

Trustees Annual Report & Accounts

Year to 31st March 2021



Borderline Mental Health Helpline and Support Service

Scottish Charity SC032277

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Reference & Administrative Information

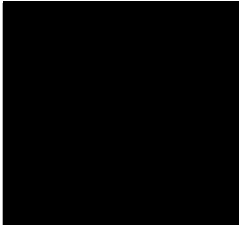
Charity Name: Borderline Mental Health Helpline and Support Service

Also known as: Borderline Helpline

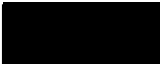
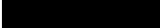
Scottish Charity No: SC032277

The Charities Principal Address: 43 Dean Street
GALASHIELS
TD1 1LY

Charities Trustees on date off approval including office held:

	Chairperson
	Vice-Chairperson
	Trustee
	Trustee (from 09/12/20 AGM)
	Trustee
	Trustee (from 09/12/20 AGM)

Names of other trustees during the period:

	(01/04/20 to 09/12/20 AGM)
	(01/04/20 to 09/12/20 AGM)

Independent Examiner:  ACIE

Bankers: Bank of Scotland plc
PO Box 1000
BX2 1LB

Structure, Management & Governance

Borderline Helpline is an unincorporated association with a Constitution that defines its structure and operation.

Appointment & Training of Trustees

The members of the Management Committee (Who are the trustees for the purpose of Charity law) are elected at the Annual General Meeting each year; members can also be co-opted between one AGM and the next. Prior to election on the Management Committee, all prospective members undergo an interview, and a mutual exchange of interest and information. Once accepted and elected, a new Committee Member receives guidance and induction from Management Staff and existing Committee Members.

Organisational Structure

Borderline Helpline is governed by its Management Committee. The Management Committee bring a wide range of professional and personal experience from fields which include; Psychology, Mental Health, Learning Disability, Business, Housing and Counselling. Committee meetings are always very well attended and the members are informed and involved in all that occurs with Borderline. Specialist support and advice from members is always well appreciated and extremely valuable to the success of the organisation.

Borderline employs a core team of two part-time staff who have experience in psychology, mental health, counselling skills, housing, welfare benefits, voluntary/volunteering sectors and working within the community in a variety of settings:



Manager
Depute Manager

Working directly on the helpline, we currently have a team of six trained senior helpliners and volunteers. Senior helpliners are people who have come to Borderline as volunteers and have worked and trained for a minimum of two years. Their progression to supervisory responsibility on the helpline includes working closely with and mentoring new volunteers.

Borderline follows a professional framework which ensures delivery of a high-quality service, along with a high level of skill and competency amongst all those involved with the service. As a Social Work commissioned service, Borderline works closely with funders Scottish Borders Council and NHS Borders, meeting and reporting regularly. Close links are fostered with other third sector organisations and related parties engaged in promoting wellbeing within the community - information exchange and signposting callers to appropriate services is one of the functions of Borderline.

Risk Management

The Management Committee considers that the principal risks to this Charity are funding, and the safety of staff, volunteers and callers. Funding is discussed in the Financial Review.

Safety, along with healthy ways of working, is promoted through Borderline's training programme. This has been developed over a number of years to reflect and meet the demands of such a challenging area of work. We ensure that we provide a safe and healthy work environment for staff and volunteers. This includes the emotional and mental wellbeing of all involved at Borderline, as well as the physical and practical aspects of risk.

As part of a safe working regime we promote a strong team work ethic, ensuring regular one to one supervision as well as peer supervision during regular team meetings. The working practice of the helpline has been intentionally structured so that no one individual works in isolation. Lone working is avoided by ensuring each evening shift has two workers, of which one is always a supervisor. This structure also allows for continuous peer support during working hours. The physical working environment is also given due consideration, and we are in compliance with our local authority guidelines as we occupy their premises each evening for the operation of Borderline.

Objectives & Activities

As set out in the 'Constitution' and 'The Charities and Trustee Investments (Scotland) Act 2005' the purpose(s) of Borderline Helpline are the following:-

- The advancement of health
- The advancement of citizenship or community development

Borderline is a free, confidential and anonymous telephone helpline offering emotional support to adults living in the Scottish Borders and is funded by Scottish Borders Council and NHS Borders. The service began in 1999 in response to a gap that was identified by a number of groups connected with mental health services - both service users and professionals.

The formal activities and main features are:

- Free and confidential support for residents of the Scottish Borders who are experiencing emotional distress.
- Information on other sources of personal and social support in the Scottish Borders and elsewhere.
- Non-judgmental listening and support, which promotes positive self esteem and mental wellbeing.
- A free telephone line which is open every evening from 7 to 10pm.
- A service which provides confidential emotional support from trained volunteers and staff.
- Callers can raise any issues that are worrying or distressing them.
- The length of the call can be up to 90 minutes where required.
- Callers can phone as often as they need for regular support.

