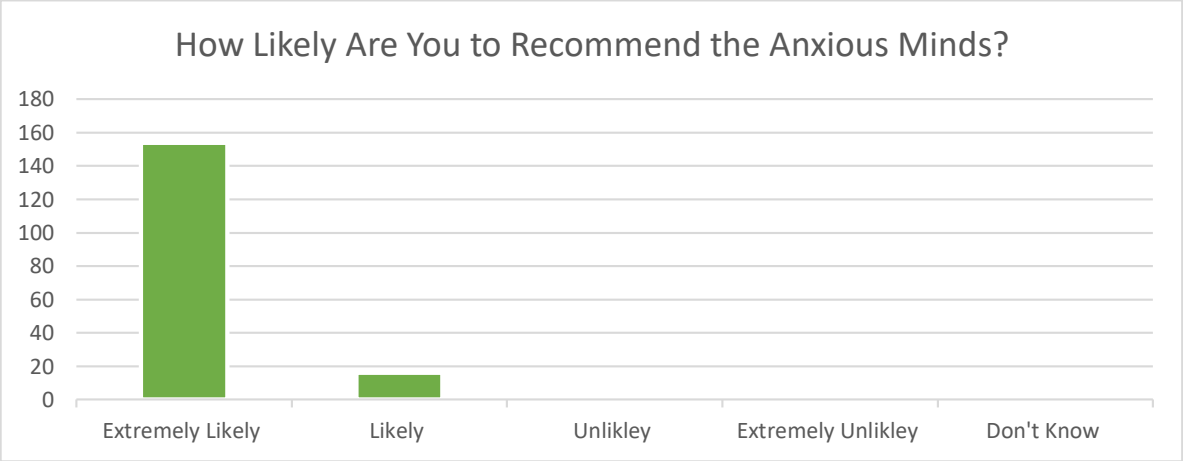
Data collected by staff and volunteers at Anxious Minds has been coded to identify key themes discussed within this document and shown pictorially within the appendices.

This is a worthwhile and good service for anyone like me suffering with anxiety and so

Statistical Outcomes

A series of standard questions were asked within client feedback forms. The results were overwhelmingly positive across all question sets. This illustrates how valued the service is to all who use it. A sample of 170 feedback forms were analysed to inform this data set.

Likelihood of Recommendation: Clients were asked how likely they were to recommend anxious minds to others. 170 responses were received for this question with 100% of respondents saying that they would be "Extremely Likely" (90.6%) or "Likely" (9.4%) to recommend the service.



Service Satisfaction: Clients were asked to rate their overall satisfaction of the service they had received from Anxious Minds on a scale of 1 to 5, with 5 being most satisfied. 165 responses were received for this question. 2% of respondents scored the service 3 stars, 9% scared two stars and 89% five stars.



Rating Your Care: Clients were asked to rate the care that they had received from Anxious Minds. Each category was scored out of 5 stars with 5 being the highest score[1].

	*	**	***	****	*****
Quality of Care [2]	0%	0%	1%	4%	95%
Having a Say in Your Care [3]	0%	1%	0%	3%	96%
Attitude of Staff[4]	0%	0%	1%	2%	97%
Cleanliness of Premises[5]	0%	0%	1%	£%	96%
Waiting Times[6]	0%	0%	0%	1%	99%
Explanation of Treatment or Care[7]	0%	0%	1%	5%	94%

The above table illustrates the comprehensive and impactful nature of the services are Anxious Minds. Each category sores incredibly highly with a consistent score of 90% plus.

These outcomes highlight that Anxious Minds services are responsive to the needs of clients and are delivered in timely and respectful manner with clients having a say in their care.

