Registered Company Number: 5393807 (England & Wales) Registered Charity Number: 1110130

Report of the Trustees and **Audited Financial Statements for the Year Ended** 31 March 2020

For

Mind in Bexley and East Kent Limited

Contents of the Financial Statements For the Year Ended 31 March 2020

	Page
Report to the Trustees	2-19
Report of the Independent Auditors	20-22
Statement of Financial Activities	23
Balance Sheet	24
Statement of Cash flows	25
Notes to the statement of cash flows	26
Notes to the Financial Statements	27-36

Report of the Trustees for the year ended 31 March 2020

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

5393807 (England and Wales)

Registered Charity number

1110130

Registered office

2a Devonshire Road

Bexleyheath Kent DA6 8DS

Trustees

S Browning - Resigned July 2019

J Ford

S E Frame - Resigned July 2019

I Guerrini N Mahama

A M F Rashid

E Mason - Appointed January 2021 J A Hofmann - Appointed January 2021 M A Magho - Appointed January 2021

S C Westcombe (Chair)

Adviser

R. Pendlebury (Adviser to the Board)

Company Secretary and Chief Executive

D Palmer

Senior Management Team

D Palmer Chief Executive
B Goyal Finance Manager
G Holmes Senior Support Manager
E Collings IAPT Clinical Lead

S Bynon Innovation and Development Officer L Rey Recovery and Prevention Lead

Auditors

Moracle Limited
Chartered Certified Accountants & Registered Auditors
Ashley House, Ashley Road
Tetterham

Tottenham London, N17 9LZ

Bankers

Barclays Bank 6 Market Place, Bexleyheath DA6 7DY

Report of the Trustees for the year ended 31 March 2020

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2020. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

AIMS, OBJECTIVES AND ACTIVITIES

We believe no one should have to face a mental health problem alone. We work to reduce the stigma associated with mental health, support people in their recovery and champion better services for all. We believe that with the right support and resources everybody can create a life that feels meaningful irrespective of the presence of symptoms. Mind in Bexley and East Kent is a local Mind mental health charity offering an extensive range of support, advice, and information to communities in Bexley and East Kent. The purpose and objects of the charity is 'to promote the preservation and the safeguarding of mental health and the relief of persons suffering from mental disorder'. We promote well-being and work to reduce poor mental health and the stigma associated with it. We support people in their recovery and champion better services for everyone. We seek to meet these purposes by undertaking a wide range of therapeutic and non-clinical mental health activities within Bexley and East Kent, including direct therapeutic support of individuals, advice, advocacy and signposting, recovery and employment services, and campaigning to reduce the stigma of mental health and to raise awareness of mental health issues. We deliver support to individuals through more than 40 different community-based projects and we highlight some of our established, newer and innovative projects later in this Report. Much of our work comprises delivering contractual services for NHS and local authority commissioning organisations and deliver many services in partnership. We currently have 15 funded partnerships in place. During 2019/20, we have developed a number of innovative services including East Kent, which complement and enhance existing provision, and allow us to support more people with impaired mental health.

We would like to record our thanks to our management and staff team, whose commitment to service users often goes way beyond what we are entitled to expect from them. We are also grateful for the support we receive from our volunteers and the local community. Since the beginning of the pandemic, our staff have responded with courage and resilience, finding innovative and flexible ways to support our service users. Most of our services have continued at similar levels to pre-pandemic, whilst the demand for other services – notably the telephone support helpline and our Crisis Cafe – have experienced significantly increased demand. We are proud we were able to respond to the needs of local people, and proud of the way staff and volunteers responded.

Organisational Fitness

During the period we have continued to upgrade our Information Systems recognising that many of our organisational processes needed to be improved to enhance organisational fitness within our increasingly competitive environment. Work has continued on the development of bespoke client management systems for all of our major services. We have also continued to invest in up-to-date equipment and software to promote and take full advantage of the benefits of mobile working whilst also increasing IT system security and resilience.

Report of the Trustees for the year ended 31 March 2020

Volunteers

Bexley and East Kent Mind know that volunteers add value to what we do in many different ways. Volunteers bring vital experience, knowledge and skills to the organisation. They champion our vision and values, and help us to ensure that the voices of people with lived experience are at the core of everything we do.

Volunteers are a key part of our invaluable network of supporters; serving as ambassadors for the organisation as well as being likely donors and possible future employees. We are developing volunteering to ensure that volunteering at Mind is a meaningful experience for everyone involved, and we will continuously develop and offer further opportunities for volunteers at Bexley and East Kent Mind.

Developing volunteering is about harnessing the potential of involving more of our most engaged supporters in the delivery of our work. We are an ambitious charity and we will need all the help and support we can get to deliver our mission. In a time of uncertainty for the charity sector and with changes to the funding environment, investing in and growing volunteering can help us to build capacity as an organisation, ensuring that we are able to reach our ambitious goals.

Principal activities

Our objectives are achieved by various projects/services including our Recovery and Employment Hub, Improving Access to Psychological Therapies (IAPT) Employment Support (IPS), Crisis Cafes, Carers, Advocacy, Carers Support plus many others.

Our principle services are:

- Social Prescribing/Community Connect
- Recovery Services based on Co-Production/Volunteering and Peer Support
- Welfare Rights
- Improving Access to Psychological Therapies (IAPT)
- Counselling
- Carers Support
- Mentoring
- · Health promotion and prevention initiatives
- · The Crisis Café
- Research
- Hosting Healthwatch Bexley with Age UK Bexley
- Social Enterprise Café
- IPS Employment Support
- Breathing Space (National Project)
- Revival Social Enterprise Café

Public benefit

The Trustees confirm that in setting these objectives they have considered the Public Benefit guidance issued by the Charity Commission and conclude that all of the activities undertaken by Mind in Bexley and East Kent Limited meet those requirements. The remainder of this report outlines the areas in which the Charity works and draws attention to the benefits to the general public.

Report of the Trustees for the year ended 31 March 2020

ACHIEVEMENTS AND PERFORMANCE

In addition to meeting specific outputs and outcomes as defined in our service contracts, Mind in Bexley and East Kent Limited aimed to achieve the following outcomes in 2019/20:

- improving the mental health of residents in Bexley and East Kent
- delivering services that are rated as excellent by our service users;
- being a first-class employer with good staff involvement and effective development;
- achieving a secure and sustainable financial future;
- working with greater numbers and more diverse service users;
- attracting greater support through our reputation and profile;

Mind Quality Mark

In 2019 we underwent a comprehensive self-assessment – the Mind Quality Peer Review. The peer reviewers met with trustees, volunteers, staff, and service users to review all aspects of the work of Mind in Bexley and East Kent, including governance, health & safety, financial management, service delivery, engagement and compliance. The report from the Peer Reviewers was very positive and we received our Mind Quality Mark certificate during the year.

COVID 19

At Mind in Bexley and East Kent we work to make sure everyone can get mental health support, whoever they are, whatever their race, gender, sexuality, disability or beliefs. It means we design our services together with the people who use them. It means we stand up to the injustices that make life harder for people with mental health problems. It means we build on the incredible power of National Mind and the local Mind. When a global pandemic suddenly strikes and creates a mental health emergency it means we act fast and do all we can to make sure everyone with a mental health problem gets support and respect. There is much to celebrate and build on from our 2019/20 review, but the coronavirus and the urgent need to tackle racial disparities within mental health will also now define our work going forward.

Our world has changed, but our commitment to do everything we can to support better mental health has never been stronger. We continue to work towards achieving the goals set out in our current business plan. We are currently on target to reach all the key milestones within this plan and in many cases have far exceeded what we had expected. We plan to continue to expand the work of Mind in Bexley and East Kent, particularly in relation to early intervention and prevention. We also want to develop our offer from digital platforms and as we come to the end of this financial year we have been hit by the Coronavirus Pandemic, which means that we will have to re-think the way that we deliver many of our services.

