

Charity Number: 283329
Company Number: 01589150

MIND IN THE CITY, HACKNEY AND WALTHAM FOREST LTD
(A company Limited by guarantee)

REPORT & FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

Mind in the City, Hackney and Waltham Forest Ltd

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For the year ended 31 March 2024

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Mind in the City, Hackney and Waltham Forest Ltd

Legal and administrative Information

For the year ended 31 March 2024

Company number 01589150
Country of incorporation United Kingdom

Charity number 283329
Country of registration England & Wales

Registered office and operational address 8-10 Tudor Road
London
E9 7SN

Trustees Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Devora Wolfson	Chair (Resigned as Chair September 2023)
Devora Wolfson	Trustee (From September 2023)
Gayatri Bhasin Darke	Chair (Appointed September 2023)
Gayatri Bhasin Darke	Trustee (Up to September 2023)
Ferhet Mohammed	Treasurer
Nuzhat Anum	Trustee
Janis Grant	Trustee
Francois Jourdain	Trustee
Christopher Deeks	Trustee
Nigel McKeeverne	Trustee
David Truswell	Vice Chair
Emma Blackley	Trustee (appointed January 2024)

Bankers National Westminster Bank Plc
Amhurst Road Branch
London E8 1QZ

CCLA Investment Ltd
Senator House
85 Queen Victoria St.
London EC4V 4ET

Auditor Sayer Vincent LLP
Chartered Accountants and Statutory Auditor
110 Golden Lane
LONDON
EC1Y 0TG

Trustees' Report

For the year ended 31 March 2024

The Trustees of Mind in the City, Hackney and Waltham Forest Ltd are pleased to present their annual report together with the audited financial statements of the charity for the year ended 31 March 2024 which are also prepared to meet the requirement for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting standard applicable in the UK and Republic of Ireland (FRS102).

OBJECTIVES AND ACTIVITIES

Serving the community since 1981, Mind in the City, Hackney and Waltham Forest Ltd (Mind CHWF) is a multidisciplinary provider of specialist mental health services. In co-production with our clients, we develop individualized and effective support plans, promoting both recovery from ill health for people with recurrent and enduring mental health difficulties and early intervention and mental/physical wellbeing for individuals at risk of developing mental health issues or who struggle with common mental health conditions.

We currently deliver a diverse mix of services and projects which allow us to deliver a holistic and needs focused approach. Our services for those in immediate need are the Wellbeing Network, Crisis Intervention at our Recovery Hub, Suicide prevention and support after suicide via our Safe Connections partnership, our holistic mental health within community mental health teams in the City, Hackney and Waltham Forest, easy-to-access Single Point of Entry referral and assessment service, Welfare Rights Case-working. Our services for those needing help to sustain their wellbeing are Counselling & Psychotherapy, Mindfulness courses, Welfare Rights Advice; the Recovery Hub day service; and Peer Support Services across City, Hackney and Waltham Forest. Our services for those wishing to develop themselves further are Education and Employment. We provide services specifically developed and delivered by and for LGBT+ people (Rainbow Mind) and people from African Caribbean communities (IRIE Mind). Our support to children and young people extends to peer support, community/citizens advocacy, and our work with pupils and schools as part of the Schools and Colleges Early Support Service with the Anna Freud Centre. We also engage with clients through our Influence and Involvement groups hosted at our Recovery Hub on Homerton Row. We train residents to understand and support each other through periods of poor mental health. We provide work-based training to support people's wellbeing at work - our particular focus is on supporting employees whose roles might put them at particular risk of distress.

As at 31-Mar-24 we had 81 staff (year average = 64) and 42 sessional workers.

The charity is very involved in the community and relies on voluntary help. We offer a variety of supported volunteer placements in different projects across the charity. Safeguards have been implemented to ensure that all volunteers are supported and given opportunities to increase their skills and expertise. We also used over 4,000 hours of volunteer work

In July 2023 we were delighted to relaunch the City and Hackney Wellbeing Network.

Trustees' Report

For the year ended 31 March 2024

Our Vision

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

Our Mission

We will work in partnership with our clients and partners to provide the best possible services to people experiencing mental distress. We will develop innovative quality services which reflect expressed need and diversity and will influence policy and promote equal rights through campaigning and education. We will quickly adapt to the radical changing external environment

Our Values

Our values underpin all our work and working practices:

Connected: Creating a compassionate and supportive community.

Fair: We strive for equity- no-one's needs should go unmet.

Brave: We walk with people, offering help by doing what works - proven or new

Our Goals

Staying well: Support people likely to develop mental health problems to stay well.

Empowering choice: Empower people who experience a mental health problem to make informed choices about how they live and recover.

Improving services and support: Ensure people get the right services and support at the right time to aid recovery and enable them to live with their mental health problem.

Enabling social participation: Allow people with experience of mental health problems to participate fully in society.

Removing inequality of opportunity: Attain equality of treatment for people who experience both mental health and other forms of discrimination.

Objectives 2022-27

Through dialogues with service users, staff, partners and funders, we have developed a new Strategic Plan to focus our work through the next few years and the post Covid landscape.

Through this, we will build on our strong and long-standing commitment to partnership working.

The core themes of our strategic plan are:

Grow- our own staff, and, building on the success of Radical Self-care, develop further therapeutic supports for people from minoritised communities

Resource- invest in our digital resources and physical environment, continue to build our unrestricted income

Reach- capacity building other organisations and working in partnership to address rising mental health need, working in partnership to launch the Muslim Mind Collaborative

Include- providing wraparound, trauma informed support to people with complex or multiple needs, particularly those facing poverty or exclusion

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Activities

In 2023/24, we focused on expanding access to mental health support especially for underserved communities, prioritizing diversity within and without and expanding peer support. Despite the challenges of the cost of living crisis and the effects of the COVID pandemic that continue to unfurl, we made meaningful progress towards realising our vision of mental health services for all in Hackney, City and Waltham Forest.

We recognized the relationship between economic stability and mental wellbeing and through our Education, Employment and Welfare Rights Services supported our community to find jobs, access qualifications and gain income. IRIE Mind also launched a foodbank, in partnership with the Felix Project and Christians against Poverty, specifically to support the local African/African Caribbean Heritage Community.

We prioritized partnership to help reduce health inequities. We successfully retendered for our groundbreaking Wellbeing Network programme, expanding our partnership to include organisations working with groups underserved by statutory services and disproportionately affected by the pandemic. We continued to build our support offer for younger people and were delighted to receive funds from the National Lottery to continue to expand IRIE Mind's support for our Black Communities. As Rainbow Mind celebrated its 5th birthday, it also received ILGA funding to develop its services for BAPoC LGBTQ+ communities.

We expanded the role of peer support within our organisation. We developed a peer leadership courses as part of the new Wellbeing Network offer, clarified progression and participation opportunities, and highlighted the importance of harnessing lived experience in shaping and delivering our services.

We continued our journey to being an anti-racist organisation, supported by our Race-Equity steering group. Our Race Equity Strategy has 3 main themes:

- Collaborative Practice and Community Insights
- Diverse and capable workforce
- Exploring Difference with safety

In spite of money being tight, we were honoured by the many donors who supported over 150 runners to raise nearly £100,000 for us at the London Landmarks Half Marathon in March and Hackney Half Marathon in May.

When needs are complex and money is scarce, it's even more important to work in partnership to meet needs. For the second year of our Strategic Plan, we continued to focus on building partnerships that help reduce health inequalities. We successfully retendered for our groundbreaking Wellbeing Network programme, expanding our partnership to include organisations working with groups underserved by statutory services and disproportionately affected by the Pandemic. We also continued to build our support offer for younger people.

Towards the end of the year we were delighted to receive funds from the National Lottery to continue to expand IRIE Minds range of support for our Black Communities.

Our work would not be possible without the support of our many funders and donors, and the support of everyone who shares our mission- to ensure everyone experiencing a mental health problem gets both support and respect. We offer thanks to our amazing 121 staff and 50 volunteers, who gave the community over 4000 hours of volunteering this year.

Trustees' Report

For the year ended 31 March 2024

WELLBEING Network

The Wellbeing Network is a unique offer as it supports clients with goal setting, case work, therapeutic, social and creative groups that support mental health, physical health, daily living and relationships. Clients could access this support for up to two years with input from 8 different local VCSE organisations.

Alongside our 9 community partners, we relaunched the Wellbeing Network in July 2023. The service used the learnings from our Covid Expansion programme to bring new partners to the Network- the African Community School and Hackney Chinese Community services. The new service offers groups, therapy and a holistic range of activities to help improve wellbeing. Clients are supported in navigating options through a fully integrated Wellbeing Team. Activities are codelivered by Network partners, broadening the range of activities people from marginalised groups can access, and enabling staff from different organisations to work together more closely- learning and innovating together. The service also offers integrated referral pathways from and to statutory services, enabling people with multiple needs to receive wraparound support.

The service remains data driven and committed to using the ingenuity of and innovation of our partnerships to reduce distress and health inequalities.

