



# Annual Report and Accounts

From 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019

Mary Frances Trust  
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Charity No. 1055113  
Company No. 3189443



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CHAIR:	Mr Lee Bennett	
V-CE CHAIR:	Mr Jeremy Ross	
TRUSTEES:	Dr F. Addison Mrs S. Grant Mrs S. Greenhouse Mrs A. Maakan Mr P. Matthews Mrs H. Ward	- joined April 2019  - terminated May 2018 - joined May 2018
CEO and COMPANY SECRETARY:	Mr P. Wolter	
REGISTERED OFFICE:	23 The Crescent Leatherhead Surrey KT22 8DY	
CHARITY REGISTRATION NUMBER:	1055113	
COMPANY REGISTRATION NUMBER:	3189443	
INDEPENDENT EXAMINER:	Ms Joan Swain BSC (Hons) FCCA JMSolutions 48 Rothschild Drive Sarisbury Green Southampton SO31 7NS	
BANKERS:	CAF Bank Ltd P O Box 289 West Malling Kent ME19 4TA	

The Trustees present their report with the financial statement of the Company for the year ending 31<sup>st</sup> March 2019.

## GOVERNING DOCUMENT

The Mary Frances Trust is incorporated as a company limited by guarantee. The Trust has adopted the Charity Commissioners' Model Memorandum and Articles of Association for a Charitable Company (GD 1 January 1995) as its governing document. In the event of the Company being wound up, members are required to contribute £1 per member.

On 28<sup>th</sup> March 2018, we held an extraordinary meeting with Registered Members of MFT to pass a special resolution to amend the Memorandum of Association by inserting a new clause 4 (ix):

*"to amalgamate or merge with or acquire or undertake all or any of the property, liabilities and engagements of anybody having objects wholly or in part similar to those of the Charity."*

The resolution was passed with 100% of Members present voting in favour.

## OBJECTS OF THE CHARITY

The principal object of the Charity is to support people with mental health problems, particularly through the use of user-led, psycho-social interventions.

## TRUSTEES AND ORGANISATION

The Trustees during the year under review were:

Mr L. Bennett	-	Chair
Mr J. Ross	-	Vice-Chair
Mrs S. Grant	-	Trustee
Mrs S. Greenhouse	-	Trustee
Mrs A. Maakan	-	Trustee
Mr P. Matthews	-	Trustee / Treasurer
Mrs H. Ward	-	Trustee

The Trustees are also directors of the charitable company and provide their services free of charge.

The Trustees are responsible for running the organisation and, during the year, they delegate day-to-day responsibility to Mr Patrick Wolter, the Chief Executive of the Charity. Mr Wolter is also the Company Secretary.

The operations are carried out by a staff team and a group of volunteers working closely with people who use the service. Membership of the organisation is open to anyone with an emotional or mental health problem. These Members register before our Annual General Meeting (AGM) for duration of one year. They then have the right to vote and elect the Board of Trustees in our AGM.

We also do our best to make sure that people with lived experience of mental health problems participate in the organisation's development and help with setting our short and long-term objectives. Currently we employ a Co-production and Community Engagement Worker who is responsible for working with our Advisory Group consisting of people with experience of mental health problems. The Advisory Group also consults and collects views in our wider quarterly meetings, which we run in different locations to allow people who use our services to have their say on MFT's developments.

#### **STATEMENT OF TRUSTEES RESPONSIBILITIES**

The Trustees (who are also the Directors of Mary Frances Trust 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 accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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.

## **INVESTMENT POWERS**

Under the Memorandum and Articles of Association, the Trustees have the power to invest funds as they see fit.

## **RECRUITMENT AND APPOINTMENT OF TRUSTEES**

The Directors of the Company are also Trustees for the purpose of charity law and under the Company's Articles are known as the Board of Trustees.

The Board of Trustees seeks to recruit its members to balance various skills required to manage the Charity. Traditional business skills are required as well as experience in the mental health field, which is so important to our work. We recruit new members to the Board by advertising via national recruitment agencies such as REACH as well as through local contacts.

During the year under review, we saw some slight changes within the Board of Trustees. In May 2018 Anu Maakan terminated her Trusteeship.

Also in May 2018, we managed to recruit a new Treasurer – Paul Matthews – who was officially confirmed as a Trustee / Treasurer by the MFT Members in our last AGM in September 2018.

In the financial year 2019/20 Fergus Addison also joined (April 2019) our team of Trustees.

Fergus is awaiting official election at the next Annual General Meeting in September 2019.

In accordance with the Articles of Association, one third of the Trustees retire by rotation at the AGM each year. This year it means that Susan Grant and Sam Greenhouse will be retiring. Both would like to offer themselves for re-election.

## **TRUSTEE INDUCTION AND TRAINING**

All new Trustees are invited to visit MFT and spend time meeting people who use our services and staff in order to understand the character and ethos of the organisation. Training is, by necessity, tailored to individual needs depending on the knowledge gaps and experience of the individuals involved.

It is extremely important for all the Trustees to fully understand and be able to implement, in all their work with MFT, our special way of working with people and the values and organisational ethos.

## **RISK MANAGEMENT**

The Trustees are aware of their responsibilities under SORP (FRS102) of undertaking a risk management review. The Risk Assessment and mitigation strategies are being thoroughly reviewed by the Chief Executive and the Board on a six-monthly basis. The reviews are needed to identify any upcoming risks and further mitigate them. Our last review took place in June 2019.

## **REVIEW OF OBJECTIVES AND ACTIVITIES FOR THE PUBLIC BENEFIT**

Mary Frances Trust (MFT) is a charitable organisation established in 1994 by people who used mental health services, carers and professionals to support people with any mental health problems. It is a non-medical service set up to address the social consequences of mental health problems on the lives and well-being of people who use mental health services. These include the following:

- low self-esteem and self-confidence (compounded by the negative attitudes in our society towards those with mental health problems);
- social isolation and exclusion from many areas of community life (including leisure, volunteering and education);
- low income because of long term reliance on benefits (Mental Health service users have the lowest rate of employment of any group of disabled people); and
- poorer physical health compared to the general population.