The use of digital will be a primary part of this and we will continue to work with our staff and volunteers to ensure that no one should face a mental health problem on their own — even during lockdown. We would again like to thank our staff for their dedication and support during this difficult period. It's been truly inspiring, for example, to see how staff and volunteers across our services have responded since the coronavirus began to spread. We swiftly began supporting people in our community online, while existing digital services also continued, which brings together residents to help influence and shape our work.

Report of the Trustees for the year ended 31 March 2020

We prepared this annual report at a time when Covid-19 has become established as a global pandemic and it reflects advice from the Charities SORP Committee on the implications of Covid-19 control measures and charity financial reporting. The situation continues to develop rapidly for our beneficiaries, service users, staff, and partner organisations. We established a leadership team to develop our operational response to the pandemic, and we are proud to have continued to support people in Bexley and East Kent; a number of our services have continued face-to-face support whilst complying with high standards of Covid-19 security. Other services have moved to telephone or digital platforms. We have not suspended any interactions with our users, and staff, volunteers and users have been creative in finding alternative arrangements so that support and services can be effectively delivered. Working from home was implemented for the majority of staff. We know that the pandemic has had, and will continue to have, an impact on our financial position, although that is not reflected to any significant degree in these accounts which include only a short period in March 2020 when the pandemic was developing. The primary impact on the finances since the period end has been a reduction in donation.

The Trustees continue to closely monitor the effects of the pandemic on our ongoing financial resilience and our strategic priorities. We have learnt from our experience of the various changes to how we operate and respond to the pandemic, and this will inform us as we continue through the pandemic and beyond. Home working has in some cases increased the amount of support we offer beneficiaries, and some service users have enjoyed improving outcomes because of the frequency and style of contact and support. Remote working has also strengthened links across the organisation, bringing together staff who are normally geographically dispersed.

ACTIVITIES AND THEIR POSITIVE IMPACT DURING THE YEAR 2019/20

IAPT (Improving Access to Psychological Therapies)

Background: The Improving Access to Psychological Therapies (IAPT) programme began in 2008 and has transformed the treatment of adult anxiety disorders and depression in England. IAPT is widely recognised as the most ambitious programme of talking therapies in the world and in the past year alone more than one million people accessed IAPT services for help to overcome their depression and anxiety, and better managed their mental health.

Plans set out in the NHS Long Term Plan build on the ambitions of the Five Year Forward View for Mental Health2, and will see the number of people with anxiety disorders or depression who can access talking therapies through IAPT increase by an additional 380,000 per year to reach 1.9 million by 2023/24. The NHS Mental Health Implementation Plan 2019/20 – 2023/24 provides a new framework to ensure delivery, at the local level, on the commitment to pursue the most ambitious transformation of mental health care in England.

IAPT services are characterised by three things:

Evidenced-based psychological therapies: with the therapy delivered by fully trained and accredited practitioners, matched to the mental health problem and its intensity and duration designed to optimise outcomes. From April 2018 all clinical commissioning groups are required to offer IAPT services integrated with physical healthcare pathways. The IAPT Pathway for People with Long-term Physical Health Conditions and Medically Unexplained Symptoms4 guidance is intended to help with implementation and sets out the ideal pathway for IAPT services.

Routine outcome monitoring: so that the person having therapy and the clinician offering it have up-to-date information on an individual's progress. This supports the development of a positive and shared approach to the goals of therapy and as this data is anonymised and published this promotes transparency in service performance encouraging improvement.

Regular and outcomes focused supervision so practitioners are supported to continuously improve and deliver high quality care.

The priorities for service development are:

- Expanding services so that nationally 1.9m adults access treatment each year by 2024
- Focusing on people with long term conditions. Two thirds of people with a long-term physical health problem also have a common mental health problem, greatly increasing the cost of their care by an average of 45% more than those without a mental health problem. By integrating IAPT services with physical health services the NHS can provide better support to this group of people and achieve better outcomes.
- Supporting people to find or stay in work. Good work contributes to good mental health, and IAPT services can better contribute to improved employment outcomes.
- Improving quality and people's experience of services. Improving the number of people who recover, reducing geographic variation between services, and reducing inequalities in access and outcomes for particular population groups are all important aspects of the development of IAPT services.

The contract with Mind in Bexley was tendered and awarded in 2016/17 with the contract commencing on 1 April 2017 on a 3-year + 2-year basis. In April 2019 Bexley CCG's Commissioning Strategy Committee agreed to the 2-year extension from 1 April 2020 and the contract will therefore run to 31 March 2022.

IAPT services and the COVID-19 pandemic:

The Covid-19 pandemic brought significant changes to IAPT services across England. At the start of the first national lockdown IAPT services across the country including Bexley's IAPT services moved to a 100% digital service provision overnight. Initially, services mainly offered one-to-one interventions virtually as well as cCBT but by the end of March 2020 we also started to offer group interventions virtually and now have a portfolio of groups running online. During the first wave of the pandemic access rates to IAPT dropped significantly both locally and nationally. This has initially supported services to catch-up with some of their waiting lists and reduced waits across the system. Factors such as social isolation, job and financial losses, housing insecurity and quality, working in front-line services, loss of normal coping mechanisms, and lack of access to mental health services have affected our local population. This suggests a surge in demand for IAPT services needs to be anticipated going forward.

The IAPT workforce consists of low-intensity practitioners (ie PWPs) and high-intensity therapists who together deliver the full range of NICE-recommended interventions for people with mild, moderate, and severe depression and anxiety disorders, operating within the stepped-care model.

Referral sources into the Bexley IAPT service was very similar across South East London with services receiving referrals online (via their individual websites), email, and telephone referrals. These referrals are a combination of self-referrals and referrals from professionals.

The total number of referrals to the service in 2019/20, decreased slightly mainly due to the impact of the pandemic in quarter 4. In 2019/20 out of those patients who entered treatment 50% finished a course of treatment. The service achieved an access rate of 17.6% and met the National Recovery Target of 50%. Acuity across all South East London services was broadly similar when comparing starting and ending scores of Anxiety and Depression Measures. National Access Targets were not met by any of the local services in 2019/20. National Waiting Time Targets were met by the Bexley service in 2019/20.

The IAPT team have working alongside the Health Innovation Network and the DWP on projects relating to the older adult population and clients struggling with employment issues. These projects are set to continue into the next year of the contract. Once again, the ever-increasing targets coupled with the pandemic have presented us with a number of difficult challenges, despite this, we have been able to achieve huge success in all areas. This can largely be attributed to the hard work and commitment of the IAPT team.

Recovery Services

The Recovery College model arrived in UK in 2010 and there are now over 30 recovery colleges across the country. The Mind in Bexley Recovery College has been fully operational for 5 years. The purpose of the Mind in Bexley recovery college is to support people's recovery from mental health difficulties through learning and education that is co-produced by people with lived experience and people with professional expertise. We aim to provide a safe place for people to learn new skills (and expand on existing skills) together, which helps to increase their connection with others, and their sense of control over their lives. Emphasis is placed on people's talents and strengths, with the aim of inspiring optimism. Students are encouraged to consider their opportunities for the future, creating a culture of personal empowerment and an underlying feeling of hope.

The Recovery College operates holistically. We consider the key factors for good mental health and what resources are necessary for people to maintain good mental health. We are accessible for people not just when they are unwell, but when they are well to sustain their mental wellbeing and prevent poor mental health. This approach enables us to build resilience in our community and offer a wrap round of resources to improve the community mental health infrastructure in Bexley.

The past financial year was incredibly busy with over 1,400 individuals' referrals into the service. We have also increased our presence in community settings. Developing placed based care has been a priority for the service and we now have over 15 satellites in Bexley where we offer:

- Psycho-education workshops and courses
- Physical health and wellbeing checks
- Physical activity sessions
- 1:1 recovery based coaching sessions

These satellites include GP surgeries, local faith centres, outside blue and green spaces and community libraries. Places where local residents are familiar with have enabled people to feel safe and confident to access and engage in the service. Feedback from residents was very positive and overall, they favoured accessing wellbeing services through 'non-medical' routes.