Working with the support of Professor Windy Dryden, the Wellbeing Network has been piloting One-At-A-Time therapeutic support (the Mind FORWARD programme), with very promising results. We plan to offer this to more clients of the Network, particularly those who may find it harder to trust or engage with mental health services. Mind Forward will provide help at point of need.

The 12 month rolling average change in the validated Short Warwick Edinburgh Mental Wellbeing Scale (SWEMWBS) scores from service entry to exit is 3 points. A change of 3 points or more indicates at individual level significant change. We have the evidence that the Wellbeing Network is making a significant difference to client's lives.

The Young Black Men's specific programming welcomed IRIE Mind as a service delivery partner and also contributed to an increase in young black men being active in the service which is now on par with population of Young Black Men residing in City and Hackney.

In 2023-2024 the Wellbeing Network also exceeded the demographic targets for clients actively engaging in the service from the following resident population groups: LGBTQIA+, refugees, English as a second language, residents in the 10% most deprived neighbourhoods nationally, carers, people with learning disabilities, autistic people, people who are physically disabled or with a long term life limiting illness, Black African, Black Caribbean, Eastern European, Turkish-Kurdish and Orthodox Jewish populations.

MindCHWF Talking Therapies for Anxiety and Depression (Formerly IAPT)

As part of the National Talking Therapies for Anxiety and Depression programme, MindCHWF's Talking Therapies service aims to complete 390 treatments per annum for people with common mental health problems such as anxiety and/or depression and to achieve a recovery rate of at least 50% for those who complete treatment after attending two or more sessions. The services aims to increase access for clients from the ACH and LGBTQ+ communities (specialist pathways), who would not typically access NHS IAPT services. The service supports with the reduction of stigma and discrimination associated with a diagnosis of, or treatment for, common mental health disorders. Our team provides signposting and information; supporting access to a range of community-based support services. A celebration of this service is the fact that practitioners and

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support staff belong to marginalised and diverse communities. Mind's Talking Therapies for Anxiety and Depression service offers evidence-based psychological therapy, that remains committed to approaching mental health concerns in a culturally sensitive manner. **At the end of the year 2024, the service w successfully met targets for access across all pathways (ACH, LGBTQ+ and General). The service was also able to demonstrate recovery rates of 53% for the ACH clients accessing the service as well as 55% for LGBTQ+ clients.** This suggests that the service has excelled in delivering appropriate, relevant and meaningful interventions to these communities, reducing the potential for worsening mental health for these clients that otherwise may not have accessed support.

Supporting our Youth

We've continued to build our partnerships to respond to the surge in young people's mental health needs post- Pandemic.

Rainbow Mind has supported LGBT+ youth via our Rainbow Room sessions, and Radical Self Care groups focusing on the needs of Black, Asian and People of Colour's needs.

Within the Wellbeing Network, we have a pathway tailored to the needs of young Black men, run through a partnership of **IRIE Mind**, Immediate Theatre and the African Community School. IRIE Mind supports young people through a peer advocacy and family therapeutic approach. The Young Black Men's specific programming contributed to an increase in young black men accessing the service.

In partnership with Mind in Tower Hamlets, Newham and Redbridge and Coffee Afrique, we launched the **East London Discovery College**, to help young people gain self and mutual help and resilience skills.

Our **Schools and Colleges Early Support Service**, delivered in partnership with Mind and the Anna Freud Centre, supported 45 young people through 1-1 therapy, and held consultations and parental support to enable children to have help quickly:

- "I can think clearly now and talk about my feelings with my parents/ teachers"
- "I've learnt to take small steps and overcome some of my fears"
- "The bullying has stopped, thank you for encouraging me to seek support at school"
- "I recognize my negative thoughts and know what steps I can take to help me feel better"
- "Thank you for helping me. I have made a list of trusted adults in my life who can support me when I feel anxious and overwhelmed"
- "Thank you. I feel like a different person"
- "A mother called the intervention 'life-changing.'"

Integrated Voluntary and Community Sector (VCS) Services within NELFT

6 of our Peer Support Workers continue to be successfully integrated into the Neighbourhood Teams in Waltham Forest, offering regular and practical peer support to service users in developing and managing independence and maintaining dignity and self-respect. Peer workers employ their own experience working alongside participants in an equal partnership on their journey towards independent and fulfilling lives. This year Peers supported over 300 people to cultivate local communities around them, gain access to resources that have included benefits, welfare rights, settled housing, inclusion opportunities and health promotion; support with daily living empowering people to live independent lives and supporting service users to recognise good physical health as

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well as mental health, encouraging them to engage in appropriate interventions such as wellbeing clinics, physical activity and healthy eating.

One of our Peers has successfully gone on to secure a senior position in ELFT

RAINBOW

Responding to an acute need for specialist LGBTQIA mental health support, Rainbow Mind have widened our client net and raft of services on offer throughout 2023-24. This has resulted in a 20% increase in client numbers, working with over 650 people across a diverse mix of demographics.

A fundraising development board has been set up to help secure unrestricted income, resulting in new private sector donor relationships, such as Google.

Four key service and programme areas continue to drive up client numbers and increase delivery partnerships:

1 – Developing mental health services with Black, Asian and People of Colour (BAPOC) LGBTQIA people – we secured ILGA Europe funding to run a programme to explore current mental health landscapes for BAPOC LGBTQIA people and how provision and practice can be enhanced to meet need. RM is collaborating with key BAPOC led LGBTQ+ organisations to promote and co-produce the programme.

2 – Young People Programme Rainbow Room/Queer Connect - LEGO has provided RM funding to continue the provision of young people specific programme drop-in sessions as well as extending to collaborating with London and Manchester based Uni LGBTQIA societies and clubs to offer workshops. Building on our youth service we are setting up a Youth Advisory Committee of 18-25 years olds with funding from National Mind. Who will help shape our youth mental health offers and marketing.

3 – Growth of In-person programmes – RM secured a small funding pot from Sport England for an activity programme that focuses on building in-person Wellbeing activities programme that includes walking, dancing, swimming, tennis, boxing and mindfulness offers. This programme includes a community building element incorporating food, cooking, nutrition as well as dancing to some gatherings.

4 – Practitioner Training routes for health inequalities communities - Rainbow Mind established a new partnership with Mindful Peak Performance and their Award winning innovative programme called Boxing and Mindfulness BAM! Together with Irie Mind. This collaboration has delivered a BAM! Practitioner Training Programme through which 15 Rainbow and Irie staff, peers and clients graduated as practitioners. Next these new practitioners will be rolling out BAM! Workshops and programmes within the Mind services. Further joint bids will be developed in order to give longevity to this new service offer.

IRIE

RIE Mind rose to the challenge of increasing mental health needs in the Black community, working with over 700 people in 2023. All of IRIE's services are oversubscribed, particularly the IRIE counselling service. The National Lottery recognised the need to invest to support us meet the need, and we will be increasing service capacity from early 2024 with their help.

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For the year ended 31 March 2024

We partnered with BSIX Sixth Form College, Father 2 Father and Haggerston School to deliver Mental Health First Aid Lite and Street Wise Therapy designed to build Emotional Resilience to the students. All programmes were delivered by 5 of our Community Mentors/young black men from our Speak Your Mind Peer Leadership programme. at NEL

Three of our existing Peers have gone to full time employment and our partnerships have further developed with some of the more Grassroots organisations, which have increased our presence within the community.

We have a more established IAPT Team. We have centralised of all three IAPT services (Psychological therapies, Rainbow Mind and IRIE Mind) and already we have seen an increase access and recovery rates, better processes and enhanced efficiency across the services in spite of the transitional challenges.

Over the period we have seen:

- 79% of Clients reported an increase in self-confidence and Self-Esteem
- 97% of Clients reported an Increased sense of belonging and connecting with other people
- 63% of Clients reported an Increased ability to cope with Stress

We also celebrated Black History Month with a series of events and an award ceremony, Saluting Our Sisters, honouring the many Black women who inspire, lead and protect our communities!

Over the period we have seen:

- 79% of Clients reported an increase in self-confidence and Self-Esteem
- 97% of Clients reported an Increased sense of belonging and connecting with other people
- 63% of Clients reported an Increased ability to cope with Stress

Partnership is core to how we work. Mental Health is everyone's business. Our approach to partnership is underpinned by our values of Connected, Fair and Brave, and informed by the escalating distress experienced by an increasing number of people in our communities- working together is a must. For the benefit of our communities, we work formally with c 50 organisations each year, and work with many more as part of a movement for solidarity and inclusion. Our partnership consists of developing and delivering activities together, campaigning in partnership and developing and capacity building partnerships- supporting organisations to develop relationships and skills to address rising mental health need. In 2022/ 2023, with support from the Waltham Forest Place Based Partnership, we were delighted to convene and co-found the Waltham Forest Voluntary Sector Leadership group with 7 other Waltham Forest Charities- WF Community Hub, WF Parents Forum, Waltham Forest Carers First, Crest WF, Age UK WF, WF Women's Network, Leyton Orient Trust and Healthwatch Waltham Forest. We also co-founded the North East London Voluntary and Community Sector Leadership Group with charities across North East London. The aim of these partnerships is to bring organisations closer, to enable collaboration to effectively support people with complex needs, and to reduce health inequalities.