Qualitative Outcomes

In addition to the statistical data capture, clients offered a range of qualitative feedback which illustrates the character of the service. These discussions explore a number of themes including:

- Service Approach
- Outcomes for People
- Waiting Times
- Environment
- Services for Children & Young People

[1] Percentages are subject rounding
[2] 169 responses were received for this question
[3] 165 responses were received for this question
[4] 169 responses were received for this question
[5] 164 responses were received for this question
[6] 166 responses were received for this question
[7] 117 responses were received for this question

Service Approach

Services are Anxious Minds are diverse including social groups and bespoke one-to-one counselling. Service approaches are responsive, timely and tailored to the needs of clients. This is demonstrated in both the aforementioned statistics but also in the qualitative comments captured throughout the surveys.

Key themes of identified through the comments included:

- Tailored Responsive Services,
- Practical Tool, Techniques and Strategies,
- Helping clients to think outside of their comfort zone,
- Speedy Access to Services,
- Skilled Staff, and
- Comfortable and Supportive Environment

"tailored sessions to my need"

Tailored Responsive Services: Clients valued that services were responsive to their personal need. This supported clients to achieve their own personal goals and make progress.

Practical Tools, Techniques & Strategies: Counsellors support clients to explore tools and techniques to help them address their issues themselves. These strategies help to build personal resilience and support people in their day-to-day lives by embedding coping strategies, to turn around the hard times, and understand and mitigate triggers to their mental health. Tools are provided in practical ways so that clients can recall them and use them as necessary.

"Provided handouts which I took to read and put them on my fridge so I can refer back and try to **put things into better**

"giving me the tools, I needed to control my anxiety"
"helped to organise chaotic thoughts into a more positive outcome"
"helped me take steps to get better and to also realise what my issue is"
"I understand more about triggers so I can cope with problems more"
"tools to move forward and be more confident than I ever thought I could be".
"ability to recognise triggers that will affect my mood"
"Given good/useful coping strategies"

For some this changed the way they thought about issues that were causing them distress, using tools and techniques to overcome negative perceptions and overthinking.

"reframed it from a problem in my perception of myself rather than a defect in myself"
"I am now seeing things from a new perspective
"A very good insight in to myself"

Getting out of the Box

Clients acknowledged that engagement in counselling pushed them slightly outside of their comfort zone **("It was very nerve racking to come and speak to a stranger about personal issues", "found it tiring and at times could initially make the anxiety worse"** and **"self-reflective, challenging myself in a good way").** For some counselling was a personal revelation (**"I have been suffering far longer than I had realised", "I've learnt a lot about myself")** Despite the discomfort met the challenges head on with success **("it's been hard work but a very meaningful experience")** which has been described as a **"God send"** by one client.

It's Not All Talk

Services are practical in approach and delivering, helping clients to build their personal capacity in dealing with their own mental health. Tools and techniques used and taught are **"very practical and useful in helping my recovery"** with tangible guides to embed learning and coping strategies into the future -

Speedy Access to Services

Significantly low waiting times is a "unique selling point" of Anxious Minds. 99% of people completing feedback forms rated waiting times 5*. Clients appreciated the speedy access to the service. This helped them to deal with crisis in before it escalated.

"Really quick support to help nip it in the bud"

"Was there for me at the time that I needed

"I really appreciated how quickly I was assessed and

"Being able to access the service and support so quick was a huge benefit and gave me a focal point when I was feeling very low"

"Thank heavens the service is here as an almost immediate option for people like myself who need it"

Additionally, the short waiting times saved considerable waiting time to access statutory provision. Excessive waiting periods are likely to cause a client's mental health to deteriorate further without support. Therefore, Anxious Minds have addressed this gap by offering alternative or meanwhile provision.

