



Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	Day 01	Month August	Year 2024		Day 31	Month July	Year 2025

Section A Reference and administration details

Charity name	Reach Out for Mental Health
Other names charity is known by	
Registered charity number (if any)	1199647
Charity's principal address	Athol House
	65a Duke Street, Chelmsford
	Essex
Postcode	CM1 1HL

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Thandekile Juliana Kawenga	Chair person		Kirsty Eaton
2	Frederick Hillinger			Kirsty Eaton
3	Eranga Seneviratne		28.08.2025 started	Kirsty Eaton
4	Liz McCaig	Treasurer	30.06.2025 started	Kirsty Eaton
5	Lucy Howchen		29.09.20.25 started	Juliana T Kawenga
6	Charlie Patterson			Kirsty Eaton
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17				
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19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

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Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	CIO
Trustee selection methods (eg. appointed by, elected by)	We advertise widely through advertisement platforms such as Indeed and Charity job boards and Reach Volunteering. Our CEO will speak to any candidates initially and then ask for a Trustee to interview the potential Trustee alongside her. It will then go to a vote to the rest of the Board.

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Reach Out for Mental Health exercises a typical centralised, hierarchical organisational structure. Our organisational structure is small but efficient. We have a board of Trustees which manage and work alongside the CEO.

We don't have any relationships with any related parties.

One conflict of interest was declared in relation to the Chair of Trustees, Juliana Kawenga, who was proposed for a paid position within the Charity as Consultant Clinical Head of Service. In accordance with the Charity's governance procedures, the Board convened separately, without the Chair present, to review the proposal and formally vote on whether to approve Ms Kawenga undertaking the role.

No further conflicts of interest have been declared to either the Chief Executive Officer or the Board of Trustees.

Our risks are identified, monitored and managed through our risk register, which can be discussed with potential donors, funders and partnering organisations.

Summary of the objects of the charity set out in its governing document

The founding aims and objectives are to reduce the number of attempted and completed suicides in Essex through the delivery of free counselling, befriending and other welfare-related services to adults living in Essex.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

Over the reporting period, Reach Out for Mental Health has continued to provide vital support to adults experiencing suicidal thoughts and complex mental health challenges through accessible, non-judgemental, and relationship-centred interventions.

Feedback from those we support consistently highlights the importance of our human, compassionate approach, offering time, connection, and understanding at moments when individuals feel most alone. This relational model remains a core strength of the charity and continues to bridge a critical gap for people who may not meet thresholds for statutory services yet are at heightened risk without timely support.

Our evaluation data demonstrates clear, measurable impact and meaningful improvements in individual wellbeing:

- The majority of individuals report reductions in distress, increased emotional stability, and improved ability to manage day-to-day challenges following engagement with the service.
- Many individuals report feeling more able to reach out for support in the future, demonstrating strengthened coping strategies and reduced stigma around discussing suicidal thoughts.

These outcomes highlight not only improvements in wellbeing, but also increased self-awareness and help-seeking behaviour, both key protective factors in suicide prevention.

By continuing to be a placement provider and offering free counselling, the charity can continue delivering potentially life-saving support to individuals living with suicidal thoughts, while simultaneously strengthening the sustainability of our model.

Working collaboratively with local training providers of Level 4 and above student counsellors who are required to complete clinical placement hours as part of their qualification; enables us to increase service capacity, reduce waiting times, and offer more consistent support to those in distress.

This approach not only enhances the reach and reliability of our service but also contributes to the development of the future counselling workforce. Students benefit from high-quality, real world experience in a specialist suicide-prevention setting, while the charity benefits from additional therapeutic resource grounded in contemporary training and evidence-based practice. Ultimately, this model allows us to maintain a

compassionate, relational service that meets people at their most vulnerable moments and provides the emotional safety and connection that can prevent escalation to crisis

PIAS: The service provides regular support to approximately 10–15 individuals each week, alongside a further 2–4 one-off contacts through telephone calls or walk-ins. Support is delivered flexibly through face-to-face sessions, telephone calls, WhatsApp messaging, and community outreach, ensuring accessibility for people in varying levels of distress. The service operates for 13 hours per week and, where clinically appropriate, offers ongoing support over several weeks to individuals whose mental health needs require sustained engagement.

We also respond to unplanned presentations, including individuals arriving in acute emotional crisis. In these instances, staff provide immediate de-escalation, emotional support, and onward signposting to specialist agencies when required. The service works with adults aged 18 and over, including some affected by addiction, provided they are able to engage coherently and safely during their sessions.

This flexible, person-centred model enables the charity to meet people at their point of need, offering timely, compassionate support that can prevent escalation to crisis services.