EMPLOYMENT

With funds from our Prudential's 'Charity of the Year' the Employment Service supported 58 clients; 14 into paid work, 21 into voluntary work, 3 into further education and we prevented 8 people from losing their jobs. We also continued our work with community and NHS partners through chairing the City and Hackney Supported Employment Network.

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The service helped people to prepare for, locate, and retain meaningful jobs. Services include vocational assessment, employment preparation including CV writing, interviewing skills, and job search techniques, and ongoing support during the first three months of employment. All services are customized to reflect job readiness, interests, and skills, while focusing specific client recovery needs.

A successful intervention utilised by the Service that promotes both economic inclusion and good mental health is the Individual Placement and Support (IPS) model. IPS is an evidence-based approach that helps people with severe mental illness find and keep competitive employment that matches their preferences and abilities. IPS has been shown to improve employment outcomes, quality of life, and self-esteem for people with mental illness, as well as reduce hospitalizations and health care costs.

We facilitated job retention services, not only supporting people to remain in work but also helping employers retain their valuable staff by supporting employees to manage their mental health and stay in work.

We also offered fortnightly evening 'in-work' support group where 12 people new into employment regularly met for mutual support.

EDUCATION SERVICE

Mind CHWF's Educational Service offers opportunities for students to gain skills and qualifications in English, Maths and Information Communication technology (ICT). The service also facilitates courses for English for Speakers of other languages (ESOL). These accredited courses increase peoples' employability and life chances and improves their confidence and self-esteem.

Learners also had access to Information Advice and Guidance (IAG) and employment support to consider volunteering, employment paid and unpaid. Highly personalised programming ensured the ongoing development of social, work and personal development remained at the heart of the curriculum and learner experience. Improving students' mental health, wellbeing and resilience is core.

In the last academic year, the service provided over 150 learning opportunities with over 1350 learning hours delivered by our team of Tutors.

Our provision tackles barriers to learning for people with poor mental/physical health, those who are digitally excluded, lack basic skills, low qualifications, low confidence, with limited employment histories. We cater for displaced workers requiring learning opportunities to up-skill/transition to different jobs, provision to gain the basic skills needed in various employment sectors, skills/qualifications that directly link to employment.

The service has a marked focus on supporting people with no qualifications to build functional skills. e.g., providing learners with foundational functional skills for higher qualifications that lead to better employment opportunities by facilitating courses in English and Mathematics.

Given our track-record of ESOL delivery (we've expertise in supporting refugees, migrants, asylum seekers), the service contributes to improving residents' English language skills for those with English as a second/ additional language. We work with residents furthest from the labour market – we prepare learners with no/low levels of English or qualifications to take their first steps in further learning, training, or employment. We pilot a range of embedded ESOL/Functional Skills

Trustees' Report

For the year ended 31 March 2024

programmes to support ESOL & Functional Skills and for Learners to improve employability e.g., ESOL with Maths, ESOL and ICT.

The pandemic and lockdowns exposed the extent of the digital divide in Hackney and how this drives inequalities. Our curriculum hugely improves digital skills for adults as we offer a suite of ICT courses at different levels including Digital Employability, which was successfully delivered over the last 2 years.

All courses facilitate logical progression routes- non-accredited to accredited, Entry Levels 1, 2, 3 and Levels 1, 2 and 3.

Hackney has the highest rate of working-age adults who have no qualifications. Our current offer reaches communities, groups and individuals deemed hardest to reach and furthest from the labour market with low level or no qualifications and those with low English skills (or none at all) and those with next to no digital skills- yet funding to deliver ICT training (compared to other courses) is shockingly low.

Our client group- people in the most disadvantaged socio-economic groups in Hackney are most likely unemployed, not have English as a first language, less likely to have academic qualifications or good levels of literacy/numeracy/digital skills.

We focus on preparing students for recovery and ultimately work. All students gain skills relevant to employment and provision includes purposeful work-related learning.

Students benefit from initiatives providing work experience in our closely supported environment with our corporate partners before moving to external opportunities- highly effective in providing students with a variety of experiences teaching them about the world of work, promoting expectations of employment as an outcome.

WELFARE RIGHTS

Mind CHWF's Welfare Rights Service facilitates expert, unbiased advice for Hackney residents. Outcomes attest to the expertise, dedication of staff, reputation, and value of the service within the community, with residents considering it a safe, supportive. professional and welcoming advice service.

This year the service provided 1050 hours of support to 204 clients, holding 529 face-to-face client consultations.

The service works within Neighbourhood Mental Health Teams and across outreach locations - GP Surgeries, Neighbourhood Teams and Foodbanks to allow better access for people in their communities and facilitates appropriate and accurate advice, as well as holistic support for wellbeing and welfare.

This year the service achieved 95% success in new financial claims, resulting in clients being, on average, £50 p/week better off and we generated £500,000+ for clients in benefits back-pay on appeal.

Trustees' Report

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Clients reported great satisfaction and would recommend the service to people they know. They reported taking more responsibility for their own welfare having been furnished with the knowledge, skills and confidence to support their future selves.

One client's feedback after we helped them with disability benefits and council tax issues :

"Thanks as always I appreciate your time especially when I've tried to do it myself with no outcome. If it wasn't for you / mind I'dve probably ended up homeless which I was years ago, or on a psychiatric ward."

One client on receiving news that the appeal we had helped her with was successful :

"I won the tribunal . They granted my appeal. I'm in shock but overjoyed . This will really help turn my life back around since my breakdown and give me the means to put in place critical things I need right now . Thank you so much [to my welfare rights adviser] for being the biggest legend and sorting this for me 🙏 I can't thank you enough . Honestly you have been the only consistent thread in the hardest time of my life 🙏🙏🙏"

The Safe Connections Collaboration: our partnership alongside Mind Tower Hamlets, Redbridge and Newham, Mind in Havering, Barking and Dagenham as well as NELFT/ELFT working towards to reduction of suicides in local communities

1. Community Suicide Prevention Training: Delivered by MindCHWF

For the period 2023-2024, the Community Suicide Prevention Training was routinely promoted, with 12 trainings being delivered, and roughly 82 participants attending.

Developments and Innovation included:

- High Risk Groups: Specifically targeted organisations that work with largely male populations
- Workplace: Targeted employers, advocating that appropriate support is put in place for employees and supported several organisations to develop their own Crisis Plans. Furthermore, we've supported several to develop guidance to support managers in supporting their employees
- Training: We have developed training that helps guide constructive conversations and empowers people to check in on those around them.
- Partnerships: We've worked in partnership with the City of London Police to deliver suicide intervention training for frontline officers
- Materials: As part of our materials, issued to attendees, post training, we've created a resource outlining appropriate language to use when talking about suicide. We've disseminated them widely to support telephone online and in-person conversations.
- Suicide and Debt: Hosted training sessions for DWP and frontline advice services to support staff in assisting customers experiencing suicidal thoughts, especially those in financial difficulties.

2. The Community Suicide Prevention Hub: Delivered by MITH

-Since 2021, the Community Suicide Prevention Hub has provided over 300 interventions for persons struggling with thoughts of suicidal ideation. The CSPH has completed over 500 signposts and referrals to external providers for continued care and long term support. At the end of the year 2024, this service has been remodelled in direct response to demand and gaps in suicide prevention strategy:

Service Growth:

•Our service aimed to reduce hospital admissions and visits for people with suicidal thoughts. We focused on building community support by reducing stigma and providing localized suicide intervention.

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- Data on suicide prevention has highlighted a growing concern for people presenting to A&E with suicide attempts, ideation, and self-harm, with the highest A&E attendances for intentional self-harm and attempted suicide found in North East London (NEL) (Thrive LDN, 2023).
- By developing an A&E pathway, we aim to directly tackle the high rates of suicide-related attendances in our area, providing timely intervention and support at a crucial point of contact.
- This service growth aligns with our original goals while adapting to the emerging needs identified through robust data analysis, positioning us to make a more significant impact on suicide prevention in our community.

3. Grief in Pieces Support for Suicide Loss

The service offers a dedicated support service for anyone in North East London who has been impacted by suicide loss - as a loved one, a friend or colleague, a witness, an acquaintance. It includes an offer of individual support and therapy, workshops on coping and understanding suicide loss, crisis intervention, family support and a longer-term healing support group, with the opportunity to connect with and even support others who have lost someone to suicide. A strength of the service is the involvement and dedication of people with lived experience of suicide loss in co-designing and co-delivering interventions.

APRIL 2023- MARCH 2024 Overview and Performance:

- **60 new core service users**
- **103 New Referrals**
- 3 iterations of Healing Support Group delivered during this time- 60 hours group delivery, with flexibility around continued drop-in sessions/ reunions (upwards of an additional 10 hours group delivery per group)
- Crisis Response is offered to clients within 72 hours of referral. Average Wait times for group/counselling interventions: 1 month
- Clients entering the Crisis service regularly move on to access group/one-to-one counselling interventions. The strength of the service lies in service users- dedication to giving back through peer involvement. Clients report a significant reduction in grief symptoms following accessing interventions of the service

Bereavement by suicide can be devastating. Research suggests each suicide loss impacts up to 135 people (Cerel et al., 2018), with an estimated 15-30 people acutely affected by each suicide. It has been estimated that each suicide may affect five immediate family members and 80 relatives, friends and acquaintances (Berman, 2011). The service continues to exceed annual targets in terms of access and delivery.