"Saved me waiting 11 months for NHS Counselling"

"I have been on the NHS waiting list for over a year. I contacted Anxious Minds and was booked in for assessment the same week

"I decided to go on the waiting list for EMDR but Talking Therapies were unable to offer any support in the interim. I have been on the waiting list for a year and a half. Anxious Minds supported me in the meantime"

Skilled & Talented Staff

Feedback consistency evidences the quality of services offered at Anxious Minds. It is obvious that the charity benefits from highlight skilled committed staff who are describes as **"Wonderful", "Amazing", "Outstanding", "Excellent", "Great", "Absolutely Fantastic", *"lovely and friendly" and "down to earth"***

"The service was professional, very reliable and with a safe environment"

When I'm talking to you (counsellor) I don't feel like you're a counsellor, I feel like you're someone I can talk to and I trust you

Clients consistently reported that they ***"got on well with counsellor"*** who was ***"very welcoming"*** and helped them to ***"feel at ease"*** and a ***"very calming"*** presence. Importantly, clients "didn't feel judged". Trust was a constant theme with clients highlighting that they trusted the counsellors at Anxious Minds which helped them to open up with their thoughts and issues – ***"always felt comfy in speaking and confiding in how I felt"***

Interventions supported clients to change their outlook on counselling. Some reported that they were ***"anxious"*** or ***"dubious"*** of counselling, however, engagement with Anxious Minds, helped them to feel at ease and reassured.

> A bit dubious after deciding to come, but counsellor got me at ease and allowed me to say anything I wanted to. Ideas put forward and tried if worked retained, if not rejected - No

The environment was described as ***"safe"*** making clients feel ***"relaxed and comfortable".*** One described the centre as an ***"Ideal place to relax, calming atmosphere"*** and a ***"very calming place to be around"***

Outcomes for People

> ***"Came here for help and that's exactly what I got. I've got what I needed from the counsellor"***

Outcomes for clients using the services of Anxious Minds are as varied and unique as the individuals accessing the service. This reflects the charities person-centred approach to supporting people, meaning that intervention approaches are tailored to the needs of the individual client and therefore more likely to glean deeper and lasting outcomes.

There is an overwhelming theme of positive outcomes and individual achievement within the client feedback forms. Interventions have had positive and deep impacts on clients with comments highlighting how services have **"Changed my life"** and **"life changing" - "If it wasn't for Elaine I truly believe my life would not of [have] improved" - "Really brought me back to life", "It was exactly what I needed".**

Clients report that the services have helped them to over-come challenges with some positive outcomes, from being **"In a much brighter place now"** to **"helped restore my confidence and stop my anxiety".**

> "I'm a totally different person

Services provided by Anxious Minds have supported clients to understand tools and techniques to cope with their issues and overcome challenges and feeling **"In control of emotions"** with **"a different outlook on my life"**

> "It has been a journey for which I am back on my feet"

> "it helped me make good decisions"

> "made me think things through differently"

> "helped turn my daily life and feelings around"

Many clients reported that interventions had helped them to **"move on"** from challenges or **"turn around a difficult time".** Clients reported feeling **"a lot more confident about the future"** and using new found confidence to speak up **("found my voice again").** Happiness was a recurrent theme for clients **"I am my "old" self with happiness in my heart".**

"I feel happier now than I have for 62 years"

Significantly, interventions helped clients to change their perspective of themselves **("learn to like myself again", "realised it's not me who is stupid or useless")** and empowered them to think of things differently **("given me time and permission to think about me and my mental health").** This has been seen to be **"helpful for reflection and realisation"** and build self-resilience.

"I have really enjoyed and learned a lot about myself"

"Helped me understand and value myself better"

"Helped me to understand my own though process and

"helped me understand my feelings and given me ways

"I noted a positive improvement on my attitude towards day to day life and things that I would usually struggle with I have a clearer mind and a focussed goal to work towards"

"I would have at one point said I was depressed whereas now I feel like that heavy load has been lifted. I sometimes worry and feel anxious but no longer to the point where I feel I can't carry on"

Children & Young People

Within the data set a small number of surveys have been identified to those using the children's counselling services.

All children and Young People using the service were Extremely Likely or Likely to recommend the service to someone else. All children rated the service as 4* or 5* overall

with each other the following areas were rated 4* of 5* - Waiting Times, Cleanliness, Attitude of Staff, Having Your Say in Care and Quality of Care [8]

Outcomes for this cohort has been successful, helping children and young people to open up and talk about their feelings, issues and anxieties. Personal impact and outcomes are acknowledged by young clients with improvements in attitude and behaviours, helping them to overcome issues, develop personal resilience and improve relationships with others.