During the year we continue to invest in our employee and volunteer training and development which has had a wealth of benefits:

- Competitive advantage
- Integrated approach to health and care
- Improve client experience
- Raise profile
- Challenge change

With a placed based approach to recovery we have developed and maintained strong relationships with key stakeholders. This collaborative approach not only strengthens community assets but provides robust leadership and encourages collective responsibility. We are part of both the operational and strategic multi-disciplinary risk forums in Bexley including domestic abuse and community safety. We work tirelessly to champion mental health and wellbeing awareness in Bexley and improve outcomes for our residents.

During the year we expanded our offer to include over 100 group activities per month including:

- Walk for Health group
- Men's space
- Women's space
- Creative writing
- Tai Chi
- Stress and anxiety courses

We also introduced a range of topic based workshops including:

- Understanding Depression
- Understanding Anxiety
- Understanding Personality Disorders
- Improving Sleep
- Understanding Crisis
- Understanding Panic
- Anger Analysis
- Food and Mood
- Positivity and Confidence
- Young Adults Resilience

We worked collaboratively with key agencies in Bexley that offer housing, education, employment, benefits and social prescribing. These social economic factors are included in our recovery planning with clients. During the year we also co-designed both the Young Adults Project and Pride not Prejudice group with great success.

Typically, mental health problems and financial difficulties can create a spiralling vicious circle where one compounds the other. We have found that when individuals have poor mental health, organising and managing financial issues becomes more challenging.

In turn this creates a sense of fear, anxiety and worry, once again affecting your overall mental health. Within the vicious cycle of financial problems and mental health effects are the nature of the financial problems themselves. If individuals are unable to work for any period of time, and don't have income protection in place, then times can become financially difficult. Other mental health problems can exacerbate financial problems, for example, when individuals turn to spending to cheer themselves up, or to feel better. Maintaining motivation for managing financial situations can be hard work at the best of the times, but can become a positively uphill battle with poor mental health. Once financial problems have taken root then the effects on mental health become even more complex. The current Benefits system is difficult to navigate, and frequently requires an element of 'fighting' and pushing for help. Individuals with mental health difficulties are the least well placed to work with this. The devastating impact of the benefits cap for families with children, the freezing of benefits at a time of inflation, and the cutting of benefits for those with mental ill health are putting claimants under terrible mental and financial strain.

Our Welfare Rights team secured over 2 million pounds in financial gain for our clients during 2019/20 – this success has been down to establishing great rapport and trusting relationships with clients and the DWP. The team also completed the Advice Quality Standard assessment in January 2020. A number of Areas of Good Practice were identified during the assessment.

Crisis Café

Crisis cafes are a much-needed resource, they are intended to provide out of hours mental health support and the Bexley model aims to deliver the following key outcomes:

- Prevent escalation of mental health problems and thereby avoid a mental health crisis
- Prevent unnecessary referrals to secondary mental health services, A&E departments and other emergency and out of hours services
- Provide emotional support and resilience building to improve mental health and wellbeing
- Increase independence and self-management
- Reduce isolation
- Signpost to appropriate services to be accessed within an acceptable time frame
- Actively encouraging/recruiting those who attend the cafe to act as role models to others on their own personal recovery journey

The café is staffed across 7 evenings 18.00 – 22.00hrs. The space enable staff to supports up to 20 people at any one time and provides a safe, welcoming and secure environment

In 2019/20 we had 262 people attend the Crisis Café with 497 presentations. This is a huge achievement for the Borough. Frequent presenting themes are:

- Breakdown of relationships
- Loss of employment
- Family breakdown
- Poor physical health
- Debt
- Drugs & Alcohol

These are the contributing factors for the decline in mental health. Resulting in suicidal thoughts, increased anxiety, isolation and low mood. In 2015, the Care Quality Commission (CQC) reported that due to an inability to access help from out-of-hours mental health support in the community, people were having to turn to A&E in a crisis. Our data and research participants who accessed the café told us they felt very strongly that out-of-hours support was one of the most important aspects of the Crisis Café. Interviewees conveyed the sense that they don't have anywhere else to go for support and that they would choose the Crisis Café over A&E.

The importance of having an out-of-hours, non-medical alternative to A&E for those experiencing a mental health crisis has also been highlighted in a number of reports. We recognise the lack of services offering out of hours support, (other than A&E) for mental health patients in crisis. This can cause a crisis to escalate, leading to greater mental distress or physical harm. This view is certainly inferred by those who accessed the café. A strong emphasis on safety was expressed by visitors to the Crisis Café. The mere knowledge that the Café exists as a place to go to in a crisis seems to foster a sense of security and reassurance. Being able to visit the Crisis Café contributed to the prevention of more serious coping mechanisms, such as self-harm or taking pills, potentially resulting in A&E visits.

Carers Support and Peer Support (Carers in Mind)

Mind in Bexley Carers Support Service exists to improve support for anyone living with the challenges of caring for a family member or friend who has mental health and/or addiction problems whether in hospital or the community. The Service works closely with the Family Support Service at the Pier Road Project (Drug & Alcohol Team). This support takes several forms including:

- Providing specific psychoeducation: metal health awareness addiction and cycle of change
- Discussing ways of coping and responding: boundaries, managing challenging behavior
- Carers health & well-being self-care/ help, stress reduction, CBT tools.
- Explore and enhance support and social networks
- Contingency planning/ Planning for the future
- Move on support options: peer support, carers advice line, health & well-being activities, counselling, recovery college, wider community.

We also provide specific targeted information & advice:

- Carers Rights
- Confidentiality and Information sharing.
- Carers Allowance

During this year we have continued to develop community support for Carers in order to strengthen support networks and build friendships based on mutual understanding. Such meetings often take the form of carers spending time together in the popular Mind Revival Café enjoying healthy food and drinks, relaxing and listening to music. We are delighted to continue offering free complimentary therapies to Carers in order to reduce stress and anxiety so that they are better equipped to be able to continue in the caring roll.

Peer Mentoring support

We provide mentoring support for those who have experienced distress and for individuals who have experienced dual diagnosis (i.e. mental health and addictions). Key elements of peer support include that it is built on shared personal experience and empathy, it focuses on an individual's strengths not weaknesses, and works towards the individual's wellbeing and recovery. Our research and work has shown that peer run self-help initiatives yield improvement in psychiatric symptoms, larger social networks and enhanced self-esteem and social functioning.

Peer support has also benefits for the peer support mentors themselves, increasing levels of self-esteem, confidence and positive feelings that they are doing good. Peer support mentors also tell us that they often experience an increase in their own ability to cope with mental health problems. We worked with over 50 mentors and mentees throughout the year.

Revival Whitstable (East Kent) and Bexleyheath

Revival continued to be a major development during the year for Mind in Bexley and East Kent. The main purpose of Revival is to be a visible presence on the High Street challenging Mental Health stigma and raising awareness. This is achieved through multiple methods including highly visible posters, information, leaflets and events that inform and challenge perceptions. It provides an open, inclusive and welcoming space for everyone to use and regularly hosts peer support groups, such as an anxiety group. Revival's menu promotes healthy eating, produce is thoroughly sourced so that it is low, or no sugar and free from artificial colours, flavours and preservatives and is local (supporting local businesses) and organic where possible. It runs a very successful 'Pay-it-Forward' scheme with other local community cafes providing meals to those in need. The model was a finalist in the Bexley Charity of the year.

2019 was a year of big change for Revival in our East Kent location and its staff resulting in a move to the Horsebridge and the closure of its Oxford Street branch. Revival took part in a Wellbeing Week within Whitstable and during an information session attended by CEO David Palmer at the Horsebridge the Centre Director approached David to discuss their failing café and the potential for working together in brining Revival to the Horsebridge. The central location, opportunities that could develop from two Charities working together and the security of a 10 year lease made the move a good fit.

Whilst the Oxford Street branch was building as a presence in the town the location at the far end of the High Street inevitably effected footfall and if Revival was to be able to develop its core mental health aims and objectives it needed greater exposure and to increase turnover to provide funds for this work. After several meetings with Revival management and Horsebridge Centre Management and the Chair of their Board of Trustees the proposal was shared with the Mind in Bexley and East Kent Board and a visit was arranged to the centre with a representative from National Mind also present. The move to Horsebridge was agreed, the Oxford Street branch would remain open for the summer of 2019 and would close in line with the development of East Kent Mind in Ramsgate.