Our healing support groups have been a co-production between Grief in Pieces and the service users with lived experiences of traumatic grief and suicide loss. This has led the group delivery into more flexible 'themes' rather than structured content, with careful responsiveness and adaptability to the needs and challenges of everyone in the group and each group culture.

The initial iteration of the support group was based on the best evidence around trauma, complicated and prolonged grief, loss, and suicide, and covered the below content for each session:

1. Understanding grief/ Introduction to Mindfulness practice
2. An exploration of Grief after suicide loss/ Explore coping strategies
3. CBT for grief- an introduction/ Leaning into grief
4. Survival plan for grief/ Discussion on triggers of grief

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5. Restructuring relationships with the ones we've lost (Sharing session)
6. Explore new meanings/strengths is speaking about loved ones
7. Anniversaries/ Holidays/Important dates- A survival guide/ Preparing for closure of group
8. Life after the support group- What happens now?

Co-Produced Group Format in 2023/24

By taking on board the need to meet each individual and group where they are, the healing support group has evolved into flexibly delivered themes that GiP service users have expressed are the most representative, bonding, comforting, hopeful and empowering elements of the group. In addition, we tend to weave in CBT-informed psychoeducation as well as offer opportunities for creativity and metaphor to express their lived experiences of the grieving and coping process.

IMPACT and INNOVATION: Alignment with the National Suicide Prevention Strategy

Priorities:

1. Development of effective, evidence-informed and timely interventions.
2. Tailored, targeted support to priority groups, including those at higher risk,
3. Addressing common risk factors linked to suicide at a population level
4. Providing effective crisis support across sectors for those who reach crisis point.

Service Design:

1. Multi-pathway service, aligned with SASP guidelines for efficient delivery of service
2. Lived experience involvement across pathways, to support group interventions as peers
3. Offer emotional and practical support to immediately suicide-bereaved persons (identified risk factor).
4. Reduction of stigma, hopelessness, and anger through group delivery.
5. Offer of Crisis Intervention Debriefing to stakeholders/organisations upon request.
6. Offer of psychological first aid/ one-to-one to staff upon request.

Innovation:

1. Provision of flexible, semi-structured interventions based on CBT and CFT principles, trauma-informed and enhanced by lived experience expertise.
2. Interventions support growth around grief, through psychoeducation, active participation, emotional expression, experiential and creative practices and the generalisation of coping skills in everyday life.
3. Development of a dedicated CYP and Families pathway focused on provision of tailored Postvention support.

Client feedback

"Grief in Pieces is such an amazing project; suicide is so traumatic to deal with and this support really helps address that trauma and navigate to a place of acceptance and peace. The staff are empathetic and helpful. Thank you!"

"Thank you to (staff member) who was my therapy practitioner for 12 sessions. He was very supportive and helpful and has offered me some tools which I hope I will deploy myself going forward".

Trustees' Report

For the year ended 31 March 2024

"I access the service over video call which has been really easy to use - it provides the feeling of having an in-person session but allows me to navigate sessions around my work schedule, which means I can keep up with my counselling as regularly as I need it. This really takes the pressure off juggling my grief and mental health - and work like.

"I have been really impressed with my counselling sessions, the knowledge and insight of my counsellor always leaves me with helpful tools to process how I'm feeling and navigating the week ahead - losing someone to suicide is really complex and so having these counselling sessions has really helped me to process what has happened in a way that is a lot more mindful of my mental wellbeing."

Public Benefit

All our charitable activities benefit the public by their nature, because we directly support people experiencing, or at risk of mental distress, and their relatives and friends in the City of London, and the London Boroughs of Hackney and Waltham Forest. Our approach is based on the understanding that anyone can experience mental illness- so us all learning how to protect our mental health is a public good. We also know that some people's circumstances mean they are more at risk of mental illness, and will face barriers to recovery, and we've chosen to focus our resources on supporting people at greater risk. We support our clients so that they can manage their mental health effectively and are thereby able to participate and contribute more fully in society as opposed to being marginalised and excluded. This also benefits the public as a whole through the improved engagement of our clients with society and their enhanced ability to contribute as members of the wider public.

Our volunteers also contribute to our public benefit. Last year volunteers in our Talking Therapies services provided over 4,000 clinical hours. Many of our volunteers are either students taking their first steps as mental health professionals, or are people who have benefitted from our services themselves. Our services are widely available throughout the City, Hackney and Waltham Forest. Our clients can self-refer or come to us through a variety of agencies. The majority of our services are free, and any contribution expected from clients is in line with their ability to pay. Nobody is excluded from accessing our services on a financial basis.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

FINANCIAL REVIEW

TREATMENT OF PTA FUNDS

Mind CHWF is the lead partner for the PTA consortium and receives and disburses funds to other partner member organisations in the alliance. As Mind CHWF does not have a controlling interest in the selection and allocation of funds to partners, the income and expenditure associated with this activity has been removed from the accounts.

The total funds received and disbursed in the current and previous financial years are shown in our accounts along with the funds currently being held on behalf of the Alliance.

REVIEW

We are reporting a total surplus of £152k for this year, unrestricted surplus £51k (2023: deficit (£23k)), and restricted surplus £101k (2023: £44k).

Trustees' Report

For the year ended 31 March 2024

We have seen an increase in our revenue to £4,358k (2023 £4,260k) which is partly offset by an increase in our payments to sub-contractors of £70k.

The Net MIND income increase of £125k is driven by additional funds for our work for the Psychological Therapies Wellbeing Alliance, additional work for the Hackney Council for Wellbeing and increases in our Rainbow Mind services.

We have been successful in the tender for our largest contract – the WellBeing Network – and we now have this until June 2025 with an option to renew for a further two years. This forms the backbone of our service delivery, and in the current contract we have developed strong relationships with our subcontractors and delivery partners enabling us to flex delivery to meet local need whilst meeting contract outputs in full.

We continue to have sought to diversify income, and income on the Well Being Network project is 31% of the total now (31% last in 2023, 30% in 2022), with other large projects as listed:

Community Connectors	£448k, 3 years
Substance misuse	£410k, 2 years
Suicide Prevention	£380k, 2 years
PTWA Alliance	£356k, 1 year - likely to be renewed

Next reporting year we are expecting an increase in our income of 9% to £4,780k. We have a surplus of £152k for this year, however due to cost of living increases not being fully matched by the total income increase, we predict a short-term deficit position at the end of the next reporting year. This short-term budgeted deficit position is discussed below in “reserves” section. Our involvement as fundholder for the Psychological Therapies Wellbeing Alliance allow us to have a strong cashflow position, and this will continue for at least the next year.

Going Concern

The trustees have reviewed the charity's current and future funding prospects in the light of the current economic and funding situation and have reassured themselves of the charity's ability to continue as a going concern.

Our planning processes, including financial projections, have taken into consideration the current economic climate and its potential impact on the various sources of income and planned expenditure. We hold high cash levels and the new Wellbeing Network contract is confirmed until June 2025 and other major contracts for periods up to five years.

We believe that there are no other material uncertainties that call into doubt the charity's ability to continue in existence. The accounts have therefore been prepared on the basis that the charity is a going concern.

Investments Policy The charity's cash balances in excess of day-to-day operations are held in an instant access cash deposit account accruing interest at a variable interest rate. The policy governing investments is reviewed by the trustees periodically. The invested funds held on deposit achieved an average rate of 1.8%, with a noticeable increase in rate over the last five months.

Trustees' Report

For the year ended 31 March 2024

Reserves Policy

The trustees have set a reserves policy that requires reserves be maintained at a level that enables our activities to continue during times of unforeseen difficulties. We hold reserves for a number of reasons:

- to enable activities to continue should grant renewal be delayed or unsuccessful.
- to manage any day-to-day cash flow fluctuations, for example, caused by income being received in arrears.
- to enable activities to continue should results-based payments be delayed or withheld.
- to invest in and pilot future opportunities as they arise whilst funding streams are secured.
- to fund work required on the Tudor Road building under the terms of the lease.
- to ensure Mind CHWF can meet its obligations should activities need to be ceased.

The trustees assess the level of reserves required on an annual basis and as required, should unforeseen difficulties present themselves. The Trustees calculate that Mind CHWF requires a minimum value of free reserves of £350,000. This is the absolute minimum required to ensure our ongoing ability to meet routine payments to staff and suppliers as they fall due and represent payment obligations relating to our building, contracted services supplied and back-office staff that may need to be retained when overall contract volumes fluctuate or temporarily decrease.

Our current forecast for 2023/24 and 2024/25 is for a total two-year deficit approaching £150k. We had been planning for a transitional phase after the award of the new wellbeing network contract and had increased our reserves level in anticipation of this.

The Board are committed to returning towards a balance budget over the following two years, and this is planned to be achieved without going below the reserve levels required by the organisation.