"Gone through loss and worked on many things I've not talked about before which is really good. Have made so much

"helped me with my anger at home. I am more confident in being able to talk to my foster carers about my feelings now"

"**The counsellor I have made it easy to talk about anything that was bothering me.** She helped me to open up about my feelings while empathising with me. This was helpful and allowed me to get anything I was holding onto off of my

"I am feeling much more confident in school. Not as nervous at the school gates or lessons. I am feeling a lot more

"I have made huge improvements over the time with Anxious Minds. They have been nothing but lovely towards me and helped me in huge ways"

"I have noticed in the past 6 weeks my attitude on my life has massively

Supporting Volunteers & Placements

I feel supported here and feel the time given t me is invaluable. The training opportunities are extensive and are of great

A small cohort of responses to feedback forms were present from those who engaged in Anxious Minds as a volunteer or Placement Student. Feedback was extremely positive, showing the quality of support provided –

[8] The small cohort numbers indicating that they have received Children's Counselling Services makes it statistically insignificant to break the data set down to x% of 5*, x% 4*

"A fantastic caring and professional organisation"

Conclusions, Discussions & Recommendations

Feedback forms clearly show a consistent level of high-quality outcomes for clients engaged in Anxious Minds. Quantitative and qualitative data illustrates a service which is proactive and supportive for all. A constant theme which runs through the analysis is the significant commitment and skill of staff within the charity who provide warm, caring and professional services, making clients feel safe, welcome and at ease. Clients are supported through person-centred approaches which meet their needs and provide them with tools and techniques to help them take back control of their emotions, face their issues and build personal emotional resilience.

While this report illustrates customer satisfaction with the services of the charity it has some limitations in demonstrating the real social value of the charity. The data set fails to demonstrate "change" in terms of distance travelled of clients, however, there are demonstrable outcomes identified by clients directly which indicate that positive change (distance travelled) that has been made.

The data captured within this report will also be used to develop a framework for evaluation and monitoring for the charity longer term. It is recommended that Theory of Change and Logic Models are explored as well as case studies illustrating the individual (anonymous) journeys of individuals. This will make a more demonstrable impact measure and help to lead into social value measurement assessment tools such as Social Return on Investment or Social Accounting.

Anxious Minds

Trustees Report and Financial Statements
For The Year Ended 31 October 2020

Charity No. 1164040

Legal and Administrative Information

Name:	**Anxious Minds**
Reg'd Charity No:	1164040
Trustees:	Dr Chris Bowman Shoaib Mazhar Tony Wright Janice Wilkinson
Address:	The Vault Station Road Wallsend
Bankers:	Lloyds Bank
Independent Examiner:	Mark Thompson MAAT VODA Linskill Centre Linskill Terrace North Shields NE30 2AY

The trustees present their report and accounts for the year ended 31 October 2020 .

Structure

The charity was registered as a CIO on 20 October 2015. Trustees for the financial year are listed on the previous page.

Governance and Management

The trustees all hold individual roles, i.e. chair, treasurer etc. they also attend appropriate training courses. The trustees have assessed the major risks to which the charity is exposed, and are satisfied that the systems are in place to mitigate exposure to the assessed risks. All trustees and staff have been DBS checked.

Financial Review and Reserves Policy

The organisation regularly reviews its financial position and systems. Trustee Selection The trustees are drawn from a wide range of backgrounds and must have an interest in mental health issues and/or relevant skills/experience. A number of trustees must be service users. Potential new trustees must be proposed and seconded by members of Anxious Minds board and must complete an application form and provide one written reference. If a reference is difficult to obtain, trustees can be co-opted by the Board on a six-month trial period to enable inclusion. New trustees are voted on to the Trustee Board at any board meeting.