Until 2006, our services were based strictly on the Clubhouse Model (a model of social rehabilitation started in New York in 1950's) which was an excellent starting point for development of user-led services. With time, however, MFT had to adapt to the changing

approach to mental health, and the way services are being delivered, while at the same time staying faithful to our main values and principles:

- **Contribution** - strength based approach not just for a passive recipient. Active and voluntary involvement in every aspect of running the organisation (including delivery, monitoring, reviewing and service development);
- **Individuality** - everyone offered a personally tailored approach with supported space to think about what is working and not working in their life and finding a way forward;
- **Inclusivity** - not segregated, nor separate from the community, providing a connection through our services into mainstream community activities;
- **Commitment to equal and respectful relationships**, which serve as a model for behaviour within and outside activities associated with MFT;
- **Enabling** people to find their own strengths and resources – doing with, not doing for;
- **Belief** that people can improve and achieve their goals and their potential. Recovery is possible for each individual.

Over the years, we have evolved a range of activities which support people using our services with their wellbeing and recovery, to access opportunities within the community, to set their own achievable goals and to have the best possible quality of life.

In the financial year 2014/15, the Board of Trustees undertook a rigorous strategic review leading to a redefinition and reshaping of services to meet the needs of the people we are here for and the challenges facing the organisation.

In our regular Away Days, the Board continuously reviews and adjusts the strategy, to make sure that MFT responds to the changing need, as well as commissioning landscape. In February 2018, the strategy has been refreshed and new strategic priorities for the next 3 years (20/21) have been set. The priorities include:

1. Reaching New Service Users (from underrepresented groups);
2. Developing Further the Co-Production and Co-Design Model;
3. Exploring New Technologies (for access, management and delivery of services);
4. Raising Profile of MFT;
5. Further Developing Strategic Partnerships; and
6. Increasing Unrestricted Funding.

At the last Away Day, in February 2019, the Trustees reviewed the progress made on all set priorities and agreed that:

- Progress was satisfactory
- Further development was required, in particular in Priority 6.

The services directly provided by MFT currently include:

- **Social / Peer Support** – we run a couple of cafes, as well as groups, which are open to people with any mental or emotional health issues and their friends and families. They provide an opportunity for people to meet with their friends in a safe and non-judgemental environment and explore further options offered by the organisation.
- **Information and Advice**– telephone, or one-on-one support with a variety of issues in different areas of concern, including housing, benefits, relationships and working with other professional organisations.
- **Skills Development** – include not only a big variety of courses, training and workshops provided by MFT (self-esteem, mindfulness, assertiveness etc.), but most importantly individual support for people who would like to explore opportunities in the wider community – education, volunteering and/or social activities.
- **Groups and Activities** – we offer a programme of groups and activities from different locations within our catchment area. Examples of the activities include: Art, Gardening, Play Reading, Ceramics and Crafts. We also offer some regular self-help groups for people with Bipolar, or Hoarding Disorder.
- **Wellbeing** – these services focus on physical health (which influences our emotional and mental health) and general wellbeing. Very popular here are: Pilates, Zumba, Yoga, Walking and Football.
- **Safe Haven** – an innovative service, provided in partnership with Surrey and Borders Partnership NHS Foundation Trust. The main aim of this service is to provide a safe space for people in emotional crisis and prevent them from developing a full mental health crisis. The service runs out of hours, 365 days a year.

## ACHIEVEMENT AND PERFORMANCE

April 2018 - March 2019 was the second year of Mary Frances Trust's Community Connections contract. During this year, Mary Frances Trust (MFT) received 987 referrals from within its commissioned areas of Mole Valley, Epsom and Ewell, Banstead and West Elmbridge. This was an increase of 25% from the previous year, see *Table 2 and Chart 2*. This compares very well against the other Community Connections providers, who similarly generated a large number of referrals during this time.

The end of this period saw Mary Frances Trust supporting 1279 people, which is a massive 62% increase from the previous year (790). Surrey Downs Clinical Commissioning group report that MFT are supporting an impressive 45 people per 10,000 population, which is higher than any other Community Connections provider in Surrey.

During the financial period 2018/19, Mary Frances Trust were contracted by Catalyst to provide a service in Spelthorne and West Elmbridge. Closure of our partnership charity organisation - Wellness with a Goal (WWAG) - required MFT staff team to work extremely hard, not only to sustain the service provision, but also to establish new partnerships and expand our service offering in new areas.

Mary Frances Trust received 253 referrals and finished the year supporting 144 people, which shows that our charity is providing a wider, more comprehensive service than ever before. This is in addition to the 1279 people MFT supported in its previously commissioned areas.

### Staffing Changes

Following on from our last year's internal restructuring process, to continue delivering high quality services in mid-Surrey, we went through some further staffing changes in year 2018/19.

Michael Powell started work on 30<sup>th</sup> March as the Area Co-ordinator for Spelthorne and East & West Elmbridge. He settled into the post well and has been busy building up services across these areas.

There was also a change on the position of Area Co-ordinator for Epsom, Ewell and Banstead. Fortunately, the recruitment went smoothly, and the area continued to thrive.

Jo Cranfield, our Co-Production and Community Engagement Worker, went on maternity leave and is due to return in early summer 2019. Her role was covered by Fiona Pettie, a

long-term volunteer for MFT. Fiona's background in the NHS meant she was well qualified to take on this task, and she effectively maintained the Co-production Group during her time in the role.

In August 2018 we managed to recruit a very experienced Communications Officer and we are already noticing significant improvements in our marketing and communication style.

We are however still finding it difficult to find and appoint a Fundraiser, who would support MFT with increasing our unrestricted income.

### **Service Provision**

The operational team, including Programme Manager and the Area Co-ordinators, have worked hard to develop groups, courses and activities in their areas. This meant that MFT was able to provide high quality, meaningful services, which were designed to meet the individual needs of people accessing our services. MFT ran 103 courses in the period April 2018 - March 2019, with over 1,000 bookings for places. This was a 30% increase in the number of courses on offer, when compared with the same period last year.

MFT embarked on a 'Big Mosaic Project' during the year. Sections of this were completed in Mole Valley, Epsom and Elmbridge. The fourth was started in Banstead. On completion, this Mosaic will be presented to MFT at the 25<sup>th</sup> Anniversary celebrations next year.

### **East & West Elmbridge**

Michael Powell performed an excellent job in building an effective programme in our newly taken over area of Spelthorne and West Elmbridge.

Art, Football, Yoga, Healthy Eating, Managing Conflict, Building Resilience, Mosaics and Mindfulness were just a few of the activities and courses that were run over the whole of Elmbridge, in different locations across the Borough. Michael also set up a number of groups, including men's, gardening and craft groups. The Art Café on Mondays has 36 people who have booked on to both the café and the Art group.