The Horsebridge centre was keen for Revival to be in place before the summer 2019 and requested that any closure for the necessary renovations be kept to a minimum, a short Service Level Agreement was signed to allow access for works to commence and outlined the basic café provision requirements of the Horsebridge as part of the Revival offering. The renovations took 6 weeks, the short timeframe meant that the Business and Development Manager worked 12 hour days with builders, carpenters, tilers, electricians and painters and decorators to ensure it was completed within the timeframe requested by the Horsebridge. The kitchen area required a complete refit, the previous kitchen equipment consisted of a toaster, microwave, sink and two domestic fridges. The renovation works required a £30000 investment, to be realised over the 10-year lease that was signed in August 2019. The majority of the investment was spent on fully equipping the kitchen to allow for a proper café service.

The other significant spend, aside from furniture and fittings and labour was fitting a new floor over the old and damaged tiled floor, this would both improve the aesthetic, but also provide some sound proofing which Revival had been informed was a significant problem for users of the adjoining rooms when the previous café was open.

The commitment to the Horsebridge centre also involved changing the Revival name to demonstrate the connection with the centre, Revival became known as 'Café Revival at the Horsebridge', whilst this name change indicated the connection to the Horsebridge it also clearly demonstrated that Revival was an autonomous organisation 'at' the Horsebridge, it was not simply a catering service for the Horsebridge, which would have contravened Mind in Bexley and East Kent's charitable aims and objectives.

Café Revival opened at the end of July 2019 and had a very successful summer, the 5000 increased footfall in the Horsebridge Centre's annual report cites for the months of July-September was undoubtedly due in a large part to Revival's presence in the building. The staffing structure was changed somewhat especially when the Oxford St branch was closed as planned in the late Autumn. We unfortunately lost 3 members of staff at this time but they all moved on to other employment opportunities. The equipment and furniture was transferred to the Ramsgate East Kent Mind location. The Revival staff team undertook significant professional development in the Autumn of 2019, in addition to the Food safety & Hygiene and café management training, with mental health awareness training and peer support and mentoring, with a view to developing its facilitated peer support within the café.

Mind in Bexley and East Kent was informed in October 2019 that the lease signed by both parties had been sent to Canterbury City Council for final approval as superior Landlord (the Horsebridge Board of Trustees were tenants of the Council as the building was owned by the Council).

The end of the 2019-2020 period was marked by the external dynamics and pressures of responding to the world COVID19 pandemic. It was evident from February 2020 that fear was hugely impacting footfall and as with all hospitality it was becoming increasingly difficult to generate any viable income. The atmosphere in Whitstable and the Country was very tense and stressful with a lack of information, consistency or direction from Government. By the beginning of March 2020 it was evident that the café would need to make its own decision on grounds of staff and customer safety to close its doors. As plans were being developed to this end, the Government announced the Nationwide lockdown.

The Revival Management ensured all close down procedures were adhered to, excess food or short date items were donated to the local foodbank and the Whitstable Umbrella café that was continuing an emergency food programme with local charity Food Friends. Whilst Revival offered staff time and produce to support this project we were unable to obtain permission from the Horsebridge to keep the Revival café open at this time as the entire building was shutdown. The last few weeks of March 2020 were spent supporting staff and gathering as much information as possible in order to plan next steps for Revival. At this point, Revival, like everyone else in the country could not possibly have predicted the length of time they would be in lockdown and the future impact of COVID19.

Mental Health Advocacy Service.

The Mind in Bexley Advocacy Service is the umbrella term for three separate advocacy provisions provided by Mind in Bexley. Generic Advocacy Service. Provides general advocacy to mental health service users from the age of 18 years and over to residents in the Borough of Bexley. The service covers both hospital and community settings.

Independent Mental Health Advocacy (IMHA). Provides statutory advocacy to residents of Bexley Borough who are detained under the mental health act whilst in hospital or when in the community on a CTO or supervised Discharge.

Forensic Independent Mental Health Advocacy (IMHA). Provides a Statutory advocacy service to all Residents at the Medium Secure Bracton Centre and the Memorial and secure settings of Greenwood and Hazelwood.

Community Connect

Community Connect is the social prescribing service in Bexley led by the Bexley Voluntary Service Council (BVSC) in partnership with Mind. The project is supported by NHS Bexley Clinical Commissioning Group and the London Borough of Bexley. 'Social Prescribing' is recognising that people's health is influenced by a range of social, economic and environmental factors and seeks to address people's needs in a holistic way. It also aims to support individuals to take greater control of their own health. Social prescribing is a way of linking patients in primary care with sources of support within the community to help improve their health and well-being. Individuals will often go to their GP or local hospital to ask for non- clinical support and are unaware of the wide range of voluntary and community services throughout Bexley or how to access them. There are many issues which can make people feel stressed, isolated or unwell and Community Connect aims to support the residents of Bexley to improve their wellbeing by connecting people with local activities and support services. Our Wellbeing Coordinators are able to speak to people over the phone or face to face, to discuss any issues they may be having or any possible support available to them. Once an individual has met with a coordinator, they will be supported to access services throughout the borough to aid their wellbeing and support them through any issues they may be having.

Community Connect has been able to support over 800 clients to jointly develop bespoke well-being plans to promote social integration and or social reactivation. Community Connect has successfully supported clients to gain qualifications, start volunteering, seek counselling support and engage with local community activities such as local lunch clubs and exercise groups.

At the beginning of 2020, the global pandemic impacted upon the delivery and evaluation of Community Connect, requiring a rapid response in an ever-shifting landscape. As services locked down, consultations halted, a community volunteer force was recruited and trained to deliver a programme of telephone support for new and existing service users. Service users experiencing multi-morbidity, combined with mental health problems, loneliness and isolation were adversely affected physically, emotionally and socially by the national lockdown. Volunteers likewise reported feelings of isolation and uselessness, motivating them to support those in need. The intervention engendered feelings of self-worth and reduced social isolation, having a positive impact on mental wellbeing. Matched partners developed respectful and trusting relationships over time, described as a mutually beneficial experience.

Breathing Space - National Project

Mind in Bexley, in conjunction with and funded by Orbit Housing, run a project called 'Breathing Space'. The original Breathing Space Project began in 2017 with Mind in Bexley supporting local Orbit residents and others with various mental health issues through a mentoring programme ably supported by a group of local volunteers. Breathing Space is a community engagement project that primarily supports Orbit residents who are experiencing mental health issues. The focus is on mental well-being via support from recovery workers, and, where appropriate, fully-trained volunteers to enable people to build connections and enhance their own sense of well-being. Breathing Space's ultimate goal is to support individuals to take control of their own lives and feel empowered to contribute to their community and society.

Since the beginning of February 2020, a new exciting and very innovative Breathing Space Project has been running with Mind in Bexley securing a tender to manage the entire project and be the central point of administration and management of referrals from across the country including Bexley and also Warwickshire, Thanet, Coventry, Kettering, Northampton, Rugby, Stratford-upon-Avon, Norfolk, Hastings and Rother. We are working in partnership with Orbit and with our colleagues across various branches of Mind in those areas, including East Kent Mind, Springfield Mind, Coventry and Warwickshire Mind, Kettering Mind, Northampton and District Mind, Norfolk and Waveney Mind, and Mind in Brighton and Hove.

Due to the Covid-19 pandemic, clients are assessed and then supported via regular telephone calls, signposting to appropriate specialist services and, where available and appropriate, via digital workshops. Referrals have increased exponentially in March 2020 however, our colleagues across the Mind Partnership have been working incredibly hard to ensure that Orbit's residents and other clients receive the support they need.