All trustees may offer themselves for re-election at the Annual General Meeting for up to a maximum of seven years. After standing down, members are ineligible to stand for re-election for a minimum of one year. Officers of the Charity may serve for up to five years as officers, after which they may continue to serve on the committee until the seven year's service is completed.

All trustees must retire by rotation once every three years and are eligible for re-election.

Induction and training of new trustees

1. Our process is intended to ensure inclusion, provide the right skills mix and provide a balanced functional Board. Our recruitment process forms part of induction to our organisation.
2. Application pack, including the Charity Commission publication "The Essential Trustee", is provided.
3. Application form and reference(s) received. For people unable to provide a reference, a six-month probationary period is used (to enable service users equal opportunity).
4. Trustee co-opted onto Board at a Board meeting or voted on at the Annual General Meeting.
5. Chief Executive and Chair provide regular support and learning opportunities to new trustees.
6. Trustee training is incorporated into the Board meetings.
7. Trustees undertake a self-appraisal with the Chair on an annual basis.

OBJECTIVES AND ACTIVITIES

The objectives of Anxious Minds are stated in our Constitution as follows: The objects of the Charity shall be to promote the preservation of mental health and to assist in relieving and rehabilitating persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment, in association with Anxious Minds in accordance with the aims and objects of Anxious Minds.

VISION, MISSION AND VALUES

Our Values are to:

- Put our service users at the forefront of our development
- Make support services easier to access
- Treat every service user as an individual
- Build a trusting and safe environment for service users to achieve
- Help and support each service user to reach their individual potential
- See a person beyond their diagnosis

Accessing Support: We offer several ways in which local people can access support from us, including referrals from local GPs, Crisis and Mental Health Teams, Other Charities, Local Authorities and Self-Referral.

We directly provide help and support to those who need it most through a range of targeted services designed specifically to address the local need:

What we have achieved in 2019-20

Over the last 12 months Anxious Minds have continued to evolve and grow, striving to be the leading mental health charity in the North East. This last year has been an exciting and difficult year for us because of the amount of people requesting our services. It's been the first time in several years where we have made a surplus down to the hard work and dedication of our team, trustees, volunteers, and beneficiaries in what turned out to be a particularly challenging time for the sector as a whole. There is growing recognition of the charity's work in the North East due to the fact mental health issues are the biggest public health challenge that we face, affecting the lives of millions of people across the North East. I and the trustees are so proud of the staff and volunteers at Anxious Minds. COVID 19 hit our community and our staff and volunteers stepped up and expanded our services to six days a week, putting the community we serve first, their bravery and determination has been second to none, supporting hundreds of people face to face struggling in this crisis.

We also converted some of our counselling and psychotherapy services to telephone and video counselling at the start of the virus outbreak. Over the course of the year, we also introduced a telephone listening service providing an avenue of direct support for lonely, isolated and shielding individuals. The telephone service included a dedicated support line enabling direct access to trained counsellors. This service has enabled existing and new service users to access support during the time when normal face to face provision wasn't possible. Our new telephone service has proven to be a positive pathway into accessing further counselling and support services and maintaining consistent links with users. We have received recognition from Her Majesty's Lord-Lieutenant of Tyne and Wear and Parliament for our service during the pandemic.

The telephone support line supported 128 people during the first lockdown and provided 3072 phone calls. The Charity also created an online YouTube channel, video content and Facebook support groups which have over 1,400 members and is run by a dedicated member of support staff. The support group provides daily advice and information such as job opportunities, family funding opportunities and practical support to its members. The YouTube Channel has 249 subscribers and provides information about the advice and support available through our organisation and self-help tools. The online tools have been essential in providing alternative forms of support for our community during COVID 19 lockdown. Maintaining support to those in isolation has proven vital to maintaining positive health and wellbeing. The support group alone has led to one family in need being donated a family car to use and another being donated a much needed electric wheelchair.