Our current free reserves total £523k (2023: £591k). Even after allowing for the losses anticipated in the next two years, we will still be higher than our minimum level of reserves by circa £100k. Our high cash levels give reassurance that we are in a strong financial position.

Remuneration Policy

Mind in the City, Hackney and Waltham Forest Ltd are committed to equality of access to employment opportunities. Our aims are to:

- recruit talented people with the skills and personal attributes to contribute to a thriving, diverse and inclusive organisation
- have practices that are free from unfair discrimination to recruit fairly and well, everyone involved in recruitment needs the right knowledge and skills
- offer fair pay to attract and keep appropriately qualified staff to lead, manage, support and deliver the charity's aims.

Salaries are considered to be fair, competitive within the charity sector and proportionate to the complexity of each role. We benchmark internally and periodically do so externally. For key management personnel we may seek external advice on salary levels especially for roles with technical expertise.

All salary increases within scale ranges must be approved by the Chief Executive. All salary increases that involve a change of scale must first be approved by the Chief Executive, then the Finance Committee for final approval, this includes key management personnel (except the Chief Executive, see below *).

Trustees' Report

For the year ended 31 March 2024

All roles are benchmarked internally and periodically, externally. Other factors considered are the charity's ability to pay, the complexity of the role, the type and range of activities undertaken, geographical location and client groups.

An annual salary review must be approved by the Finance Committee and the overall budgeted cost must be approved by the Finance Committee. Ultimately salaries must be approved by the Board of Trustees as part of setting the budget for the organisation.

*In the case of the Chief Executive any salary increase must be approved by the People Sub Committee.

Risk Management

Trustees have overall responsibility for risk management and to ensure that risks are monitored and reviewed on a regular basis. The SMT review risks as a monthly standing meeting agenda item, and the Finance Sub Committee monitors, reviews and updates the risk register at its meetings throughout the year, with key issues being reported to the Board. The Trustee Board reviews the full risk register on an annual basis. Risks are considered in six key areas: financial; business and service delivery; reputational; governance; personnel; and infrastructure. External and Regulatory risks are accounted for within these categories where most appropriate. All identified risks are assessed for both the probability of occurrence and its potential impact on service delivery to give a gross risk. Existing controls are considered and any further mitigating actions specified, identifying the responsible person and the deadline for implementation. The risk management strategy forms part of the annual planning process. We have also developed community and unrestricted funding opportunities. The Finance and Business Development team work in an integrated way in approaching new opportunities to ensure we develop bids that reflect client need, funders expressed preferences and are modelled on sustainable structures. This has taken time to establish and historically we have entered contracts below full cost recovery or that were not in line with our strategy. We follow a clear forward plan and a specific fundraising strategy.

Our board includes members with Finance, service delivery, Fundraising, Pension and Legal skills as well as lived experience of poor mental health.

We have implemented budgets and management accounts reporting by individual project lines enabling us to see more quickly the performance of each of our delivery areas and identify and financial pressure points and take quick remedial action.

We have a specific role to oversee and develop our partners and subcontractors and we perform regular due diligence to ensure we are working with the best possible partners and to identify subcontractors who may no longer be able to deliver reliably.

We have in place an Employee Assistance Programme that has been well received by staff and have developed an internal programme of support including Mindfulness and yoga for staff. We have improved HR systems and processes and are integrating Wellbeing Plans into our Appraisal processes.

We have invested in full cloud-based IT systems to support flexibility and collaboration have taken steps to improve our cyber security. The trustees are satisfied that these and all other risks in the register have been adequately assessed and that appropriate steps are taken to mitigate risk. The Board can therefore provide reasonable assurance that the major risks to which the Charity is

Trustees' Report

For the year ended 31 March 2024

exposed have been reviewed and systems have been established or planned, to manage those risks.

All new projects are subject to a Risk Assessment as part of their implementation. Project Managers are responsible for implementing mitigating actions identified in this plan. The Facilities Manager is responsible for drawing up a Health and Safety Risk Assessment, which covers non-service specific risks that impact on the entire organisation's staff. We have support from external specialist Health and Safety services including regular audits to ensure compliance with latest recommendations.

Key risks identified for the year and ongoing are:

- Impact of cost of living/ inflation on fundraising activities, Service Delivery, and staff and volunteers.
- Engaging in competitive tenders including an increase in payments in arrears and by activity/outcome as well as the associated risk of funding that is below full cost recovery;
- Ensuring budgetary control is maintained in a climate of growth and change;
- Managing inflationary pressures
- Meeting minimum service levels on contracts and ensuring contracts serve the needs of our clients and account for their needs and preferences;
- Managing subcontractors and associated service delivery and reputational risks;
- The risks in servicing our historical defined benefit multi-employer pension scheme;
- Maintaining the appropriate balance between minimum reserves and investing in the organisation
- The impact of these changes on our staff, the need to create a supportive staff environment and identify programmes to support our staff's wellbeing;
- Ensuring our premises can deliver accessible, community focused services and the need to ensure effective and up-to-date technology infrastructure.
- Ongoing compliance with data management policies and information governance.

We have initiated a Bid Decision Matrix to respond to tenders in a co-ordinated way and identify trust and grant funding to complement our core contracts. In partnership with the SMT the team has stabilised our income base and continued to secure replacement funding for projects coming to an end

Information Governance

Mind in the City, Hackney and Waltham Forest Ltd is a data controller in its own right. Close attention is paid to dynamic data protection risks across the whole organisation as a reflection of our concern for clients, and for the reputation of the charity. We submit a compliant IG Toolkit to the NHS each year as part of our compliance for delivery as an NHS IAPT provider. We continue to monitor compliance with legal requirement and to provide support to our members to ensure confidentiality remains a foundation of the charity. We constantly review our policies, procedures and practices to reflect GDPR and other information governance requirements.

Fundraising Strategy and Approaches

The need for our work continues to increase, so we operate a strategy to identify ways to increase funding for our work. Work to develop this strategy included reaffirming our organisational values and assessing opportunities and risks for fundraising. We increased our fundraising projections, making sure we provide support to everyone who raises money for us. We have a range of approaches to raising unrestricted funds, which supports our organisational resilience, and over the last 5 years have successfully diversified our funding.

Trustees' Report

For the year ended 31 March 2024

Additionally approaches included:

Workplace wellbeing and commercial training: We entered the third year of our 'Mind in the City'- our corporate training and Wellbeing service targeted at City of London businesses. We also facilitated a record number of online mental health workplace wellbeing, training and consultancy to external organisations, receiving payment for these services and added mental health workplace consultations and surveys to our offer.

We are a partner with National Mind for two retail outlets, with a third retail outlet in E5 due to open in spring 2024. Section 162a of the Charities Act 2011 requires charities to make a statement regarding fundraising activities. Fundraising is defined as 'soliciting or otherwise procuring money or other property for charitable purposes. All amounts raised through fundraising in the year are presented within 'Donations and legacies' which includes donations from individual supporters, corporate supporters and legacies. We are extremely grateful to everyone who has donated or participated in events.

Mind in the City, Hackney and Waltham Forest does not use professional fundraisers, commercial participators or third parties to fundraise on our behalf. The day-to-day management of all income generated is managed internally by the staff team who act under authority delegated by the Trustees. The charity is voluntarily bound to be regulated by the Fundraising Regulator and pays the appropriate levy. Mind CHWF complies with the Code of Fundraising Practice set out by the Fundraising Regulator. We have not received any complaints in relation to our fundraising practice for the year under review.

PLANS FOR FUTURE PERIODS

The demand for services is increasing while local authorities and clinical commissioning groups are demanding more responsive and higher quality services but have less funding available. At the same time there is an increased impetus to direct payments and personalised services, creating a new market for voluntary sector providers to deliver services that were previously provided by the statutory sector. In 2024 we look forward to launching the Radical Caring Training company, so that mental health practitioners committed to equity can learn how to practice the innovative and targeted supports we've developed over the years.

As part of our deficit reduction plan, we will move from Tudor Rd, our head office for over 30 years. We look forward to making a new home, a space of connection and healing, with our teams and clients.

Future Needs

The core themes of our new strategic plan are:

Grow- our own staff, and, building on the success of Radical Self-care, develop further therapeutic supports for people from minoritised communities.

Resource- invest in our digital resources and physical environment, continue to build our unrestricted income.

Reach- capacity building other organisations and working in partnership to address rising mental health need, working in partnership to launch the Muslim Mind Collaborative.

Include- providing wraparound, trauma informed support to people with complex or multiple needs, particularly those facing poverty or exclusion.