Our **Individual placement support** (IPS) service was another new initiative funded during the year by Bexley Clinical Commissioning Group and aims to support individuals in gaining or even retaining paid employment. We believe that having a paid job links with our overall wellbeing. Paid employment can have a positive effect on your mental health and wellbeing. Therefore, employment can also be a part of your recovery journey too. This service is provided in partnership with Oxleas NHS Foundation Trust and the service is available for adults living in the borough of Bexley, who are using Oxleas NHS Foundation Trust Mental health services. Individuals receive regular, one-to-one support from our employment specialist to create a 'Journey to Work' plan, tailored to individual needs and interests. This is followed by a rapid job search, support throughout the recruitment process and, once in work, time-unlimited, individualised support for both the individual and their employer

East Kent Mind

One of the most exciting developments during the year was finding suitable premises in King Street, Ramsgate and securing funding from Live Well Kent for an array of services for Thanet residents through a Person-Centred approach. Our initiatives support Thanet residents to build resilience to improve and sustain their mental and physical wellbeing. We also assist in the promotion, support and maintenance of good mental health in the community.

Accessing information and advice can play an important part in the choice individuals make about their mental wellbeing. We offer a range of 1 to 1, telephone and online advice and information services to anyone affected by mental health issues including their families friends and carers. Our projects offer a range of Wellbeing workshops and taster sessions, promotes Wellness awareness, and engages the community in a host of Wellbeing activities designed with and chosen by residents.

We provide Education and Training, an array of Digital Workshops, activity groups and one to one support, peer support groups, a men's, women's and young person peer group, ecotherapy, mentoring and volunteering. East Kent Mind continue to develop programmes of activities and groups which aim to promote good mental health in friendly informal and safe environments.

Kent Community Oasis Garden (East Kent)

The existing Oasis Garden and the larger area around it has the potential to become a well-used resource for teaching, learning and engagement. Situated at the University of Kent, East Kent Mind have been working very closely with the project steering group to develop the space.

The project aims to:

- Create an accessible multiuse space
- Provide opportunities for skills building and training
- Provide opportunities for work experience and apprenticeships
- Promote sustainable and healthy food
- Provide access to growing space
- Create activities and quiet spaces for wellbeing and mental health programmes
- Enhance the student experience
- Promote social enterprise
- Enhance social cohesion
- Provide an interesting space for Learning and Teaching/A Living Lab
- Provide a safe environment working within the University's processes and procedures.

East Kent Mind signed a 10-year lease in early 2020 to work in partnership with a variety of partners to develop the space and establish wellbeing initiatives for students at the University. Due to Covid the garden was closed in early January.

Healthwatch Bexley with Age UK

Healthwatch Bexley provides an essential service to the residents, patients and service users of Bexley's Health and Social Care Services. Uniquely placed at a strategic level as an independent body that seeks to identify and represent the voice of local people, Healthwatch Bexley punches way above its weight in terms of representation, engagement, and impact.

Over the last year, Healthwatch have been privileged to attend numerous strategic meetings including the Bexley Health and Wellbeing Board, Bexley Council Communities and Health Scrutiny Committees, and Local Care Partnership meetings run by the CCG. We have met with and discussed, local issues with senior decision-makers across the borough including the Council Chief Executive, Director of Public Health, Director of Adult Social Care and Health, lead councillors for Health and Social Care and senior staff at Bexley NHS Clinical Commissioning Group.

Last year 3,019 people told us about their experience of a number of different areas of health and social care. This year we helped people get the advice and information they need by:

- Providing advice and information articles on our website and through social media.
- Answering people's queries about services over the phone, by email, or online.
- Talking to people at community events such as the annual London Borough of Bexley Ageing Well event and Welling Fun Day.
- Visiting hospitals, shopping centres and libraries.
- Producing a British Sign Language signposting directory.

Healthwatch engaged with Bexley residents with hearing loss to find out about local audiology services. Working with local service providers, we conducted four enter and view visits and a questionnaire was promoted via a local deaf centre, at community groups and events, and on social media. The majority of people were happy with the service and aftercare they received. However, only half were happy with their hearing aids, meaning they did not wear them regularly and get the benefits of improved communication associated with regular use. 30% told us they experienced loneliness as they couldn't hear enough to join in conversations with family or friends. Despite many local services providing a hearing loop, such as hospitals and banks, half of the people we listened to didn't know what a hearing loop was, how to use it or if their hearing aid had one. Our recommendations suggested that service providers promote the importance and use of hearing loops and check patient understanding at all appointments. Service providers should also collect patient experience feedback, paying particular attention to why patients may not be happy with or wearing their hearing aid.

We were pleased to be asked by Public Health Bexley to be part of a 12-week consultation looking at resident's views of the local draft Obesity Strategy. Using questionnaires, focus groups and face to face engagement we listened to over 800 people. We visited a secondary school, local BAME groups, carers groups for adults and young people, and groups with learning disabilities or specific health conditions, ensuring those often less heard, had a chance to comment. People told us they were shocked at the local levels of obesity and agreed that action needed to be taken to stop levels increasing. Our findings have been used to inform and support the adoption of the strategy by Bexley Council. Our recommendations were based on what Bexley residents told us and included, that the Strategy could give more consideration to those with mental ill-health.

The Obesity Strategy is seen as a positive step by local residents in addressing the growing problem of obesity. Rather than blaming individuals or just prompting them to make healthier choices, it recognises the need for a whole system approach and looks at the many complex influences affecting a person's choices. Including changes to the built environment and supporting a community culture that sees healthy eating and exercise as the norm.

Healthwatch Bexley was recognised and awarded highly commended in the Championing Diversity and Inclusion category at the 2019 Healthwatch Network Awards. We worked with local organisations to help make going to the GP a better experience for people with a learning disability. We trained 15 volunteers with a learning disability to visit all 26 GP services in the borough and speak to patients about their experiences. Over 450 people shared their views, which included concerns about issues such as a lack of disability awareness amongst staff, and information provided in formats people find difficult to understand. As a result of our work, there is now a GP dedicated to advising GP practices in the area about learning disabilities and three healthcare professionals responsible for increasing the number of people having their annual health check. Also, several GP services have taken steps to make their staff more learning disability aware to help reduce the barriers people with learning disabilities face.

Our volunteers play a vital role in speaking to local people about their experiences and giving them the opportunities to share their views and ideas for how services can improve. Many of our volunteers spend time in our community finding out what people think of local services in Bexley and raising awareness of Healthwatch Bexley.

We train our volunteers to visit health and social services and report on people's experiences. They may be observing a service, gathering views of patients, residents and staff or contributing to reports which highlight our findings. We envisage 2020 to be a very busy year for the service due to the pandemic and the impact on accessing health care.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Mind in Bexley was founded in 1986 and has been actively involved in the development of mental health services in Bexley and more recently in East Kent. Mind in Bexley and East Kent are primarily supported by the London Borough of Bexley and Bexley CCG and Live Well through KCC.

Affiliation

Mind in Bexley and East Kent has a membership agreement with Mind which confirms that both parties have common charitable objectives. The parties agree to promote Mind's values (informed, determined, diversity, integrity and partnership) and to work to make it possible for people who experience mental distress to live full lives and play their full part in society.

We are affiliated to National Mind and work with our local statutory partners the London Borough of Bexley, Bexley CCG, Bexley Care and Oxleas NHS Foundation Trust, and KCC. Affiliation also entitles Mind in Bexley and East Kent to use the Mind name, logo and image in accordance with the trademark license agreement.

Constitution and organisational structure

The organisation is a charitable company limited by guarantee. The Charitable Company was established under a Memorandum of Association, which established the objects and powers of the charitable company, and is governed by its Articles of Association. In the event of the Charitable Company being wound up members are required to contribute an amount not exceeding £1.

The Board of Trustees consists of 7 members who administer the Charity. The Board meets quarterly and some members are involved in project steering groups and project development.

Recruitment and appointment of new Trustees

Membership is open to anyone who agrees and subscribes to the aims and objectives of the Charity. A Register of Members is kept showing name, address and date of membership and is available for inspection. We have a quota of trustees.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Induction and training of new Trustees

New Trustees are provided with the most recent annual accounts and report and a portfolio of current policies and procedures. A Trustees' Handbook provides Trustees with a comprehensive reference pack that includes the governing instrument, details of activities, organisation structure, assets, accounts, responsibilities and procedures of the Charity.