We now have a much more active online presence within our community and we are able to engage with more people than ever before with our service. An unexpected challenge for the team was the number of people trying to access the services. In total over 1,500 people benefitted from the service and our counselling service alone supports over 180 people a week. Our work with children and young people continues to grow providing free counselling to schools in Newcastle and North Tyneside and a donation counselling service to children in Wallsend, North Tyneside supporting over 400 children this year.

The Local infantry regiment, (The Royal Regiment of Fusiliers) contacted the charity asking for our help after losing more veterans to suicide than ever before. We then got a visit from the Fusilier Association from the Tower of London and we agreed to help, getting a little funding from the Armed Forces Covenant Trust, to support 40 families a year, for the next two years. Within two months we had over 60 families, 7 months on and this number is well over a hundred veterans. We also provided an outreach counselling service in Sunderland and Durham at Veterans in Crisis and East Durham Veterans Trust, with the NHS and other statutory services struggling to meet the demand. This is something that we are working on to change, make a difference and support those who need us across North Tyneside, Northumberland, Newcastle, Sunderland and Durham.

Our grant funding programme and the local community donations have sustained and supported the majority of the services. Our amazing team support people with their mental health in a variety of ways and meet their needs in creative and person centred ways. We sustained our existing projects and developed new ones for 2021 including our Veteran Families Crisis Support Centre on Newcastle's waterfront which is set to be the largest of its kind providing mental health and addiction support to North East Veteran Families and our women's crisis centre in Blyth Northumberland. Our Fundraising team raised over £177,000 this year, a fantastic achievement. Our fundraising team and volunteers do an amazing amount of work to support us raising much needed funds to underpin the work we do. We could not have done this without the support of the organisations and people who

BOARD OF TRUSTEERS STATEMENT

It has been a very difficult year for funding and a lot of our work goes unfunded this shows the dedication of the staff and volunteers at the charity each year we continue to grow and provide more much-needed mental health services across the North East in-house and online with your continuous support we hope to develop and grow over the next coming year on behalf of all the board I would like to personally thank you for all your support

Dr Chris Bowman
Chair of Anxious Minds

INDEPENDENT EXAMINER'S REPORT

Report to the trustees of

Anxious Minds

On accounts for the year ended

31 October 2020 **Charity no 1164040**

Respective responsibilities of trustees and examiner

The charity's trustees consider that an audit is not required for this year (under section 43(2) of the Charities Act 1993 (the Act)) and that an independent examination is needed.

It is my responsibility to

- examine the accounts (under section 43 of the Act),
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 43(7)(b) of the Act), and
- state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

Independent examiner's statement

In the course of my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:
   - proper accounting records are kept (in accordance with section 41 of the Act); and
   - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:  **Date: 11 March 2021**

Name: Mark Thompson MAAT

Address:
VODA
Linskill Centre
Linskill Terrace
North Shields
NE30 2AY

Anxious Minds

Statement of Financial Activities for the year ended 31 October 2020

		Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
Receipts		**2020**	**2020**	**2020**	**2019**
				£	**£**
Grants	**5**	25000	96000	121000	31760
Donations		52177		52177	8861
Workshop & Sessional Fees				0	17077
Total Receipts		**77177**	**96000**	**173177**	**57698**
Payments					
Salary Costs		13600	58102	71702	20267
Rent & Room Hire		9622	4298	13920	9012
General Running Costs		11386	2000	13386	21205
Fundraising Costs		54		54	40
Total Payments		**34662**	**64400**	**99062**	**50524**
Surplus / deficit for the year		42515	31600	74115	7174
Funds as at 1 November 2019		24006	0	24006	22008
Funds at 31 October 2020		**66521**	**31600**	**98121**	**24006**

Anxious Minds
Balance Sheet as at 31 October 2020

	Notes	2020 £	2019 £
Current Assets			
Cash at Bank		98121	24006
Total Cash Balances		**98121**	**24006**
Current Liabilities		**0**	**0**
For The Year Ended 31 October 2020		**98121**	**24006**
Represented By:			
Restricted Funds		31600	0
Unrestricted Funds		66521	24006
		98121	**24006**

Signed …… Position ……..