The 'Art Across Elmbridge' project commenced, funded by Walton Charities and RC Sheriff, which enabled MFT to plan and run art activities across Elmbridge. This two-year project will allow MFT to develop art in areas where it was not previously offered. Courses are also planned for Hersham, Cobham, Claygate and Weybridge as well as other venues

during the two years. By the end of March 2019, 31 people had already engaged in art-related activities as part of this project.

### **Spelthorne**

In Spelthorne, Michael established new groups and raised awareness of MFT locally. Activities included football, badminton and a carer's support group, which 24 people accessed. The weekly Arts & Crafts and Peer Support groups had 10 people booked to attend at the end of March 2019. Advice and information appointments were provided regularly after the peer support group meetings.

Other courses run in the area during this time included Mindfulness, Yoga and Confidence Building as well as Healthy Eating.

### **Epsom & Ewell**

In Epsom & Ewell, Clare continued the existing groups and added more, including a number of physical activities such as Pilates, Yoga, Couch to 5k and Sit Fit, as well as Arts and Crafts, a Sustainability group, Pop-up Café sessions and courses on Emotional Well-being, Stress Management, Drawing and Jewellery Making, amongst others. Our bespoke 'STEPPS Down', for individuals affected by Personality Disorder, was run in Epsom at the Brickfield Centre during this time.

In October, when Clara commenced her post, she was able to continue the programme that Clare had started and added additional activities and courses of her own. These included Mindfulness, De-Cluttering, Spring Arts & Crafts and Confidence Building. 'Brewing Friendships', a project to support people who were socially isolated, was started in partnership with Epsom Social Services and Nescot. Creative Writing and Art, both on Fridays at Brickfield, had attendances of 10 people at each group. Mosaics and Art in The Evening were well attended, with 22 people booking on to these courses.

In January, our Epsom Peer Support group started. Although the number fluctuated week to week, there were 9 regular attendees and new people regularly introduced to the group. They co-produced their own programme of activities, including visits from external agencies such as Surrey Care Trust and the Volunteer Agency and peer-led activities, such as cupcake decorating and quizzes.

## **Banstead**

In Banstead, Clare held regular 'pram walks' and 'walks for health' as well as a pop-up café at a local church community hub. She also arranged courses to support emotional well-being, which included Mindfulness, Meditation and 'Mood and Food'. Clara was able to continue the programme in Banstead and added some additional activities in Tadworth, which increased numbers booking on to courses, including 12 people who booked on to our Confidence Building course.

## **BME Project**

The BME Women's project, 'Inclusion for All', came to an end during this year, and the next phase of the BME support project was launched by Parvin Ahmed, our BME Support Worker. This was called 'Time for Me' and comprised a 12-week mental and physical health 'coping skills' programme, exploring how physical and mental health are linked and looking at the emotional impact of long-term physical health conditions. Also included in this project were Pilates, Yoga, Sleep Hygiene, Arts & Crafts and a Wednesday Women's Group. 36 women booked onto the different courses involved in this project. The Wednesday Women's Group continued to flourish, providing a safe space for women to come together to share skills and support.

## **Mole Valley**

In Mole Valley, John O'Malley's very popular men's groups, including Football, Walking Football and a monthly evening social group, generated 148 male referrals. This included our Men's Cycle project, which ran during this time. This project was designed to address the high rate of suicide in men. Golf sessions, at Patchesham Golf Club, were popular, with 8 regular attendees and will be repeated in the next financial year. The Tuesday Art group grew considerably after a decision to introduce more 'taught' courses, as opposed to loosely facilitated activities. This change meant that new people joined, stayed and produced some amazing works of art. At the end of March 2019, this group had 15 regular attendees.

MFT's Women's group was a similar success and they co-produced a programme of meaningful activities over the year. A new volunteer facilitator, Kerrie, took over the running of the group and it became more focussed on recovery, with 10 women signing up to attend by the end of March 2019. Cafes still ran on Wednesdays and Fridays for peer support throughout this period. The number of courses, groups and activities in Mole Valley grew considerably during the year, including Walking Photography, Confidence

Building, Yoga, Mindfulness and Building Emotional Resilience. Unfortunately, Complementary Therapies ceased, due to a lack of space and difficulty recruiting suitable volunteers.

We have recently set up a joint project with YMCA called 'Mind the Gap,' which is aimed at 18-25 year olds. This involves a cohort of young people working together to co-produce a meaningful programme of support to enable recovery.

### **Working with Others**

During this year MFT delivered services for:

Ashford Hospital – Yoga

Surrey FA – Yoga and Business League Football

Mount Green Housing Association – Yoga

Clarion Housing- Men's Wellbeing Project

AVIVA -Managing Life /Work Balance workshops

Elmbridge Borough Council – Take your Mind to the Gym

MFT also worked with local schools to run courses on Mindfulness and Managing Exam Stress with 6<sup>th</sup> form students, as well as taking part in stigma-reducing events, such as the end of term activity week, school assemblies and talks to students. Schools included Epsom High School, Glyn School in Epsom and St Andrew's in Leatherhead. Work was also undertaken with Children's Centres, including Riverview Children's Centre for Yoga and Pre-ESOL classes with Pound Lane Epsom Children's Centre.

MFT continued to work with Surrey Care Trust and WEA, who were able to provide courses to support wellbeing using different approaches. Other partners included The North Leatherhead Partnership, Voluntary Action Mid Surrey, ESRA, Citizens Advice, Family Matters, Patchesham Golf Club, Surrey County Council Social Care Epsom, NESOT, B@ttitude, Love Me Love My Mind, Work Stress Solutions and Social Prescription Services. Working with so many partners enabled staff to signpost people to appropriate services quickly and safely when required.

### **Other Services**

Information and Advice is given through one-to-one support sessions in all of our venues and over the telephone. This financial year has again seen an increase in the number of people needing support, in particular with Personal Independent Payments (PIP) claims and appeals.

## **Safe Haven Epsom**

Safe Haven Epsom has had a busy year, with 3,250 visits. The transition in offering an initial hour exclusively for peer support and maintaining wellbeing is now fully embedded in the service. This allows us the opportunity, after 7pm, to support people in a more robust way who are specifically either in crisis or trying to prevent a crisis. The designation of a peer support hour isolates socialising to early in the evening and maintains an appropriate environment for crisis work after this time.

Epsom has found that people in crisis are often accompanied by family or friends who may need a place to talk, offload and to be signposted. Our feedback shows that offering this additional service to carers, family and friends has been very helpful.

Single Point of Access (SPA) and the Crisis team also refer clients to us for further support. The Crisis Team also arrange to meet with people at the Safe Haven who prefer not to be seen in their home, which has allowed our staff to gain greater insight into the crisis management support that the Crisis Team offer and has also introduced new people to our service.