This handbook forms the basis for induction of new Board members, staff and or briefing of professional advisors. A meeting is held so as to give new Trustees an understanding of the Charity and its activities. Training for Trustees takes place as and when training needs are identified.

The current Chief Executive Officer (CEO) was appointed in January 2008 by the Trustees to manage the day to day operations of the Charity. To facilitate effective operations, the CEO has delegated authority, within terms of delegation approved by the Trustees, for operational matters including finance, employment and staff training.

Risk management

The Board of Trustees are responsible for assessing and managing risks in all aspects of the organisation with the objective of ameliorating the effects of predictable untoward events.

The risk management process has three aspects:

- Risk assessment to identify all the factors, events and situations that could present a risk to the organisation;
- Risk analysis to sort score and rank risks as the basis for making decisions about how to handle them; and;
- Risk management to develop strategies and methods to avert or minimise risk.
- When assessing risks, strategic, operational, financial and regulatory and people aspects of the organisation are considered.

FINANCIAL REVIEW

The Charity's income was £3,731,882 in the year ended 31 March 2020 compared to £3,336,476 in the year ended 31 March 2019. An increase of some 12%. The principal sources of funding continue to be grants received from the Bexley CCG and the London Borough of Bexley. The total expenditure amounted to £3,353,238 in the year to 31 March 2020 compared to £2,949,615 in the year ended 31 March 2019. The fund balance carried forward at 31 March 2020 was £542,910 on general funds and £1,194,030 on designated funds. The balance carried forward on restricted funds was £477,987 on 31 March 2020 (2019: £334,405). The full Statement of Financial Activities is set out in these accounts.

The trustees are not aware of any issues that create an immediate threat to the charity continuing as a going concern.

FINANCIAL REVIEW (CONTINUED)

Reserves policy

The Board of Trustees aim to maintain a level of unrestricted reserves which ensures that there are adequate funds to meet current and known future liabilities. In order to fulfil its responsibility to secure

Mind in Bexley and East Kent's viability beyond the immediate future, and in order to protect the charitable company against serious disruption to its charitable work, we need to build reliable funds against future uncertainty, to absorb setbacks, and to take advantage of change and opportunity over the long term.

The Trustees' policy aims to have free reserves to a minimum of 3 months (and preferably a maximum of 6 months) of core costs. At current levels of expenditure this amounts to between £500,000 to £1,000,000. The free reserves are unrestricted reserves excluding those amounts tied up in tangible fixed assets or designated for particular purposes.

At the year-end free reserves amounted to £542,910. The board of Trustees is looking to build up free reserves to achieve the desired level.

Investment policy and performance

The Memorandum & Articles of Association provides that the organisation invests monies not immediately required for its own purposes in or upon such investments, securities or property, as may be thought fit. At the present time the Trustees' policy is to maintain all such monies on deposits earning a market rate of interest.

PLANS FOR THE FUTURE

Throughout 2020/21 Mind in Bexley and East Kent's performance will be assessed through a number of performance measures.

The key indicators are:

- Achieve an operational surplus;
- Explore the impact of the Crisis Café in Bexley
- Work with service users in order to develop and record users' experience of our services during Covid;
- Further develop our IAPT services via digital means in Bexley in order to improve access;
- Further develop a Recovery model based on co-production and learning-Person Centred model of care including Personalisation/Personal Health Budgets
- Further develop digital mechanisms across all services
- Work closely with BVSC and the consortia in Bexley on securing Adult Social Work contracts in Bexley
- Further Develop our Social Enterprise Café's and look at setting up a Revival in Thanet
- Develop services in East Kent including mentoring and peer support
- Establish wellbeing lines in Bexley and East Kent to assist those who are isolated due to pandemic and set up a Digital Hub so that residents can be supported to access our digital offers.
- Develop services at Kent COG
- Develop services for those discharged from hospital
- Set up BAME Specific services with BAME community members and measure impact
- Increase the level of reserves, to take into account the rapid expansion over the last four years:

PLANS FOR THE FUTURE (continued)

- Undertake building works in order to open our office space in East Kent
- Undertake a review of Breathing Space and the service model and work with Orbit to develop the model.
- Purchase a mini bus in order to improve access and reach.
- Develop a Crisis Café in East Kent
- Explore setting up a community pantry in Bexley.

ACKNOWLEDGEMENTS

The Charity's principle funding sources during the last year have been:

- Bexley CCG
- London Borough of Bexley
- KCC
- Orbit Housing

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Mind in Bexley and East Kent Limited for the purposes of company law) are responsible for preparing the Report of the Trustees 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 which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charitable 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 charitable company's auditors are 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 auditors are aware of that information.

AUDITORS

The auditors, Moracle Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

ON BEHALF OF THE BOARD:

S C Westcombe - Chair

29th March 2021

Opinion

We have audited the financial statements of Mind in Bexley and East Kent Limited (the 'charity') for the year ended 31 March 2020, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees 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 its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2020 and of its results for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may
 cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting
 for a period of at least twelve months from the date when the financial statements are authorised for
 issue.

Other information

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

Report of the Independent Auditor to the Trustees of Mind in Bexley and East Kent Limited for the year ended 31 March 2020

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

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report. We have nothing to report in respect of the following matters where 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.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 4), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

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 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.

Report of the Independent Auditor to the Trustees of Mind in Bexley and East Kent Limited For the year ended 31 March 2020

As part of an audit in accordance with ISAs (UK), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or
 error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is
 sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material
 misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve
 collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that
 are appropriate in the circumstances, but not for the purpose of expressing an opinion on the
 effectiveness of the charity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business
 activities within the charity to express an opinion on the financial statements. We are responsible for the
 direction, supervision and performance of the charity audit. We remain solely responsible for our audit
 opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Morlai Kargbo (Senior Statutory Auditor)
For and on behalf of Moracle Limited
Statutory Auditor
Ashley House
Ashley Road
London
N17 9LZ

29 March 2021

Statement of Financial Activities for the year ended 31 March 2020

	Notes	Unrestricted Funds £	Restricted Funds	Total funds 2020 £	Total funds 2019 £
Income and endowments from:					
Donations and legacies	2	58,971	-	58,971	43,659
Investments	3	1,344	-	1,344	691
Other trading activities	4	179,600	-	179,600	174,810
Charitable activities: Mental health preservation	5	791,845	2,700,121	3,491,966	3,117,316
Total Income		1,031,760	2,700,121	3,731,881	3,336,476
Expenditure on:					
Raising funds	6	75,630	17,094	92,724	92,117
Charitable activity Mental health preservation	7	721,069	2,539,445	3,260,514	2,857,498
Total expenditure		796,699	2,556,539	3,353,238	2,949,615
					-
Net income		235,061	143,582	378,643	386,861
Net movement in funds		235,061	143,582	378,643	386,861
Total funds brought forward		1,501,879	334,405	1,836,284	1,449,423
Total funds carried forward		1,736,940	477,987	2,214,927	1,836,284

All the charity's activities are continuing.

The accompanying notes form part of these financial statements.