Signed …… Position ……..

Date …….

Anxious Minds

Notes to the accounts, 2020

1. Basis of accounts

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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006

Anxious Minds 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 note(s).

1.1 Opening Balance

Note that the opening balance from the previous financial year was changed from £29,182 to £24,006. The closing bank account for that year has been reconciled, this does not affect any amounts relating to the year 2019-20.

2. Grants Received:

	Unrestricted	Restricted	
North Tyneside Council	25000		
COVID-19 Response - National Lottery		30000	
Community Foundation Covid 19		5000	
NHS North Cumbria		7000	
National Lottery		9500	
Armed Forces Covenant		33250	
Bernicia Foundation		1250	
Groundwork UK		500	
North Tyneside Council		3000	
Enterprise Development Fund		4500	
Groundwork UK		2000	
Total Grants	**25000**	**96000**	**121000**

3. Trustees and Staff

Salary cost for the year were £71,702
Total no of employees: 8

4. Costs of financial services

The cost for the Independent Examination for the financial period will be £350.

5. Restricted Funds balance at 31 October 2020

	Income	Expend	Balance 31/10/20
COVID-19 Response - National Lottery	30000	30000	0
Community Foundation Covid 19	5000	500	4500
NHS North Cumbria	7000	7000	0
National Lottery	9500	9500	0
Armed Forces Covenant	33250	6150	27100
Bernicia Foundation	1250	1250	0
Groundwork UK	500	500	0
North Tyneside Council	3000	3000	0
Enterprise Development Fund	4500	4500	0
Groundwork UK	2000	2000	0
Total	**96000**	**64400**	**31600**

Anxious Minds

Trustees Report and Financial Statements
For The Year Ended 31 October 2020

Charity No. 1164040

Legal and Administrative Information

Name:	**Anxious Minds**
Reg'd Charity No:	1164040
Trustees:	Dr Chris Bowman Shoaib Mazhar Tony Wright Janice Wilkinson
Address:	The Vault Station Road Wallsend
Bankers:	Lloyds Bank
Independent Examiner:	Mark Thompson MAAT VODA Linskill Centre Linskill Terrace North Shields NE30 2AY

The trustees present their report and accounts for the year ended 31 October 2020 .

Structure

The charity was registered as a CIO on 20 October 2015. Trustees for the financial year are listed on the previous page.

Governance and Management

The trustees all hold individual roles, i.e. chair, treasurer etc. they also attend appropriate training courses. The trustees have assessed the major risks to which the charity is exposed, and are satisfied that the systems are in place to mitigate exposure to the assessed risks. All trustees and staff have been DBS checked.

Financial Review and Reserves Policy

The organisation regularly reviews its financial position and systems. Trustee Selection The trustees are drawn from a wide range of backgrounds and must have an interest in mental health issues and/or relevant skills/experience. A number of trustees must be service users. Potential new trustees must be proposed and seconded by members of Anxious Minds board and must complete an application form and provide one written reference. If a reference is difficult to obtain, trustees can be co-opted by the Board on a six-month trial period to enable inclusion. New trustees are voted on to the Trustee Board at any board meeting.

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We also converted some of our counselling and psychotherapy services to telephone and video counselling at the start of the virus outbreak. Over the course of the year, we also introduced a telephone listening service providing an avenue of direct support for lonely, isolated and shielding individuals. The telephone service included a dedicated support line enabling direct access to trained counsellors. This service has enabled existing and new service users to access support during the time when normal face to face provision wasn't possible. Our new telephone service has proven to be a positive pathway into accessing further counselling and support services and maintaining consistent links with users. We have received recognition from Her Majesty's Lord-Lieutenant of Tyne and Wear and Parliament for our service during the pandemic.