Our team have all completed many hours of CPD, both NHS and external provider led, which has enhanced their practice. The team have excellent knowledge of local provision, MFT courses, advice and guidance, volunteering opportunities and education, all of which are vital to supporting people in their recovery. We also have an experienced bank worker team, who cover leave, sickness and Time off in Lieu. This enables Safe Haven to run smoothly and to provide a 365-day-a-year service. As a team, the Safe Haven staff have regular, reflective practice sessions which enable effective problem-solving and the maintenance of a resilient, supportive team. Safe Haven service user-led focus meetings have proved to be popular, allowing clients and attendees to work in a co-productive way to enhance the service.

## **Events**

This year MFT were present at Ashted Village Day, Winter Wellness in Epsom, Walton Charities opening event, Royal Holloway, Mental Health for Adolescents Workshop day, Time to Change meetings, SCFA Wellbeing event, plus Health & Wellbeing networking events – Esher Carer's Week, Mount Green Community Day – Leatherhead and Epsom Mental Health Week.

## Volunteering

At MFT we are fortunate to have a growing committed and hard-working team of approximately 45 volunteers, who not only enhance the services we offer, but enable us to provide a wider range of services. Many people contact MFT to offer their time and skills as volunteers because they recognise the importance of the services we offer. Volunteering also benefits volunteers by increasing their skills, experience and confidence.

MFT has a wide range of volunteer roles, some helping on an occasional basis whilst others volunteer on a regular basis.

Our strong team of receptionist volunteers in Leatherhead provide a friendly and informative first point of contact for people enquiring about and accessing our services. Our weekly drop-in cafes in Leatherhead and the Joseph Palmer Centre are both run by committed teams of volunteers, providing a warm welcome to new and established café visitors.

We now have 7 fully trained and committed walk leaders, who run the 2 walking groups that MFT operate on behalf of the Walk for Health scheme. Both walks have grown in size, with up to 14 walkers attending to enjoy a chat and a gentle walk through beautiful countryside.

Many of our groups are run, or supported by, volunteers who offer their skills and enthusiasm for art and craft, creative writing, sport, helping and listening skills to provide much appreciated encouragement and support to those attending. Other volunteer roles, important to the running, maintenance and enhancement of MFT, include gardening, finance, administration, social media, distributing leaflets, DIY, helping with fundraising and raising awareness of our organisation.

This year 3 more volunteers have trained as walk leaders and we have extended the number of volunteers helping with groups. We have facilitated volunteer training in mental health awareness and safeguarding, as well as encouraging existing volunteers to develop their skills in other areas. In the coming year we are planning to run further training on confidentiality, boundaries and listening skills and to recruit more volunteers to help with groups and the referral process.

## THE YEAR 2018/19 IN NUMBERS:

The below statistics show the growth Mary Frances Trust has been experiencing over the last few years.

In Table and Chart 1, we can see a relatively stable number of referrals in all quarters of 2018/19. The overall number of referrals, however, increased since last year by 25%, with increases in all of the areas (Table and Chart 2).

New Referrals Per Quarter	Mole Valley	Epsom & Ewell	Elmbridge East	Banstead	TOTAL
Quarter 1	108	76	39	36	259
Quarter 2	89	91	32	34	246
Quarter 3	91	76	33	21	221
Quarter 4	94	97	38	32	261
<b>TOTAL</b>	<b>382</b>	<b>340</b>	<b>142</b>	<b>123</b>	<b>987</b>

Table 1 - New referrals per quarter in 2018/19

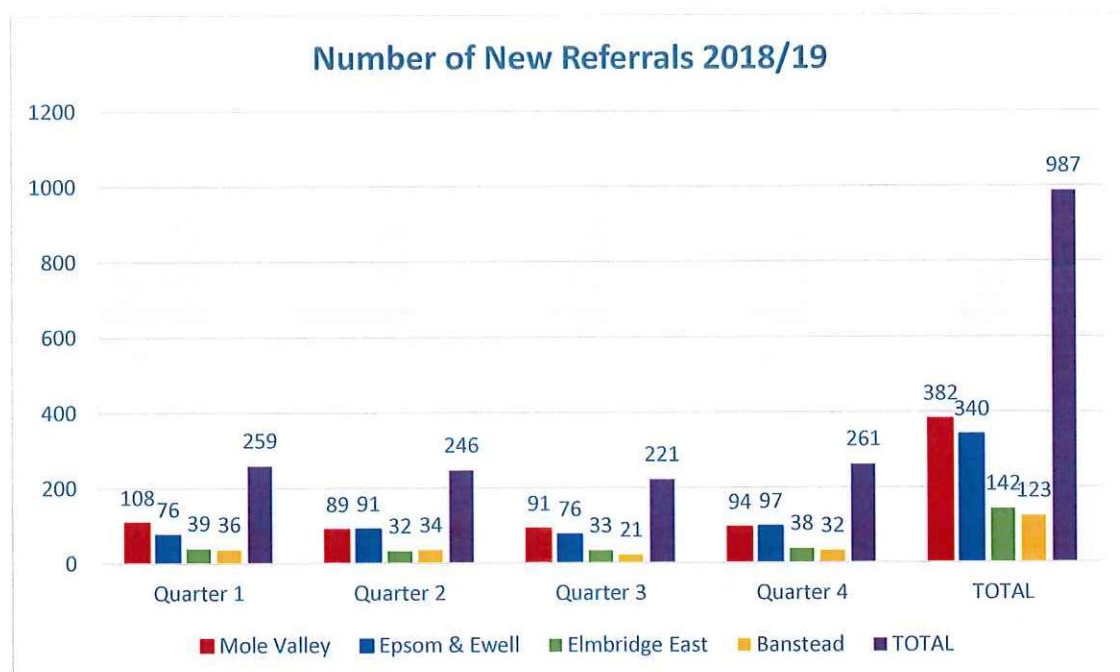


Chart 1 - New referrals per quarter in 2018/19

New Referrals in Year	Mole Valley	Epsom & Ewell	Elmbridge East	Banstead	TOTAL in financial year
2014/15	198	127	N/A	N/A	325
2015/16	305	246	N/A	N/A	551
2016/17	330	266	N/A	N/A	596
2017/18	308	279	110	92	789
2018/19	382	340	142	123	987