Additional details of objectives and activities (Optional information)

Befriending

Coffee groups

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

Summary of the main achievements of the charity during the year

Key outcomes:

- **60%** of individuals reported a reduction in suicidal thoughts
- **69%** felt more able to ask for help when needed
- **75%** developed a better understanding of their mental health and early warning signs
- **94%** felt treated with dignity and respect
- **94%** would recommend the service to others
- **75%** said they achieved what they hoped to through support

These outcomes highlight not only improvements in immediate wellbeing, but also increased self-awareness and help-seeking behaviour, both key protective factors in suicide prevention.

A consistent theme across all evaluations was the importance of having a safe, confidential space to talk openly without fear of judgement.

For many, this was the first time they had been able to:

- speak honestly about suicidal thoughts
- feel heard and understood
- process complex emotions in a safe environment

Participants described the service as:

- helping them cope during periods of crisis
- reducing isolation and loneliness
- providing stability during difficult periods
- supporting them to “make sense” of their thoughts and experiences

For some individuals, the impact was immediate and life-preserving, with support described as helping them to stay safe and manage overwhelming feelings.

Beyond immediate emotional support, the service helped individuals to:

- recognise early signs of declining mental health
- develop coping strategies

- build confidence in reaching out for help

Even where suicidal thoughts had not reduced, individuals often reported increased understanding of their mental health and a greater sense of control — an important step in long-term recovery.

Section E Financial review

Brief statement of the charity's policy on reserves

The Charity aims to have a minimum of three months running costs (including salaries) in reserves. The Board and the CEO will maintain this wherever possible.

Details of any funds materially in deficit

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

The charity receives funding from various sources, including the NHS, the National Lottery, and other funders as well as individual fundraising and donations.

We also engage in fundraising activities such as cake sales and other events. Regardless of the source, we ensure that all of our funding comes from organisations and individuals that uphold the highest ethical standards.

The funds we receive are used to support the charity's key objectives, such as providing essential services, raising awareness, and advocating for our cause.

Section F Other optional information

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s) T. Kawenga

Full name(s) Juliana Thandekile Kawenga

Position (eg Secretary, Chair, etc)

Date 13.05.2026



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name
Reach Out For Mental Health CIO

No (if any)
1199647

CC16a

Receipts and payments accounts

For the period from	Period start date 01-Aug-24	To	Period end date 31-Jul-25
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Co-Operative				-	2,301
Positive Energy				-	8,500
Donations				-	2,030
Essex Community Foundation		9,660		9,660	21,000
National Lottery		102,865		102,865	95,492
Voluntary Sector Development Fund (2)				-	57
Colchester Borough Council		20,000		20,000	20,000
ASDA				-	400
C360 Bursary - Thurrock				-	45
ECF (Mid & South Essex)		13,000		13,000	-
Donations	7,031			7,031	-
Other	50			50	-
Teland Ltd		25,000		25,000	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	7,081	170,525	-	177,605	149,825
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	7,081	170,525	-	177,605	149,825
A3 Payments					
Room Hire and Rates	924	19,092	-	20,016	12,165
Heat, Light and Power		-	-	-	480
Travelling Expenses	68	5,660	-	5,728	4,752
Printing and Stationery	196	124	-	319	253
Telephone and Computer charges	371	2,979	-	3,351	2,953
Equipment and Rental	-	-	-	-	-
Maintenance	220	67	-	287	3,141
General Expenses and Marketing	852	3,631	-	4,482	8,385
Bank Charges and Interest	-	17	-	17	11
Gross Wages	-	133,760	-	133,760	97,353
Professional Fees	169	29,127	-	29,296	11,759
Sub total	2,800	194,457	-	197,256	141,252
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	2,800	194,457	-	197,256	141,252
Net of receipts/(payments)	4,281	- 23,932	-	- 19,651	8,573
A5 Transfers between funds	7,862	- 7,142	-	720	-
A6 Cash funds last year end	9,260	78,241	-	87,501	79,648
Cash funds this year end	21,403	47,167	-	68,570	88,221

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank & Cash	16,220	54,309	-
	Debtors	-	-	-
		-	-	-
	Total cash funds	16,220	54,309	-
	(agree balances with receipts and payments account(s))	Agreement Error	Agreement Error	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	Details	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
	Creditors	Unrestricted	1,958	
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Reach Out For Mental Health CIO

**On accounts for the year
ended**

July 2025

**Charity no
(if any)**

Set out on pages

1

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended

**Responsibilities and
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

** Please delete the words in the brackets if they do not apply.*

Signed:

Date:

May 11th 2026

Name:

John Woodrow

**Relevant professional
qualification(s) or body
(if any):**

Address:

9 Five Acres, Danbury

Chelmsford

Essex CM3 4NB