Trustees' Report

For the year ended 31 March 2024

By 2027 we will have:

1. A flourishing social enterprise that nurtures mental health professionals from a wide range of backgrounds to therapeutically support people who face exclusion and discrimination. This will be based on the unique training programme we will develop for our own people, based on our communities' needs
 2. Have refreshed (or new) premises
 3. Have a specific support offer for Muslim Communities
 4. All of our services will include lived experience leadership and support tailored to peoples' economic circumstances
 5. Working with other organisations to build capacity to respond to increasing mental health need
- We will continue to learn from best practice, be innovative and lead the way forward guided by the views of our clients. We are positive, confident and optimistic about what we do and the future. It currently is a very challenging funding environment for, and we are therefore all working very hard to protect services for our clients. We must continue to innovate and improve and demonstrate our impact. The Department of Health Mental Health Strategy makes clear that as funding is reduced, the most effective services will get the most funding.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution

Mind in the City, Hackney and Waltham Forest Ltd is a company limited by guarantee and a registered charity. It was incorporated on 2 October 1981 and the guarantee of each member is limited to £1. It was established under a Memorandum of Association which sets out its objects and is governed under its Articles of Association. On 3 November 2016, the charitable company changed its name from City and Hackney Association for mental health (CHAMH) Limited to Mind in the City, Hackney and Waltham Forest Ltd.

Organisational Structure

The Board of Trustees comprises a minimum of 8 and a maximum of 15 trustees including three honorary Officers of Chair, Vice Chair and Treasurer who are elected at the Annual General Meeting. Our board has a diverse range of experience, skills, backgrounds and identities. 4 members of our Influence and Involvement Group (people who are actively supported by our services) also attend each board meeting.

A quarter of the trustees retire every year at the AGM and are eligible for re-election. The Board of Trustees meets on average 6 times a year including the Annual General Meeting. The Chief Executive of the charitable company also acts as Company Secretary.

Sub-Committees

The Board of Trustees is supported by three Sub-Committees the Finance Sub-Committee which meets up to 6 times per year, and the Impact and Assurance Committee and People Committees which meet up to twice a year. Our Memorandum and Articles of Association and our Scheme of Delegation were revised in 2021.

Management

Trustees are responsible for decisions regarding strategic direction and policy formation. Day-to-day management of the charity is delegated to full-time employees who operate within defined terms of reference and authority. The Chief Executive reports to the Board of Trustees. The Chief Executive is supported by a Senior Management Team.

Trustees' Report

For the year ended 31 March 2024

Governance

We have developed a new 5-year strategic plan (2022-2027) to focus our work in the post COVID Landscape, and refreshed our Values as being Connected, Fair and Brave.

The Core Themes are:

Grow – including develop further therapeutic supports for minoritized communities,

Resource – Invest in digital resources, build further unrestricted income,

Reach – capacity building to address rising mental health need, and

Include – Providing support to people with complex or multiple needs.

Affiliations & Partnerships

Mind is an independently funded charitable company, affiliated as a local associate to the National Association for Mental Health ("National Mind"). Membership enables us to access a nationwide network of charities working towards similar goals with shared values, and to engage in national issues and campaigns concerning mental health. We are also evaluated every 3 years under National Mind's 'Quality Manage (MQM) mark. We were last evaluated in 2020, and received two awards in the Mind Excellence

Awards- for Leadership and Governance, and for Equality and Diversity.

We work with a number of partner organisations as principal, subcontractor, or in partnership as part of a network of service providers. We are increasing our collaborative work with other organisations to pool skills and resources and to deliver outstanding interventions. Our range of partners is extensive and includes local & national charities, local statutory services and educational and research organisations.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors of Mind in the City, Hackney and Waltham Ltd for the purposes of company law) are responsible for preparing the Board of Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the result of the company for that period.

In preparing these financial statements, the directors are required to: -

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

Trustees' Report

For the year ended 31 March 2024

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware: -

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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislations in other jurisdictions.

The company is limited by guarantee without a share capital. Every member has undertaken to contribute to the assets of the company in the event of it being wound up, to an amount not exceeding £1. The number of trustees at 31 March 2024 was 10 (2023: 9). The Charitable Company is controlled by the Board of Trustees.

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Approved by the board on 25 November 2024 and signed on its behalf

Gayatri Bhasin Darke
Chair

Independent auditor's report

To the members of

Mind in the City, Hackney and Waltham Forest Ltd

Opinion

We have audited the financial statements of Mind in the City, Hackney and Waltham Forest Ltd (the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other Information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or

Independent auditor's report

To the members of

Mind in the City, Hackney and Waltham Forest Ltd

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- The information given in the trustees' annual report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report, has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but

Independent auditor's report

To the members of

Mind in the City, Hackney and Waltham Forest Ltd

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

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

Capability of the audit in detecting irregularities

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

- We enquired of management, Finance committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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

Independent auditor's report

To the members of

Mind in the City, Hackney and Waltham Forest Ltd

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

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

Joanna Pittman (Senior statutory auditor)

Date: 17 December 2024

for and on behalf of Sayer Vincent LLP, Statutory Auditor
110 Golden Lane, LONDON, EC1Y 0TG

Mind in the City, Hackney and Waltham Forest Ltd

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2024

	Note	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Income from:							
Donations and legacies	3	164,989	–	164,989	145,925	–	145,925
Charitable activities							
Employability	4	158,448	106,000	264,448	168,212	126,960	295,172
Wellbeing & Recovery	4	3,143,906	584,959	3,728,865	3,125,500	479,629	3,605,129
Rainbow MIND	4	16,556	118,222	134,778	10,187	131,385	141,572
Other Income	5	79,181	–	79,181	67,859	–	67,859
Investments		12,527	–	12,527	4,489	–	4,489
Total income		3,575,607	809,181	4,384,788	3,522,172	737,974	4,260,146
Expenditure on:							
Raising funds	6	54,210	–	54,210	57,913	–	57,913
Other Trading Activities	6	22,111	–	22,111	18,652	–	18,652
Charitable activities							
Employability	6	213,652	104,180	317,832	191,343	137,225	328,568
Rainbow MIND	6	53,568	110,242	163,810	28,544	144,621	173,165
Wellbeing & Recovery	6	3,175,349	499,353	3,674,702	3,158,898	479,403	3,638,301
Total expenditure		3,518,890	713,775	4,232,665	3,455,350	761,249	4,216,599
Net (expenditure) / income for the year	7	56,717	95,406	152,123	66,822	(23,275)	43,547
Transfers between funds		(5,250)	5,250	–	–	–	–
Net movement in funds		51,467	100,656	152,123	66,822	(23,275)	43,547
Reconciliation of funds:							
Total funds brought forward		706,217	15,684	721,901	639,395	38,959	678,354
Total funds carried forward		757,684	116,340	874,024	706,217	15,684	721,901

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 19a to the financial statements.

Mind in the City, Hackney and Waltham Forest Ltd

Balance sheet

Company no. 1589150

As at 31 March 2024

	Note	£	2024 £	£	2023 £
Fixed assets:					
Tangible assets	12		<u>38,597</u>		<u>74,910</u>
			38,597		74,910
Current assets:					
Debtors	13	1,302,325		884,401	
Cash at bank and in hand		<u>830,693</u>		<u>1,346,978</u>	
		2,133,018		2,231,379	
Liabilities:					
Creditors: amounts falling due within one year	14	<u>(1,270,092)</u>		<u>(1,413,983)</u>	
Net current assets			<u>862,927</u>		<u>817,396</u>
Total assets less current liabilities			901,524		892,306
Defined benefit pension scheme liability	16		-		(2,864)
Provisions for liabilities	17		<u>(27,500)</u>		<u>(167,541)</u>
Total net assets			<u>874,024</u>		<u>721,901</u>
The funds of the charity:	19a				
Restricted income funds			116,340		15,684
Unrestricted income funds:					
General funds		522,897		591,308	
Designated funds		<u>234,787</u>		<u>114,909</u>	
Total unrestricted funds			<u>757,684</u>		<u>706,217</u>
Total charity funds			<u>874,024</u>		<u>721,901</u>

Approved by the trustees on 25 November 2024 and signed on their behalf by

Gayatri Bhasin Darke
Chair

Statement of cash flows

For the year ended 31 March 2024

	2024 £	£	2023 £	£
Cash flows from operating activities				
Net income for the reporting period (as per the statement of financial activities)	152,123		43,547	
Depreciation charges	36,313		11,312	
(Increase)/decrease in debtors	(417,924)		827,204	
Increase/(decrease) in creditors	(146,755)		(954,850)	
Increase/(decrease) in provisions	(140,041)		9,458	
Net cash provided by / (used in) operating activities	(516,285)		(63,329)	
Change in cash and cash equivalents in the year	(516,285)		(63,329)	
Cash and cash equivalents at the beginning of the year	1,346,978		1,410,307	
Cash and cash equivalents at the end of the year	830,693		1,346,978	

1 Accounting policies

a) Statutory information

Mind in the City, Hackney and Waltham Forest Ltd is a charitable company limited by guarantee and is incorporated in the United Kingdom.