Table 2 - Referral numbers in the last five years

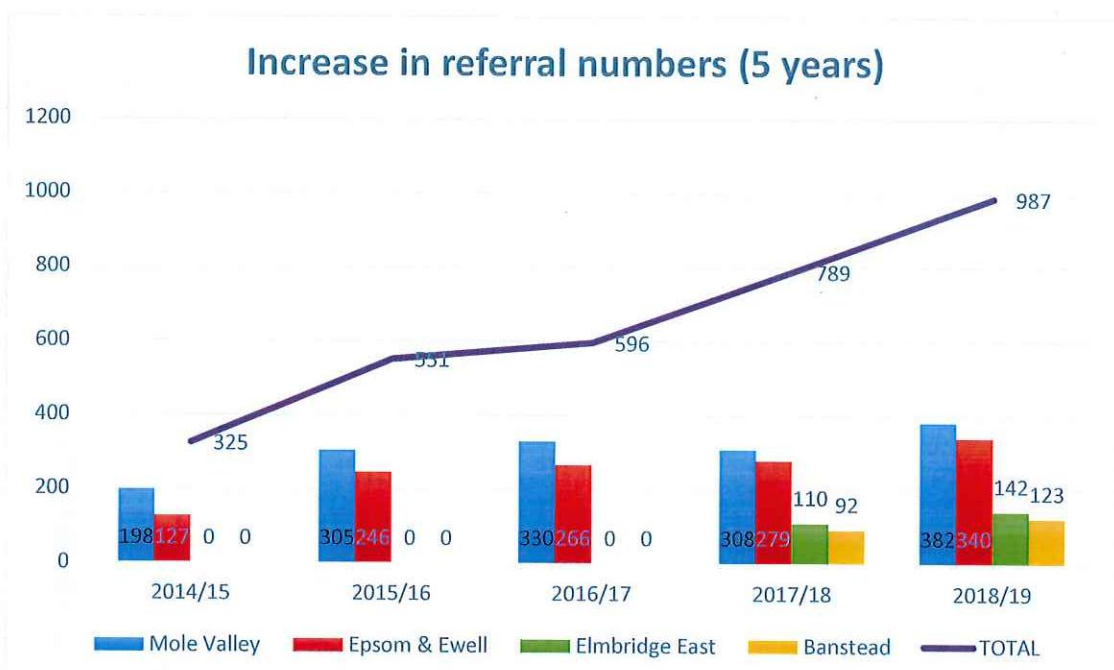


Chart 2 - Referral numbers in the last five years

The table and chart above illustrate the increase in the number of referrals over the last 5 years. It is important to note that the new areas of Elmbridge East and Banstead were only added in the financial year 2017/18

The number of people who have actively been in receipt of our Community Connections service has also been steadily increasing as well as the number of people who were able to leave the service because, at this point, their goals had been met. Many of the people mentioned managed to secure voluntary or paid employment or started accessing other opportunities within the community – not connected to specific mental health services.

Number of People Actively in Receipt of Community Connections Service	Mole Valley	Epsom & Ewell	Elmbridge East	Banstead	TOTAL
in Quarter 1	398	318	38	91	845
in Quarter 2	444	381	65	109	999
in Quarter 3	489	427	90	120	1126
in Quarter 4	571	459	107	142	1279

Table 3 - Number of people actively in receipt of our services in each quarter (2018/19)

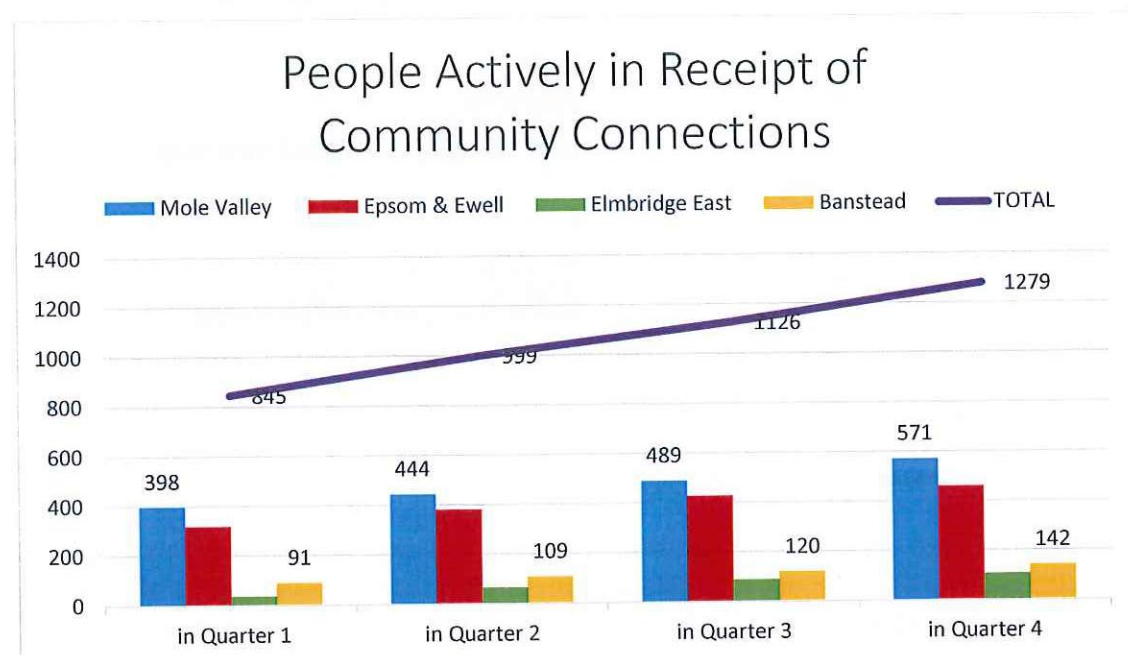


Chart 3 - Number of people actively in receipt of our services in each quarter (2018/19)