Achievements & Performance

Borderline has now been in operation for **22** years. Open **365 days** of the year, our skilled, and highly experienced team have handled over **100,000** calls from people from all parts of the Scottish Borders and from many different walks of life. Those who use the helpline value the opportunity to speak confidentially about the challenges they face to someone who is both independent and supportive. Many of these calls are with people who are experiencing feelings of extreme distress and hopelessness about various aspects of their life. In almost **3,000** calls we have talked with people who have been seriously contemplating suicide.

Some callers have access to other services, but many do not. Borderline fills a clear need in our community for people who often do not fit into any category that would define them as service users. Nevertheless, they can be vulnerable, stressed, depressed, and desperate to talk to someone with whom they can build both rapport and trust. Borderline has demonstrated over the last 20 years that it delivers this unique service to our rural population in a consistent and professional way. For many callers, Borderline is a lifeline.

Our response to the Covid-19 situation

Throughout the pandemic we were able to maintain an unchanged and continuous service, although we had to make minor adaptations to allow us to do this safely and within the national guidance. Our priority was to offer the same person-centred support for callers in this particularly difficult period while ensuring our helpline staff were safe in their practice – both physically and emotionally. Although each member of our team has worked with Borderline for many years and are well-practiced in providing highly skilled support, we were mindful of the unique stresses that this situation could bring for helpline staff.

Our team worked closely with each other each evening, and although based in separate locations, were able to offer support and supervision to each other every evening. We also developed regular habits of 'checking in' with each other out with the evening shifts, which created a stronger bond between us. In the putting together of this report and in reflecting on the year behind us it was noted by the Borderline team that a new closeness had developed amongst us having shared this very difficult yet unique experience.

During this period the helpline continued to be extremely busy. We found that the majority of the callers talked about ongoing issues with their mental health and life situations. However, within each of these calls there was definitely an element of anxiety about the covid-19 situation, and discussion around various issues such as low mood, increased isolation and practical worries such as going out to get shopping etc. It was also been pointed out to us from several callers who experience long term mental issues that life had not changed very much, that the anxiety and isolation being experienced more widely amongst the general population is their 'normal'. They hope that the covid-19 situation may help to highlight how devastating these feelings can be to overall wellbeing, and that more support may be available to mental health sufferers in the long term.

'Borderline are the only people who know about my suicidal thoughts – I don't tell anyone else.' (caller)

'I suppose it's why I rang tonight – I don't want to overdose again' (caller)

'I'm relieved I've spoken about things tonight. I had thoughts of self-harm again but said to myself "No – call Borderline and talk about it" (caller)

"You don't know who I am –
I know this is confidential, it's such a relief to be able
to speak honestly" (caller)

The helpline is open every evening of the year.

The calls we receive can include in-depth discussion about many areas of a person's life and issues they may be trying to cope with:

- mental health issues: anxiety, depression, psychosis, personality disorder
- relationships
- poverty, money and debt issues
- physical health problems
- bereavement
- social isolation
- suicide and self harm

We provide volunteering and employment opportunities within our local community for people to:

- train in the person-centred approach
- learn and develop high level and transferable skills
- improve their employability
- invest in their professional and/or personal development

Many of our volunteers state that they have progressed to the highest levels of education and career development as a result of their experience with Borderline.



Borderline
achieves
22
years
of service

'I like the way we reflect on our practice
and ask how we can make it even
better. We are not just working
to an external set of standards,
we're trying to do it to the best
possible standards.'
(helpliner)

Since extending the opening hours to 7 nights
a week on 26 October 2004, Borderline has
provided an unbroken out of hours evening
service for

6002 days

Working on
the helpline
requires an unusual
level of
commitment
from volunteers

Set out below, are the objectives laid out in the Scottish Borders Health & Social Care Partnership Strategic Plan 2018-2021. The work of Borderline fits extremely well with Objectives 1 and 3: (shown in bold)

1. **We will improve the health of the population and reduce the number of hospital admissions**
2. We will improve the flow of patients into, through and out of hospital
3. **We will improve the capacity within the community for people who have been in receipt of health and social care services to better manage their own conditions and support those who care for them.**

Our work also echoes most of the National Health and Wellbeing Outcomes:

1. **People are able to look after and improve their own health and wellbeing and live in good health for longer.**
2. People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.
3. **People who use health and social care services have positive experiences of those services, and have their dignity respected.**
4. **Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.**
5. **Health and social care services contribute to reducing health inequalities.**
6. **People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and well-being.**
7. **People using health and social care services are safe from harm.**
8. **People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.**
9. **Resources are used effectively and efficiently in the provision of health and social care services**

Borderline received
5196 calls
to the helpline this year

In this year 2020 – 2021:

- Borderline maintained its unfailing record of nightly service provision, supporting callers every evening of the year.
- Borderline received **5196** calls this year.
- Helpline have given more than **1400** hours of phone support to callers this year.
- Trustees have given more than **200** volunteering hours to the service as a management committee.
- We have responded to **1896** messages left on the 24-hour answer service from callers requesting support, ensuring that callers can access support even during the helpline's busiest times. Callers receive a phone call on the same day that they have contacted the helpline.
- Callers who have been suicidal have been given crisis support by the helpline in **196** calls.
- Reducing Social Isolation
 - Hawick, Galashiels and Selkirk showed the highest volume of calls. However, thanks to the accessible nature of the service, we were also able to support many people from more **isolated communities**.
 - Again, thanks to the accessible nature of the service, we were able to ease specific feelings of **social isolation** in over 1000 calls. This can affect people whatever their geographical circumstance.
 - This year, the greatest volume of calls was from callers between the ages of 45 and 55. However, we have spoken with and **supported people of all ages** from 18 upwards and right across the demographic spectrum.
 - The advantage, again, of the accessibility of the service meant that we have been able to support many **people who are living with disabilities**. Our figures this year showed the majority of calls came from people with a disability (1365).
 - **95%** of callers who contacted the service were **living alone**.
- In almost **800** calls we supported people who had **suffered abuse** at sometime in their lives – emotional, physical and/or sexual.
- The service has been able to offer valuable support to people experiencing crisis situations and also to those looking to **explore and manage difficult life issues**. The issues most discussed were: abuse, anxiety, depression, mental health, low self esteem, physical health, coping strategies, support, debt/poverty, bereavement, relationships and family.
- Borderline has continued, as in other years, to develop, update and refresh its Volunteer Training Programme. We are committed to continually explore ways to improve the programme, in order to offer the highest standard of support to callers.

We collect anonymised information at the helpline every evening and compile three monthly reports on various aspects of the helpline calls. This allows us to monitor the work and use of the helpline and to report this to our funders.

Summary table of quarterly reporting periods: 01/10/17 to 31/03/21

	Oct – Dec 2018	Jan – March 2019	April – June 2019	July – Sept 2019	Oct – Dec 2019	Jan – March 2020	April – June 2020	July – Sept 2020	Oct – Dec 2020	Jan – March 2021
Call Numbers	1333	1409	1126	1187	1299	1168	1302	1176	1347	1371
Received Calls	515	525	495	482	490	495	524	542	556	576
Missed Calls	818	884	731	705	809	673	778	634	791	795
Regular Callers	457	484	458	423	408	423	484	481	477	502
Occasional Callers	39	29	20	39	72	66	27	49	70	63
New Callers	14	10	12	15	6	3	13	12	9	11
Male Callers	109	141	114	78	71	54	97	81	94	89
Female Callers	401	379	376	400	415	438	422	454	459	483
Callback calls	396	411	390	366	352	380	443	432	389	417
Silent Calls	5	5	5	5	4	3	5	7	3	4
Abusive Calls	0	1	0	0	0	0	0	0	0	0
Hours on Calls	334	340	226	283	298	298	374	369	351	347
Referrals	0	0	1	0	0	0	1	0	0	0
Complaints	0	0	0	0	0	0	0	0	0	0
Risk Assessments	1	4	3	2	4	0	0	2	3	0
Suicide Calls	29	36	52	55	49	27	36	51	52	57

Plans for the Future

- The future for Borderline, in terms of its funding from Scottish Borders Council and NHS Borders, is uncertain. This current funding is under threat due to a shift of priorities with Mental Health funding within the Scottish Borders and economic pressures generally. We are currently planning around this funding stream ending in May 2021.
- We continue to pursue additional/match funding from other streams in order to support continuation of the service and realisation of future plans. However, this seems more unlikely given that national helpline services are prioritised with funders.
- Expansion of Borderline's service provision from two lines to three each evening, increasing support from 42 hours to 63 each week, remains a long-standing goal. Once again, the need for this development is clearly supported by our recorded statistics; however, more funding is required to achieve this. As current funding is under threat, this is something we shall consider during the process of sourcing new funding streams.
- We shall continue to develop our Volunteer Recruitment Strategy and Training Programme in line with current volunteering trends/pressures, and will continue to dedicate time and energy to expanding the team. This involves targeted advertising, along with a thorough recruitment process and comprehensive training programme to ensure trainees are able to support callers on the helpline. This complements other aspects of our continuous training and development approach such as, clinical supervision, advanced mentoring skills and self-monitoring of practice. Our approach to training and development is dynamic and progressive in order to ensure the service remains relevant and effective.
- Existing systems and procedures within the Organisation in areas such as management, finance, supervision/support and training feel very strong and well-developed. Looking to the future, provided current conditions prevail, these systems should ensure that Borderline will be able to maintain high professional standards and retain a workforce that is highly skilled and well-motivated.