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BOARD OF TRUSTEERS STATEMENT

It has been a very difficult year for funding and a lot of our work goes unfunded this shows the dedication of the staff and volunteers at the charity each year we continue to grow and provide more much-needed mental health services across the North East in-house and online with your continuous support we hope to develop and grow over the next coming year on behalf of all the board I would like to personally thank you for all your support

Dr Chris Bowman
Chair of Anxious Minds

INDEPENDENT EXAMINER'S REPORT

Report to the trustees of

Anxious Minds

On accounts for the year ended

31 October 2020 **Charity no 1164040**

Respective responsibilities of trustees and examiner

The charity's trustees consider that an audit is not required for this year (under section 43(2) of the Charities Act 1993 (the Act)) and that an independent examination is needed.

It is my responsibility to

- examine the accounts (under section 43 of the Act),
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 43(7)(b) of the Act), and
- state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

Independent examiner's statement

In the course of my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:
   - proper accounting records are kept (in accordance with section 41 of the Act); and
   - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:  **Date: 11 March 2021**

Name: Mark Thompson MAAT

Address:
VODA
Linskill Centre
Linskill Terrace
North Shields
NE30 2AY

Anxious Minds

Statement of Financial Activities for the year ended 31 October 2020

		Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
Receipts		**2020**	**2020**	**2020**	**2019**
				£	**£**
Grants	**5**	25000	96000	121000	31760
Donations		52177		52177	8861
Workshop & Sessional Fees				0	17077
Total Receipts		**77177**	**96000**	**173177**	**57698**
Payments					
Salary Costs		13600	58102	71702	20267
Rent & Room Hire		9622	4298	13920	9012
General Running Costs		11386	2000	13386	21205
Fundraising Costs		54		54	40
Total Payments		**34662**	**64400**	**99062**	**50524**
Surplus / deficit for the year		42515	31600	74115	7174
Funds as at 1 November 2019		24006	0	24006	22008
Funds at 31 October 2020		**66521**	**31600**	**98121**	**24006**

Anxious Minds
Balance Sheet as at 31 October 2020

	Notes	2020 £	2019 £
Current Assets			
Cash at Bank		98121	24006
Total Cash Balances		**98121**	**24006**
Current Liabilities		**0**	**0**
For The Year Ended 31 October 2020		**98121**	**24006**
Represented By:			
Restricted Funds		31600	0
Unrestricted Funds		66521	24006
		98121	**24006**

Signed …… Position ……..

Signed …… Position ……..

Date …….

Anxious Minds

Notes to the accounts, 2020

1. Basis of accounts

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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006

Anxious Minds 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 note(s).

1.1 Opening Balance

Note that the opening balance from the previous financial year was changed from £29,182 to £24,006. The closing bank account for that year has been reconciled, this does not affect any amounts relating to the year 2019-20.

2. Grants Received:

	Unrestricted	Restricted	
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Community Foundation Covid 19		5000	
NHS North Cumbria		7000	
National Lottery		9500	
Armed Forces Covenant		33250	
Bernicia Foundation		1250	
Groundwork UK		500	
North Tyneside Council		3000	
Enterprise Development Fund		4500	
Groundwork UK		2000	
Total Grants	**25000**	**96000**	**121000**

3. Trustees and Staff

Salary cost for the year were £71,702
Total no of employees: 8

4. Costs of financial services

The cost for the Independent Examination for the financial period will be £350.

5. Restricted Funds balance at 31 October 2020

	Income	Expend	Balance 31/10/20
COVID-19 Response - National Lottery	30000	30000	0
Community Foundation Covid 19	5000	500	4500
NHS North Cumbria	7000	7000	0
National Lottery	9500	9500	0
Armed Forces Covenant	33250	6150	27100
Bernicia Foundation	1250	1250	0
Groundwork UK	500	500	0
North Tyneside Council	3000	3000	0
Enterprise Development Fund	4500	4500	0
Groundwork UK	2000	2000	0
Total	**96000**	**64400**	**31600**