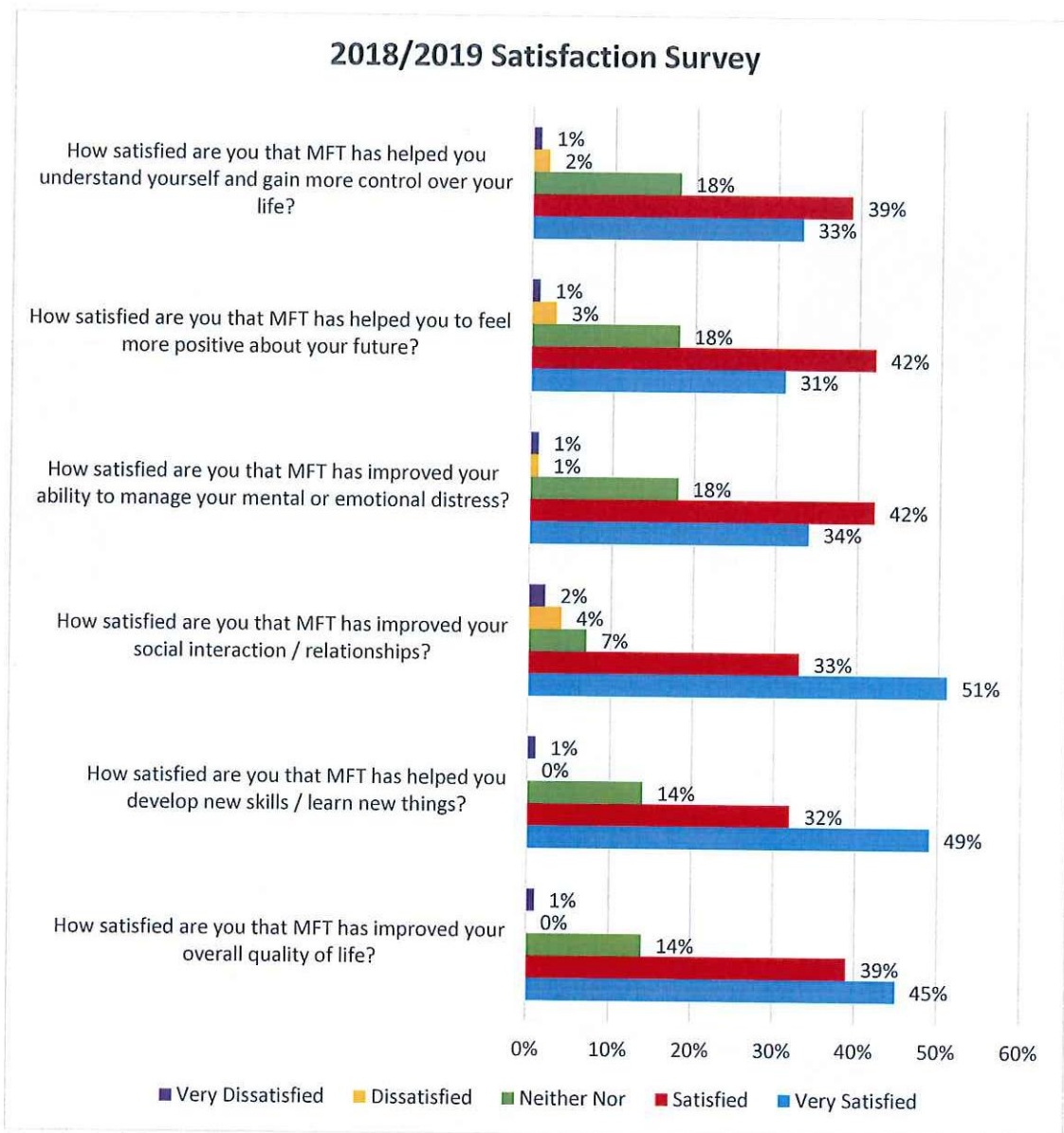


Chart4 - Satisfaction Survey Analysis (April 2018 – March 2019)

We are always very proud that, even with changes to the organisation and the substantial growth, we continue to deliver high quality services that are valued by the people benefitting from them. Using our 6-monthly survey (Chart 4), we can demonstrate that the vast majority of people who have been accessing our services are overall satisfied or even very satisfied with the outcomes they achieve.

## **PUBLIC BENEFIT STATEMENT**

The Trustees are satisfied that these activities are carried out for the public benefit, having due regard for the guidance given by The Charity Commission. All Board Members give their time freely and no remuneration was paid to the Board Members.

## **FUNDING**

Like many other charities of our size providing services to people with disabilities, we receive the majority of funding from statutory funders. In our case, approximately 90% of MFT funding for 2018-2019 covered core costs and came from Surrey County Council and NHS Surrey (Surrey Downs Clinical Commissioning Group), as part of the integrated Community Connections Service.

Throughout the year, MFT managed to secure funding grants and generous donations for specific projects. MFT are very grateful to Walton Charities, Elmbridge Borough Council, Heathrow Community Fund, Assura Healthy Communities Scheme, The Football Association and Surrey County Football Association, RC Sherriff, Clarion Futures and other private donors and funders for their support during the year, enabling us to provide and enhance services to more people. In the financial year 2018/19, we managed to secure approximately £13,000 of unrestricted and £27,000 of restricted funds.

We also would like to express our enormous gratitude to the Trustees of Wellness With A Goal (WWAG), for passing on a substantial donation to Mary Frances Trust, to continue their legacy and provide first class service to people with mental health problems.

MFT are currently in a process of searching for a skilled Fundraiser, who would help us to further strengthen our reserves and also focus on some new projects, which are not part of Community Connections provision.

## **FINANCIAL PERFORMANCE**

As is compulsory for a charity of the scale of MFT, we prepare our financial accounts in accordance with the Statement of Recommended Practice (SORP) and in line with the 'Accruals' principle. This allows easier comparison of our performance from one year to the next (because the accounts are not affected by differences in the exact timing of cash inflows and outflows) and with the accounts of other comparable charities.

The Charity receives funds from multiple sources and, in the course of meeting our objectives, we must spend money for many different purposes. The majority of our income carries no external restriction on how it is spent, other than this must always be in accordance with the Charity's objects. These *unrestricted* funds are the lifeblood of the Charity.

We also receive funding which carries some external condition(s), defined by the donor, on how it is used. Such *restricted* funds are just as valuable to MFT, and the people we benefit, but we must take care to ensure these are separated from our *unrestricted* funds and spent only on the specific purpose for which they were provided.

The levels of income and funds expended in the last financial year are provided in the annual Statement of Financial Activities. Given the differences between *unrestricted* and *restricted* funds, the income and expenditure of each are shown separately.

The trustees view the operational surplus, or deficit, in *unrestricted* funding for the year to be an important indicator of the financial performance of MFT. A surplus allows us to fund future investment, for the benefit of the people who use MFT, or to bolster our *unrestricted* reserves, which allow the Charity to better absorb any unforeseen shocks without interruption to our operations. An unplanned deficit, or series thereof, could damage the Charity's finances, though this may also be planned during periods of heightened investment.

There was an operational surplus for the financial year 2018/19 of £190,242, which included the large, one-off donation by WWAG of £123,300 (the operational surplus excluding the WWAG donation was £66,942). This compares with an operational surplus in 2017/18 of £38,561. Aside from the WWAG donation, the operational surplus last year can also be attributed to the Charity having been unable to fill several vacancies for a large period of the year. These have now been filled or are expected to be filled during the course of 2019/20.