Balance Sheet As at 31 March 2020

	Notes	2020 £	2019 £
FIXED ASSETS			
Intangible assets Tangible assets	12 13	24,000 780,030	27,000 779,672
CURRENT ASSETS			
Debtors Cash at bank and in hand	14	626,952 864,311	150,405 962,203
CREDITORS		1,491,263	1,112,608
Amounts falling due within one year	15	(80,366)	(82,996)
NET CURRENT ASSETS		1 <u>,410,897</u>	1,029,612
TOTAL ASSETS LESS CURRENT LIABILITIES		2,214,927	1,836,284
NET ASSETS		2,214,927	1,836,284
FUNDS	18		
Unrestricted funds General funds Designated funds		542,910 1,194,030	337,208 1,164,671
Restricted funds		477,987	334,405
TOTAL FUNDS		2,214,927	1,836,284

The financial statements were approved and authorised by the Trustees on 29 March 2021 and signed on their behalf, by:

S C Westcombe - Trustee

The accompanying notes form part of these financial statements

Statement of Cash flows For the year ended 31 March 2020

		2020	2019
Ocal flavor from amounting activities	Notes	£	£
Cash flows from operating activities Cash generated from operations	1	(63,445)	469,738
Net cash provided by (used in) operating activities		(63,445)	469,738
Cash flows from investing activities:			
Investment income		1,344	691
Purchase of tangible fixed assets		(35,791)	(18,433)
Net cash provided by (used in) investing activities		(34,447)	(17,742)
Change in cash and cash equivalents in the reporting period		(97,891)	451,996
Cash and cash equivalents at the beginning of the reporting period	2	962,203	510,207
Cash and cash equivalents at the end of the reporting period	2	864,312	962,203

Notes to the Statement of Cash flows For the year ended 31 March 2020

1 RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES				
	2020	2019		
	£	£		
Net managed in founds for the new ording position of the				
Net movement in funds for the reporting period (as per the statement of financial activities)	378,644	386,861		
Statement of infancial activities	370,044	300,001		
Adjustments for:				
Depreciation charges	38,434	34,761		
Investment income	(1,344)	(691)		
(Increase)/decrease in debtors	(476,548)	133,479		
Increase/(decrease) in creditors	(2,630)	(84,672)		
	(22.112)			
Net cash provided by (used in) operating activities	(63,445)	469,738		
2 ANALYSIS OF CASH AND CASH EQUIVALENTS				
	2020	2019		
	£	£		
Cook in bond	004.044	000 000		
Cash in hand	864,311	962,203		
Notice deposits (less than 30 days)	-	-		
Total cash and cash equivalents	864,311	962,203		

Notes to the Financial Statements For the year ended 31 March 2020

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Charities Act 2011 and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The trustees consider there are no material uncertainties about the Charity's ability to continue as a going concern. The financial statements have therefore been prepared on a going concern basis.

1.2 Charitable Company status

The Charitable Company is a company limited by guarantee. The members of the Charitable Company are the Trustees named on page 1. In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charitable company.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charitable Company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charitable Company for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income and endowments

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

Income from government and other grant, 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.

1.5 Expenditure

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources.

Notes to the Financial Statements For the year ended 31 March 2020

1. ACCOUNTING POLICIES (CONTINUED)

1.5 Expenditure (continued)

Overheads and other salaries are allocated between the expense headings on the basis of head count. Liabilities are recognised when there is a legal or constructive obligation committing the charity to the expenditure.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and are allocated on the basis of staff cost. Governance costs which form part of Support costs and are those incurred in connection with enabling the Charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutory duties.

1.6 Depreciation

Assets costing more than £1,000 are capitalised. Depreciation is provided using the following rates and bases to reduce by annual instalments the cost, less estimated residual values, of tangible assets over their estimated useful lives.

Goodwill - Amortised over 10 years

Freehold land & buildings
 2% straight line. The land element is not depreciated.

Furniture & equipment
 Computer equipment
 25% on written down value
 25% on written down value

1.7 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred.

1.8 VAT

The Charity is registered for VAT.

1.9 Pension scheme

The charity operates a defined Contribution Pension Scheme for its employees. The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

1.91 Judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors including expectations of future events that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Notes to the Financial Statements For the year ended 31 March 2020

2.	DONATIONS AND LEGACIES			2020	2019
		Unrestricted	Restricted	Total	Total
		funds	funds	funds	Funds
		£	£	£	£
		<u>58,971</u>		58,971	43,659
3.	INCOME FROM INVESTMENTS				
				2020	2019
		Unrestricted	Restricted	Total	Total
		Funds	funds	Funds	Funds
		£	£	£	£
	Deposit account interest	1,344		1,344	<u>691</u>
4.	OTHER TRADING ACTIVITIES				
				2020	2019
		Unrestricted	Restricted	Total	Total
		funds	funds	Funds	Funds
		£	£	£	£
	Trading Café	<u>179,600</u>		<u>179,600</u>	17 <u>4,810</u>
5.	INCOME FROM CHARITABLE	ACTIVITIES			
				2020	2019
		Activity		£	£
	Grants	Mental health preservat	tion	3,491,966	3,117,316
Gran	its received, included in the above, a	re as follows:			
				2020	2019
D	Octobra			£	£
	ource Centre A Advocacy			197,900 139,990	197,900 139,992
	ey IAPT			1,738,133	1,744,318
	ers support			31,000	31,000
	Healthy, Get Active			96,000	-
	Il Grants			9,016	10,251
	ers in Mind			34,000	34,000
	al Prescribing			193,000	-
	thwatch			108,051	101,500
	London Development			73,747	18,330
	loyment & Recovery Hub s Cafe			479,200 4,933	479,200 212,249
	munity Connect			4,933 121,000	119,000
	thing Space			134,694	29,576
	onalisation			13,358	
	Kent Living Well			40,000	-
	Employment			77,944	_
	Linployment		_	77,044	

Notes to the Financial Statements For the year ended 31 March 2020

6. RAISING FUNDS			2020	2019
			£	£
Direct costs Support costs (Note 8)			71,359 21,365	72,678 19,439
			92,724	92,117
7. CHARITABLE ACTIVITY- Mental health preservation				
			2020 £	2019 £
Direct costs Staff costs Support costs (Note 8)			116,948 2,572,079 571,487	91,652 2,240,944 524,902
			3,260,514	2,857,498
8. SUPPORT COSTS:				
	Charitable	Raising funds	2020	2019
	activity £	£	£	£
Premises costs	155,243	-	155,243	120,546
Staff costs	210,971	21,366	232,337	214,435
Office costs	103,343	-	103,343	107,629
Other costs	83,215	-	83,215	64,609
Governance costs	18,715	-	18,715	37,122
Total	571,487	21,366	592,853	544,341

Notes to the Financial Statements For the year ended 31 March 2020

9. NET INCOME

Net income is stated after charging/ (crediting):

		2020 £	2019 £
Depreciation - owned assets Amortisation - goodwill		35,434 3,000	31,761 3,000
Audit remuneration - audit	services (excluding VAT)	8,200	7,000
- other	services (excluding VAT)	3,000	3,000

10. TRUSTEES' REMUNERATION AND BENEFITS

During the year, no Trustees received any remuneration (2019: Nil)

During the year, no Trustees received any benefits in kind (2019: Nil)

During the year, no Trustees received any reimbursements of expenses (2019: Nil).

11. STAFF COSTS

	2020	2019
	£	£
Wages and salaries	2,149,863	1,830,811
Social security costs	184,936	153,554
Pension costs	90,344	49,461
	2,425,143	2,033,826

The average monthly headcount of staff during the year was 68 (2019: 63) and the average number of full time equivalent employees during the year was as follows:

	2020	2019
Charitable activities	65	60
Support activities	3	3
	68	63

¹ employee received remuneration between £90,000 - £100,000 (2019: 1).

¹ employee received remuneration between 60,000 - £70,000 (2019: 1).

The total employee benefits of the senior management team were £327,227 (2019: £302,185).

Notes to the Financial Statements For the year ended 31 March 2020

12. INTANGIBLE FIXED ASSETS	Goodwill £
COST	
At 1 April 2019	30,000
At 31 March 2020	30,000
AMORTISATION	
At 1 April 2019	3,000
Charge for the year	3,000
At 31 March 2020	6,000
NET BOOK VALUE	
At 31 March 2020	24,000
At 31 March 2019	27,000

The Goodwill relates to the purchase of Revival 2 Café in Whitstable.