For a more information about Borderline Helpline please contact a member of our team
on **0800 027 4466**

Financial Review & Reserve Policy

There was a deficit this year. There are no restricted funds. Unrestricted reserves are measured by the General Funds which are £15,628.73

The Management Committee's Reserves Policy is that unrestricted reserves should be equal to at least three months of expenditure (£18,591). The Charity has sought permission from OSCR to close within the new financial year. It has met all redundancy costs required for the employed members of staff, and final payments will be made to close the accounts within six months of the current financial.

Voluntary Help & Gifts in Kind

Borderline extends thanks to all those involved with the organisation and the important work that it carries out. Although Borderline is a comparatively small organisation, its success requires the cooperation and support of a range of other organisations and individuals - from funders to volunteers. We fully appreciate, recognise and value the time, effort and interest generously given by all towards the service.

We are also grateful to Scottish Borders Council for permitting Borderline to operate its helpline from a council office with the appropriate safety and security arrangements.

This report was approved by the trustees and signed on their behalf by


Chair of Trustees

Date: 9th August 2021

Receipts & Payment Accounts for the year ended 31st March 2021

	Notes	2021	2020
Income			
Donations		0.00	0.00
Grants Received	1	51,092.42	78,583.19
Total Receipts		51,092.42	78,583.19
Expenses			
Payments from Charitable Activities	2	61,513.45	76,876.74
Independent Examination		150.00	642.50
Total Expenses		61,663.45	77,519.24
Surplus/(Deficit) for Year		(10,571.03)	1,063.95

Statement of Balances as at 31st March 2021

	2021	2020
Opening Balance	26,199.76	25,135.81
Surplus/(Deficit) for Year	(10,571.03)	1,063.95
Closing Balance	15,628.73	26,199.76

Other Assets

No Other Assets held

Liabilities

No Outstanding Liabilities

These accounts were approved by the trustees and signed on their behalf by




Chair of Trustees

Date: 9th August 2021.

Notes to the Accounts**1 Grants Received**

	2021	2020
Scottish Borders Council	35,746.23	47,570.86
National Health Service	15,346.19	35,012.33
Total	51,092.42	78,583.19

2 Expended Resources From Charitable Activities**Employee Costs**

Salary & Related Costs		
Staff Salaries & Redundancy Payments	21,792.85	31,384.73
Tax & NIC	2,781.15	11,481.70
Staff Pension	500.70	5,985.63
Payroll Costs	228.20	560.10
Travel Costs	50.00	0.00

Direct Service Provision Costs

Supervisors Fees	30,883.00	14,664.00
Volunteers Expenses	24.50	448.75
Helpline Telephone	2,855.79	3,653.33

Premises Costs

Rent	324.96	4,462.54
Other Costs		
- Premises Costs	404.33	999.96
- Electricity & Water Rates	209.03	932.44

Running Costs

Supplies & Equipment	236.82	578.49
Office Telephone	138.06	472.40
Insurance	1,084.06	1,062.67
Membership	0.00	190.00

Total	61,513.45	76,876.74
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Purposes of Funds

The unrestricted funds are relating to the charity's core activity, which is to operate the Borderline Helpline, which is a freephone listening and support service for people in emotional distress.

The accounts have been prepared in line with the Receipts & Payments method.

Notes to the Accounts contd

Trustee & Related Parties

Two charity trustees (■■■■■ & ■■■■■) received from Borderline in 2020-21 fees totaling £15,430.00 in their capacity as helpline supervisors. The trustee has complied with the terms of Section 67 of the Charities & Trustee Investment (Scotland) Act 2005 in respect of these payments.

All other expenses paid are reimbursements of expenses for the running of the charity.

Independent Examiner's Report on the Accounts**Borderline Mental Health Helpline and Support Service
Scottish Charity SC032277****For the Period 1st April 2020 to 31st March 2021
Set out on pages 14-16****Receptive Responsibilities of Trustee & Examiner**

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) 2005 Act and the Charities Accounts (Scotland) Regulations 2006. The charity trustees consider that the audit requirement of Regulation 10(1) (d) of the Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under section 44(1) (c) of the Act and to state whether particular matters have come to my attention.

Basis of Independent Examiner's Statement

My examination is carried out in accordance with Regulation 11 of the Charities Accounts (Scotland) Regulations 2006. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, I do not express an audit opinion on the accounts.

Independent Examiner's Statement

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

1. which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 44(1) (a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations, and
 - to prepare accounts which accord with the accounting records and comply with Regulation 9 of the 2006 Accounts Regulations

have not been met, or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Name of Examiner

[REDACTED] ACIE Dip Business & Finance

Signed

[REDACTED]

Dated

11-8-21

Address

[REDACTED]