The registered office address is 8–10 Tudor Road, Clapton, LONDON, E9 7SN.

b) Basis of preparation

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

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Having successfully delivered a costs reduction project to ensure our finances are balanced, over the next twelve months (to November 2025) we are conservatively forecasting to have a slight surplus (20k). By November 2025 we will be holding reserves at the full level that is required by our Trustees. There are no issues foreseen relating to our cash flows and we hold sufficient reserves to cover three months of expenses. The trustees do not consider that there are any other sources of estimation uncertainty at the reporting date that have significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

f) Interest receivable

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

g) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Notes to the financial statements

For the year ended 31 March 2024

1 Accounting policies (continued)

h) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charity in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

i) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on share of total income received, of the amount attributable to each activity:

● Raising funds	3%
● Advocacy and Advice	0%
● Wellbeing and Recovery	85%
● Employability	6%
● Rainbow MIND	4%
● Trading activities	2%

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

j) Operating leases

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

k) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Mind CHWF has entered into an agreement with National Mind to invest in 1/3 of the costs of fit-out of two shops. The net book value of this contribution to assets is recoverable in the event of termination of the agreement, and the assets remain the property of National Mind. We have capitalised our expenditure and depreciate the assets on a straight line basis 15% per annum.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

● Leasehold improvements	over the period of the lease
● Fixtures & Fittings	4 years
● Equipment	3 years
● National Mind shops – fixtures and fittings	15% per annum

Notes to the financial statements

For the year ended 31 March 2024

1 Accounting policies (continued)

l) Debtors

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

m) Cash at bank and in hand

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

n) Creditors and provisions

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

o) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

p) Pensions

Current eligible employees of the charity were entitled to join an Aegon pension scheme which is funded by contributions from employee and employer. The scheme offered is a defined contribution pension scheme. Contributions are recognised as they fall due.

The charity has a historical multi-employer defined benefit scheme. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme. Long term liabilities include agreed deficit contributions to the scheme.

q) Provision for maintenance of leasehold property

Each year, the trustees assess the requirement to set aside monies for periodic redecoration and repairs under the terms of the lease. A charge is made annually to the income and expenditure account over the life of the lease to account for accumulating dilapidations obligations.

r) Taxation

As a registered charity, the Charitable Company is exempt from the payment of income and corporation tax in respect of its charitable activities. All the charities activities are charitable.

s) Employee benefits

Short term benefits including holiday pay are recognised as an expense in the period in which the service is received.

Termination benefits are accounted for on an accrual basis and in line with FRS 102.

Notes to the financial statements

For the year ended 31 March 2024

2 Conduit funding received and disbursed for Psychological Therapy Alliance (PTA) partners

Mind CHWF is the lead partner for the PTA consortium, and receives and disburses funds to other partner member organisations in the alliance. As Mind CHWF does not have a controlling interest in the selection and allocation of funds to partners, the income and expenditure associated with this activity has been removed from the accounts.

The total funds received and disbursed in the current and previous financial years are shown below, with the aggregated income and expenditure for Mind CHWF, including the conduit funding.

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Conduit income	–	1,161,210	1,161,210	–	772,694	772,694
Total income from SOFA	3,575,607	809,181	4,384,788	3,522,172	737,974	4,260,146
Total income including conduit	3,575,607	1,970,391	5,545,998	3,522,172	1,510,668	5,032,840
Conduit expenditure	–	1,103,799	1,103,799	–	1,744,591	1,744,591
Total expenditure from SOFA	3,518,890	713,775	4,232,665	3,455,350	761,249	4,216,599
Total expenditure including	3,518,890	1,817,574	5,336,464	3,455,350	2,505,840	5,961,190

The balances of funds held by Mind CHWF for onward disbursement to PTA partners is shown in Note 13 Creditors, and detailed below.

	2024 Total £	2023 Total £
PTA partner funds held in trust	313,187	374,969
The 2024 conduit fund total is made up of:		
PTWA funds C/F 23/24	261,375	
PTWA Creditors	51,812	

3 Income from donations, legacies and other income

Voluntary income comprises unsolicited donations, income from fundraising events, donations from service users and corporate giving.

	2024 Total £	2023 Total £
Fundraising events	109,298	91,926
Donations received through portals	14,111	15,451
Larger individual and corporate donations	11,035	25,438
Other donations	30,545	13,110
Total donations, legacies and other income	164,989	145,925

Donations, legacies and other income are all unrestricted in the year 2024 (2023: all unrestricted).

Notes to the financial statements

For the year ended 31 March 2024

4 Income from charitable activities

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Education & Employment						
London Borough of Hackney	57,070	66,000	123,070	58,577	–	58,577
Hospital Trusts	15,300	–	15,300	44,585	–	44,585
Grant Giving Funders	–	40,000	40,000	–	126,960	126,960
Other Income	86,078	–	86,078	65,050	–	65,050
Sub-total Education & Employment	158,448	106,000	264,448	168,212	126,960	295,172
Wellbeing & Recovery						
London Borough of Hackney	1,551,194	72,213	1,623,407	1,677,682	2,744	1,680,426
Central Government Funds	–	–	–	–	–	–
Clinical Commissioning Groups	–	–	–	356,089	–	356,089
Hospital Trusts	1,026,190	463,040	1,489,230	599,127	372,368	971,495
Grant Giving Funders	506,139	16,131	522,270	384,010	–	384,010
National MIND	47,501	19,741	67,242	95,792	67,193	162,985
Other Income	12,882	13,834	26,716	12,800	37,324	50,124
Sub-total Wellbeing & Recovery	3,143,906	584,959	3,728,865	3,125,500	479,629	3,605,129
Rainbow MIND						
Hospital Trusts	–	–	–	–	–	–
London Borough of Hackney	–	–	–	–	–	–
Big Lottery: Talent Match	–	–	–	–	–	–
Grant Giving Funders	–	–	–	–	–	–
National MIND	16,556	103,222	119,778	10,187	131,385	141,572
Other Income	–	15,000	15,000	–	–	–
Sub-total Rainbow MIND	16,556	118,222	134,778	10,187	131,385	141,572
Total income from charitable activities	3,318,910	809,181	4,128,091	3,303,899	737,974	4,041,873

5 Other Income

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Other – Support income	9,962	–	9,962	–	–	–
Facilities room hire	829	–	829	252	–	252
Mind shops profit share	68,390	–	68,390	67,607	–	67,607
Other Income	79,181	–	79,181	67,859	–	67,859

Notes to the financial statements

For the year ended 31 March 2024

6a Analysis of expenditure (current year)

	Raising funds £	Wellbeing & Recovery £	Rainbow MIND £	Employability £	Trading activities £	Governance costs £	Support costs £	2024 Total £	2023 Total £
Staff costs (Note 8)	2,733	1,679,872	135,646	242,241	–	–	373,243	2,433,735	2,554,278
Direct project costs	1,044	3,665	–	1,780	–	–	741	7,230	15,198
Subcontractors	–	1,254,017	–	–	–	–	–	1,254,017	1,183,933
Other staff related costs	–	57,252	–	28,572	–	–	23,475	109,299	46,472
Premises costs	–	–	–	–	–	–	25,734	25,734	167,413
Office & IT costs	349	38,994	394	4	–	–	120,108	159,849	152,750
Publicity & branding costs	27,095	2,500	35	–	–	–	3,203	32,833	20,964
Corporate costs	–	–	–	–	–	–	160,451	160,451	51,578
Audit, AGM & Trustee costs*	–	–	–	–	–	13,204	–	13,204	12,701
Depreciation	–	–	–	–	6,424	–	29,889	36,313	11,312
	31,221	3,036,300	136,075	272,597	6,424	13,204	736,844	4,232,665	4,216,599
Support costs	22,581	627,166	27,247	44,439	15,411	–	(736,844)	–	–
Governance costs	408	11,236	488	796	276	(13,204)	–	–	–
Total expenditure 2024	54,210	3,674,702	163,810	317,832	22,111	–	–	4,232,665	
Total expenditure 2023	57,913	3,638,301	173,165	328,568	18,652	–	–		4,216,599

Notes to the financial statements

For the year ended 31 March 2024

6b Analysis of expenditure (prior year)

	Charitable activities								
	Raising funds	Advocacy & Advice	Wellbeing & Recovery	Rainbow MIND	Employability	Trading activities	Governance costs	Support costs	2023 Total
	£	£	£	£	£	£	£	£	£
Staff costs (Note 8)	16,408	-	1,814,994	122,713	239,854	-	-	360,309	2,554,278
Direct project costs	-	-	11,695	-	3,111	-	-	392	15,198
Subcontractors	-	-	1,136,665	23,823	23,445	-	-	-	1,183,933
Other staff related costs	-	-	16,973	560	103	-	-	28,836	46,472
Premises costs	-	-	561	-	-	-	-	166,852	167,413
Office & IT costs	317	-	47,458	226	168	-	-	104,581	152,750
Publicity & branding costs	18,470	-	500	122	-	-	-	1,872	20,964
Corporate costs	-	-	-	-	12,000	-	-	39,578	51,578
Audit, AGM & Trustee costs*	-	-	-	-	-	-	12,701	-	12,701
Depreciation	-	-	-	-	-	6,424	-	4,888	11,312
	35,195	-	3,028,846	147,444	278,681	6,424	12,701	707,308	4,216,599
Support costs	22,317	-	598,704	25,267	49,007	12,013	-	(707,308)	-
Governance costs	401	-	10,751	454	880	215	(12,701)	-	-
Total expenditure 2023	57,913	-	3,638,301	173,165	328,568	18,652	-	-	4,216,599

Notes to the financial statements

For the year ended 31 March 2024

7 Net (expenditure) / income for the year

This is stated after charging / (crediting):

	2024 £	2023 £
Depreciation	36,313	11,312
Operating lease rentals receivable:		
Property	98,125	98,125
Other	1,618	1,618
Auditor's remuneration (excluding VAT):		
Audit	12,950	12,100
Audit fee prior year overprovision	–	500
	<u> </u>	<u> </u>

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2024 £	2023 £
Salaries and wages	2,014,085	2,036,179
Social security costs	197,974	219,455
Pension costs	105,012	111,526
Agency staff costs	6,481	32,251
Locum staff and sessional staff costs	107,532	127,239
Redundancy costs	2,652	27,628
	<u>2,433,736</u>	<u>2,554,278</u>

The number of employees whose emoluments exceeded £60,000 was as follows:

	2024 No.	2023 No.
£70,000 – £79,999	<u>1</u>	<u>1</u>

Key management personnel of the charity comprise of the trustees and management with direct involvement with the financials of the charity. Key management personnel earned £221,898 in 2024 (2023: £210,329) including Employer's NI and Pension contributions.