We also expect to see higher expenditure in the next financial year in support of our goal to further diversify our sources of funding and as we mark the 25th anniversary of MFT. The approved budget for 2019/20 anticipates an operational deficit.

## RESERVES POLICY

The Charity is primarily funded through 'fixed-level' contracts with the local Clinical Commissioning Group and Surrey County Council, while we have a cost base that we expect to grow in overall terms. The Charity must also consider the wide range of risks it faces in the course of its operations and devise plans to meet the consequences, should any of these come to pass.

For this reason, the Charity seeks to maintain a level of *unrestricted* reserves equivalent to, at least, our budgeted *unrestricted* expenditures for a period of six months. As at 31st March, 2019, MFT held sufficient *unrestricted* reserves to fund 5.9 months of budgeted *unrestricted* expenditures, based upon the approved 2019/20 annual budget.

## FUTURE PLANS

Our plans for the next 3 years are very clearly set out in the strategy document and focus on the described priorities. They include:

1. Reaching New Service Users (from under-represented groups)
2. Developing Further the Co-Production and Co-Design Model
3. Exploring New Technologies (for access, management and delivery of services)
4. Raising the Profile of MFT
5. Further Developing Strategic Partnerships
6. Increasing Unrestricted Funding

It is important to mention that the strategy agreed by the Board is a working document and the actions established with the staff team and the Advisory Group can, at any point, be amended.

As part of our strategic priorities, in the next financial year, we would like to remain flexible and respond to new opportunities arising from partnership working with our local partners (SABP, Catalyst, Richmond Fellowship), as well as commissioning bodies and national guidelines.

We are planning to become further involved in transforming mental health services in Surrey and ensuring that, in the challenging current financial climate, people of Surrey receive the best possible service.

ON BEHALF OF THE BOARD:

  
.....  
Lee Bennett – CHAIR

Dated:

Report to the Trustees/Directors/Members of Mary Frances Trust on accounts for the year ended 31 March 2019, charity number 1055113, company number 03189443, set out on pages 29 to 36.

### **Respective responsibilities of Trustees and Examiner.**

The Trustees (who are also the directors of the Company for the purposes of company law) are responsible for the preparation of the accounts. The Charity's Trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed. The Charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

### **Basis of Independent examiner's report**

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

### **Independent examiner's statement**

In connection with my examination, no matter has come to my attention to indicate that:

- accounting records have not been kept in accordance with section 386 of the Companies Act 2006;
- the accounts do not accord with such records;
- where accounts are prepared on an accruals basis, whether they fail to comply with relevant accounting requirements under section 396 of the Companies Act 2006, or are not consistent with the Charities SORP (FRS102); and
- any matter which the examiner believes should be drawn to the attention of the reader to gain a proper understanding of the accounts.

Signed.....*Joan Swain*..... Date.....10/9/19.....

Joan Swain B.Sc(Hons) F.C.C.A.  
Association of Chartered Certified Accountants  
48 Rothschild Drive  
Sarisbury Green, Southampton  
SO31 7NS

	Notes	Unrestricted Fund £	Restricted Fund £	Total 2019 £	2018 £
<b>INCOMING RESOURCES</b>					
<b>Incoming resources from charitable activities</b>					
Grants & contributions from people that use our services (see income analysis – Note 16)		630,596	27,173	657,769	565,738
<b>Incoming resources from generated funds</b>					
Interest		3,361		3,361	2,055
Donations and sundry income	2	136,768		136,768	29,296
<b>TOTAL INCOMING RESOURCES</b>		<b>770,725</b>	<b>27,173</b>	<b>797,898</b>	<b>597,089</b>
<b>RESOURCES EXPENDED</b>					
<b>Costs of generating funds</b>					
Fundraising and publicity	3	1,984		1,984	4,643
<b>Charitable activities</b> (see expenditure analysis – Note 17)					
		574,523	20,454	594,977	549,893
<b>Governance costs</b>	4	3,976		3,976	3,743
<b>TOTAL RESOURCES EXPENDED</b>		<b>580,483</b>	<b>20,454</b>	<b>600,937</b>	<b>558,279</b>
<b>NET INCOMING/(OUTGOING) RESOURCES FOR THE YEAR</b>	5	<b>190,242</b>	<b>6,719</b>	<b>196,961</b>	<b>38,810</b>
<b>TOTAL FUNDS AT 1 APRIL 2018</b>		<b>172,214</b>	<b>22,620</b>	<b>194,834</b>	<b>156,024</b>
<b>TOTAL FUNDS AT 31 MARCH 2019</b>		<b>362,456</b>	<b>29,339</b>	<b>391,795</b>	<b>194,834</b>

The notes on pages 29 to 36 form part of these accounts.

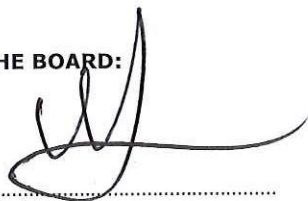
Company Registration Number - 3189443

	Notes	2019 £	2018 £
<b>FIXED ASSETS</b>			
Tangible Assets for use by the Charity	8	8,343	1,909
<b>CURRENT ASSETS</b>			
Sundry Debtors and Prepayments	9	16,677	11,560
Cash at Bank and in hand	10	380,605	193,375
		-----	-----
<b>CREDITORS: Amounts falling due within 1 year</b>	11	13,830	12,010
		-----	-----
<b>NET CURRENT ASSETS</b>		383,452	192,925
		-----	-----
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		391,795	194,834
		=====	=====
<b>RESERVES</b>			
Unrestricted Fund	15	362,456	172,214
Restricted Fund	15	29,339	22,620
		-----	-----
		391,795	194,834
		=====	=====

The Trustees consider that the Company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Company to obtain an audit for the year in question in accordance with section 476 of the Act. The Trustees acknowledge their responsibilities for ensuring that the Company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the Company.

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) issued on 16 July 2014, and with the Charities Act 2011.