13. TANGIBLE FIXED ASSETS

	Freehold land & buildings	Leasehold properties	Furniture and fittings	Computer equipment	Total
	£	£	£	£	£
COST					
At 1 April 2019	725,821	32,000	67,676	103,209	928,707
Additions	6,000	-	17,891	11,900	35,791
At 31 March 2020	731,822	32,000	85,566	115,109	964,498
DEPRECIATION					
At 1 April 2019	14,516	7,052	43,877	83,589	149,034
Charge for the year	14,636	2,495	10,422	7,880	35,434
At 31 March 2020	29,153	9,547	54,299	91,469	184,468
NET BOOK VALUE					
At 31 March 2020	702,670	22,453	31,267	23,640	780,030
At 31 March 2019	711,306	24,948	23,799	19,619	779,672
		Page 32			

Notes to the Financial Statements For the year ended 31 March 2020

1/	DEBTORS.	AMOUNTS FALLING DUE WITHIN ONE YEAR
14.	DEDIUKO.	AMOUNTS FALLING DUE WITHIN ONE TEAK

	2020 £	2019 £
Trade debtors Other debtors	594,397 <u>32,555</u>	105,774 44,631
	626,952	150,405

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020	2019
	£	£
Trade creditors	61,438	70,614
Other creditors	<u>18,928</u>	12,382
	80,366	82,996

Other creditors include deferred income of £8,500 (2019: £8,500) relating to grants received in 2020 for projects to be undertaken in 2021. Deferred income of £8,500 was released in the year.

16. OPERATING LEASE COMMITMENTS

At 31 March 2020 the Charitable Company had lease commitments under non-cancellable operating lease as follows:

20: £	20 2019 £
Not later than one year 49,03	31 35,219
Later than one year and not later than five years 97,34	47 97,011

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR

	General funds	Designated funds	Restricted funds	Total funds 2020	Total funds 2019
	£	£	£	£	£
Intangible fixed assets Tangible fixed assets Current assets Current liabilities	- 623,277 (80,366)	24,000 780,030 390,000	- - 477,987 -	24,000 780,030 1,491,263 (80,366)	27,000 779,672 1,112,608 (82,996)
	542,910	1,194,030	477,987	2,214,927	1,836,284

Notes to the Financial Statements For the year ended 31 March 2020

ANALYSIS OF NE	FASSETS	BETWEEN	FUNDS -	- PRIOR YEAR
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	General funds	Designated funds	Restricted funds	Total funds 2019	Total funds 2018
	£	£	£	£	£
Intangible fixed assets Tangible fixed assets Current assets Current liabilities	51,350 368,854 (82,996)	27,000 725,822 411,849	2500 331,905 -	27,000 725,822 411,849 (82,996)	30,000 793,000 794,091 (167,668)
	337,208	1,164,671	334,405	1,836,284	1,449,423
18. MOVEMENT IN FUND	S - CURRENT YEAR	₹			_
	At 01.04.19	Income	Expenditure	Transfers between funds	At 31.03.20
	£	£	£	£	£
Unrestricted funds General funds	337,208	1,031,846	796,784	(29,359)	542,910
	337,208	1,031,846	796,784	(29,359)	542,910
Designated funds					
Management recruitment	65,000	-	-	-	65,000
Fundraising	45,000	-	-	(30,000)	15,000
Legal Fees	15,000	-	-	(15,000)	-
Research Building Improvement	10,000 80,000	-	-	(60,000)	10,000 20,000
Tangible Fixed Assets	779,671	-	-	(60,000) 359	780,030
Intangible Fixed Assets	27,000	-	-	(3,000)	24,000
Building refurbishment	20,000	-	-	(10,000)	10,000
Costal Kent	-	-	-	-	-
Training	20,000	-	-	(10,000)	10,000
Minibus	15,000	-	-	- 25 000	15,000
Computers/IT Other funds	25,000 63,000	-	-	25,000 (13,000)	50,000 50,000
Digital Support for IAPT	03,000	_	_	120,000	120,000
Health and Safety	-	-	-	25,000	25,000
	1,164,671			29,359	1,194,030
Restricted funds					
Community Connect	19,806	121,000	120,020	-	20,786
BCT IMHA Advocacy	16,499	139,990	132,403	-	24,086
Bexley IAPT	231,435	1,811,880	1,695,224	-	348,090
Healthwatch	23,335	108,051	99,276	-	32,110
Employment Recovery	43,330	479,200	476,356	-	46,174
East Kent Living Well	334,405	<u>40,000</u> 2,700,121	33,261 2,556,540		6,739 477,987
TOTAL FUNDS	1,836,284	3,731,967	3,353,324		2,214,927

Notes to the Financial Statements For the year ended 31 March 2020

£ 361,924 361,924	<u>752,466</u> <u>752,466</u>	£ (548,511) (548,511)	£ (228,671) (228,671)	<u>337,208</u>
	·	, 	-	337,208
	·	, 	-	
-		<u> </u>	(220.071)	337,208
-			<u>,===,===,</u>	
	_	-	65,000	65,000
-	_	_	45,000	45,000
8,000	-	-	7,000	15,000
10,000	-	-	-	10,000
10,000	-	-	70,000	80,000
793,000	-	-	(13,329)	779,671
30,000	-	-	(3,000)	27,000
10,000	-	-	10,000	20,000
25,000	-	-	(25,000)	-
10,000	-	-	10,000	20,000
	-	-	-	15,000
25,000	-	-	-	25,000
-	-	-	63,000	63,000
936,000		-	228,671	1,164,671
8,652	119,000	(107,846)	-	19,806
9,565	139,992	(133,058)	-	16,499
86,274	1,744,318	(1,599,157)	-	231,435
9,222	101,500	(87,387)	-	23,335
37,786	479,200	(473,656)	-	43,330
151.499	2.584.010	(2.401.104)		334,405
	10,000 793,000 30,000 10,000 10,000 15,000 25,000 - - - - - - - - - - - - - - - - - -	10,000 - 793,000 - 30,000 - 10,000 - 25,000 - 10,000 - 15,000 - 25,000 - 936,000 - - 8,652 119,000 9,565 139,992 86,274 1,744,318 9,222 101,500 37,786 479,200	10,000	10,000 - - 70,000 793,000 - - (13,329) 30,000 - - (3,000) 10,000 - - 10,000 25,000 - - (25,000) 10,000 - - 10,000 15,000 - - - - - - 63,000 936,000 - - - 63,000 936,000 - - 228,671 - 86,652 119,000 (107,846) - - 9,565 139,992 (133,058) - - 86,274 1,744,318 (1,599,157) - - 9,222 101,500 (87,387) - - 37,786 479,200 (473,656) - -

The transfers between funds were made to create the designated funds.

Designated funds purposes:

Social Enterprise – Funds designated to continue to develop and support Revival as a social enterprise café in order to promote community well-being.

Legal Fees – In respect of legal costs in connection with setting up Social Enterprise and CIC in East Kent.

Research – Funds to explore the impact of a social enterprise café on peer support and community well-being in order to demonstrate effectiveness and access funding.

Notes to the Financial Statements For the year ended 31 March 2020

Designated funds purposes (continued)

Building Improvements - Designated funds to facilitate the upkeep of Milton House and refurbishment.

Fixed Assets - The Designated Fixed Assets Fund represents the net book value of the charity's fixed assets. Without these assets, the charity will be unable to carry out its activities. Accordingly, a designated fund has been created to recognise this.

IT/Infrastructure – To develop and expand IT and HR/Accounts due to expansion and growth and increase in staff.

Costal Kent – To continue working in partnerships with a view to operating and developing in east and costal Kent.

Training – For continuous development for staff to fulfil the ever changing requirements in rendering services.

Minibus – To improve access and engagement.

Restricted funds:

Community Connect – a new social prescribing service in Bexley that aims to connect local people with non-clinical sources of support in the community to improve their health and wellbeing.

BCT IMHA Advocacy – Funding to provide independent advocacy to those under section and in specialist forensic units in Bexley.

Bexley IAPT – Monies received to provide stepped care IAPT and counselling provision for residents with a Bexley GP and undertake exercise discharge planning.

Healthwatch – In partnership with Age UK to represent views of local residents re Healthcare in Bexley.

Employment Recovery – Recovery College and peer support initiatives to support residents in their recovery, help them to remain independent and support towards accessing employment and education.

19. SHARE CAPITAL

Mind in Bexley is a company limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the Charity being wound up.

20. TAXATION

Under the provision of TA 1988 sections 505 and 506, the Charitable Company is not liable to tax on its charitable grants, donations or fee income earned in the course of its charitable activities, so long as the income is applied for the purposes of the company's charitable aims.