9 Staff numbers

The average monthly head count was 81 staff (2023: 78 staff) and the average monthly number of full-time equivalent employees (including casual and part time staff) during the year was as follows:

	2024	2023
Direct charitable work	60	58
Administration & support	4	4
	<u>64</u>	<u>62</u>

Notes to the financial statements

For the year ended 31 March 2024

10 Related party transactions

No Trustees were employed by the charitable company or received remuneration for their services during the year (2023: £nil).

No trustee were reimbursed expenses (2023: £Nil) incurred in the performance of their duties as trustees.

The trustees are covered by professional indemnity insurance, the cost of which was £1,440 (2023: £1,176).

11 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

12 Tangible fixed assets

	Leasehold Improvements £	Fixtures and fittings £	Equipment £	National Mind shops £	Total £
Cost					
At the start of the year	284,555	36,489	165,947	42,834	529,825
Additions in year	-	-	-	-	-
Disposals in year	-	(36,489)	-	-	(36,489)
At the end of the year	284,555	-	165,947	42,834	493,336
Depreciation					
At the start of the year	225,889	36,489	165,947	26,590	454,915
Charge for the year	29,889	-	-	6,424	36,313
Eliminated on disposals	-	(36,489)	-	-	(36,489)
At the end of the year	255,778	-	165,947	33,014	454,739
Net book value					
At the end of the year	28,777	-	-	9,820	38,597
At the start of the year	58,666	-	-	16,244	74,910

All of the above assets are used for charitable purposes.

13 Debtors

	2024 £	2023 £
Contract Debtors	611,602	388,573
Prepayments	123,032	160,807
Accrued Income	516,582	335,021
Other debtors	51,110	-
	1,302,325	884,401

Notes to the financial statements

For the year ended 31 March 2024

14 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	321,684	145,272
Other taxes and social security	208,620	207,636
Pension creditor	14,623	34,100
Pension liability – one year	3,122	3,820
Deferred income (note 15)	277,153	461,965
Accrued expenses	122,113	180,665
Funds held in trust – Psychological Therapies Alliance	313,187	374,969
Other creditors	9,589	5,556
	1,270,092	1,413,983

15 Deferred income

Deferred income comprises of funds received in advance for contract work not yet completed.

	2024 £	2023 £
Balance at the beginning of the year	461,965	378,160
Amount released to income in the year	(461,965)	(378,160)
Amount deferred in the year	277,153	461,965
Balance at the end of the year	277,153	461,965

16 Creditors: amounts falling due after one year

	2024 £	2023 £
Pension Trust (Falling due in more than 1 year but not more than 2 years)	–	2,864
	–	2,864

From April 2024 the annual payments to The Pensions Trust will be £3,122 , based on the actuarial valuation at 30 September 2023.

Notes to the financial statements

For the year ended 31 March 2024**17 Provisions for liabilities**

Provisions for liabilities comprises provision for future premises major repair work.

	2024 £	2023 £
Balance at the beginning of the year	167,541	158,083
Provision utilised during the year	(140,041)	9,458
Balance at the end of the year	<u>27,500</u>	<u>167,541</u>

18a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	–	38,597	–	38,597
Net current assets	550,397	196,190	116,340	862,927
Provision for liabilities	(27,500)	–	–	(27,500)
Defined benefit pension asset / (liability)	–	–	–	–
Net assets at 31 March 2024	<u>522,897</u>	<u>234,787</u>	<u>116,340</u>	<u>874,024</u>

18b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	–	74,910	–	74,910
Net current assets	761,713	39,999	15,684	817,396
Provision for liabilities	(167,541)	–	–	(167,541)
Defined benefit pension asset / (liability)	(2,864)	–	–	(2,864)
Net assets at 31 March 2023	<u>591,308</u>	<u>114,909</u>	<u>15,684</u>	<u>721,901</u>

Notes to the financial statements

For the year ended 31 March 2024

19a Movements in funds (current year)

	At 1 April 2023 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2024 £
Restricted funds:					
Education & Employment	11,726	106,000	(104,180)	-	13,546
Wellbeing & Recovery	2,188	584,959	(499,353)	-	87,794
Rainbow MIND	1,770	118,222	(110,242)	5,250	15,000
Total restricted funds	15,684	809,181	(713,775)	5,250	116,340
Unrestricted funds:					
Designated funds:					
Fixed Assets	74,910	-	(36,313)	-	38,597
Maternity cover	9,999	-	(11,022)	30,023	29,000
New Technology	-	-	-	30,000	30,000
Property Improvements				110,000	110,000
Redundancy	30,000	-	(2,810)		27,190
Total designated funds	114,909	-	(50,145)	170,023	234,787
General funds	591,308	3,575,608	(3,468,746)	(175,273)	522,897
Total unrestricted funds	706,217	3,575,608	(3,518,891)	(5,250)	757,684
Total funds	721,901	4,384,789	(4,232,666)	-	874,024

The narrative to explain the purpose of each fund is given at the foot of the note below.

19b Movements in funds (prior year)

	At 31 March 2022 £	Income & gains £	Expenditure & losses £	Transfers £	At 1 April 2023 £
Restricted funds:					
Education & Employment	21,991	126,960	(137,225)	-	11,726
Wellbeing & Recovery	1,962	479,629	(479,403)	-	2,188
Rainbow MIND	15,006	131,385	(144,621)	-	1,770
Total restricted funds	38,959	737,974	(761,249)	-	15,684
Unrestricted funds:					
Designated funds:					
Fixed Assets	86,222	-	(11,312)	-	74,910
Maternity cover	27,040	-	(17,041)	-	9,999
Redundancy	30,000	-	-	-	30,000
Total designated funds	143,262	-	(28,353)	-	114,909
General funds	496,133	3,522,172	(3,426,997)	-	591,308
Total unrestricted funds	639,395	3,522,172	(3,455,350)	-	706,217
Total funds	678,354	4,260,146	(4,216,599)	-	721,901

Purposes of restricted funds

General Fund

The general fund represents the accumulated net surpluses of the charity which have neither been restricted by conditions imposed by donors, nor have been designated by the Board of Trustees for specific purposes.

Fixed Assets Fund

This fund represents the net book value of fixed assets purchased using general funds. Fixed asset purchases will be added to, and depreciation will be charged against the fund.

Maternity Funds

These are funds set aside for known future maternity costs and to create a provision for a reasonable expectation, based on our staff demographic, of expected maternity costs.

Redundancy Funds

We have designated funds of £30k for redundancy as our major contract is under tender in the coming year and it is extremely likely that there will be the need for redundancy payments to be made.

Restricted Funds

The charity receives restricted income from a large number of donors and it is not practical to disclose the opening balances, movements, transfers, and closing balances on every individual restricted fund. Restricted funds are disclosed in aggregate for each source except where the donor requires disclosure of a specific restricted fund in which case the details are included below.

Education & Employment

We have a variety of innovative education and employment services to develop clients skills including Aim4Work and Well@Work. The education services improve skills in English, Maths and English for Speakers of another language, as well as Information Communication technology.

Wellbeing & Recovery

We lead the City and Hackney Wellbeing Network, with seven partners focusing on mental health wellbeing, physical health, social networks, and daily living skills.

Rainbow MIND

We have secured a contract to develop, deliver and evaluate a culturally competent programme aimed at supporting the emotional and mental health needs of the LGBT community. This Government-commissioned research in this area seeks to reduce the health inequalities of the LGBT community.

New Technology

We have designated funds for replacing and upgrading our IT facilities for staff and clients.

Property Improvements

For use against any future property improvements and/or dilapidation liabilities.

20 Operating lease commitments payable as a lessee

Amounts receivable under non-cancellable operating leases are as follows for each of the following periods:

	Equipment 2024 £	2023 £	Property 2024 £	2023 £
Less than one year	1,618	1,618	75,409	98,125
One to five years	-	-	-	79,375
	<u>1,618</u>	<u>1,618</u>	<u>75,409</u>	<u>177,500</u>

21 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.