ON BEHALF OF THE BOARD:



Mr L Bennett – Chair

Approved by the Board on

10/9/19

The notes on pages 29 to 36 form part of these accounts

Company Registration Number - 3189443

	2019 £	2018 £
Cash flows from operating activities	194,109	51,789
Cash flows from investing activities:		
Purchase of tangible fixed assets	-10,240	-1,834
Interest received	3,361	2,055
	-6,879	221
Change in cash and cash equivalents in the reporting period	187,230	52,010
Cash and cash equivalents at the beginning of the reporting period	193,375	141,365
Cash and cash equivalents at the end of the reporting period	380,605	193,375
	=====	=====
<b>Reconciliation of net income to net cash flow from operating activities</b>	<b>2019 £</b>	<b>2018 £</b>
Net income for the reporting period (as per the Statement of financial activities)	196,961	38,810
<b>Adjustments for:</b>		
Depreciation charges	3,806	808
Interest received	-3,361	-2,055
Decreased(increase) in debtors	-5,117	10,391
Increase (decrease) in creditors	1,820	3,835
	194,109	51,789
	=====	=====

## 1. ACCOUNTING POLICIES

### Accounting Convention

The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) issued on 16 July 2014, and with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102), and with the Charities Act 2011.

The Charity constitutes a public benefit entity, as defined by FRS102.

### Tangible Fixed Assets for use by the Charity

Capital items over £500 are capitalised at cost and depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life, as follows:

Improvements to property	-	over the term of the lease
Office equipment	-	three years
Fixtures and fittings	-	three years
Computer equipment	-	three years.

### Incoming Resources

All incoming resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy.

Donations, grants, tax recoverable under gift aid and interest earned are credited to income when receivable. Grants, which are based on proof of expenditure, are included in income at the year end and any amount owing is included in debtors.

The value of services provided by volunteers has not been included, but is described in the Trustees Annual Report.

### Resources Expended

Expenditure is recognised on an accruals basis, as a liability is incurred. As described in the Trustees' Report, the Charity's principal activity is the provision of community based facilities. All costs incurred in the running and maintenance of the Trust are, therefore, treated as direct charitable expenditure and are inclusive of irrecoverable VAT.

Costs of generating funds comprise the costs associated with attracting voluntary income.

Governance costs include those costs associated with administration of the Charity and compliance with constitutional and statutory requirements and include independent examiner's fees and costs linked to the strategic management of the Charity.

### Unrestricted Funds

These are donations and other incoming resources receivable, or generated for the objects of the Charity without further specified purpose and are available as general funds.

### Restricted Funds

These are funds to be used for the specific purposes laid down by the donor. Expenditure which meets these criteria is charged to the fund. Where the fund has not been fully spent in this financial year the balance is carried forward.

### Operating Leases

Costs in respect of operating leases are charged on a straight-line basis over the term of the lease.

### Pension costs

The Charity operates a defined contribution scheme for its employees; contributions are accounted for when payable.

<b>2. DONATIONS AND SUNDRY INCOME</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Room Hire	2,856	17,062
Donations inclusive of gift aid	10,612	12,234
Wellness With A Goal (WWAG)	123,300	
	-----	-----
	136,768	29,296
	=====	=====
<b>3. FUNDRAISING AND PUBLICITY</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Incurred seeking grants	1,000	3,885
Publicity	984	758
	-----	-----
	1,984	4,643
	=====	=====
<b>4. GOVERNANCE COSTS</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Independent Examiner's Fee	650	650
Sundry Expenses	1,562	1,578
Bank Charges	60	60
Board Expenses	1,704	1,455
	-----	-----
	3,976	3,743
	=====	=====
<b>5. NET INCOMING / (OUTGOING) RESOURCES</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Net incoming resources are stated after charging:		
Depreciation – Owned Assets	3,806	808
	=====	=====
<b>6. STAFF COSTS AND NUMBERS</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Salaries and wages	375,171	304,977
Employer's National Insurance Contributions	30,635	24,496
Pension Contributions(including salary sacrifice)	33,857	28,410
Employment Costs	8,936	7,917
	-----	-----
	448,599	365,800
	=====	=====
Trustees' Emoluments and Other Benefits	-	-
	=====	=====
Average number of employees	17	17
	=====	=====

There were no employees who received remuneration in excess of £60,000.  
No Trustees expenses were paid in either year.

## 7. TAXATION

The charitable company is exempt from Corporation Tax on its charitable activities.

	Improvements to Property £	Office Equipment £	Fixtures and Fittings £	Computer Equipment £	Total £
<b>8. TANGIBLE FIXED ASSETS FOR USE BY THE CHARITY</b>					
<b>Cost</b>					
At 1 <sup>st</sup> of April 2018	19,412	7,278	31,171	34,323	92,184
Additions	-	-	595	9,645	10,240
Disposals	-	-	-	-	-
	-----	-----	-----	-----	-----
At 31 <sup>st</sup> March 2019	19,412	7,278	31,766	43,968	102,424
	-----	-----	-----	-----	-----
<b>Depreciation</b>					
At 1 <sup>st</sup> April 2018	19,412	6,768	31,171	32,924	90,275
Charge for the Year	-	216	187	3,403	3,806
Disposals	-	-	-	-	-
	-----	-----	-----	-----	-----
At 31 <sup>st</sup> March 2019	19,412	6,984	31,358	36,327	94,081
	-----	-----	-----	-----	-----
<b>Net Book Value</b>					
At 31 <sup>st</sup> March 2019	-	294	408	7,641	8,343
	=====	=====	=====	=====	=====
At 31 <sup>st</sup> March 2018	-	510	-	1,399	1,909
	=====	=====	=====	=====	=====

All Fixed Assets are held for use by the Charity.

<b>9. DEBTORS</b>	<b>2019 £</b>	<b>2018 £</b>
Prepayments and accrued income	12,116	11,112
Debtors	4,561	448
	-----	-----
	16,677	11,560
	=====	=====
<b>10. CASH AT BANK</b>	<b>2019 £</b>	<b>2018 £</b>
Short term deposits	72,217	71,045
	53,300	
	82,133	51,311
	70,400	
Cash at bank and on hand	102,555	71,019
	-----	-----
	380,605	193,375
	=====	=====
<b>11. CREDITORS: amount falling due within one year</b>	<b>2019 £</b>	<b>2018 £</b>
Accruals	5,342	4,251
Deferred income	-	-
Tax and social security	8,488	7,759
	-----	-----
	13,830	12,010
	=====	=====
<b>12. PENSIONS</b>		

The Charity operates a defined contribution scheme. The pension charge represents contributions payable by the Charity and amounted to £33,857, including salary sacrifice (2018 £28,410). In the year, the pension costs were all charged against unrestricted funds.

### 13. OPERATING LEASE COMMITMENTS

	2019 £	2018 £
At 31 <sup>st</sup> March 2019, the Charity had aggregate annual commitments under non-cancellable operating leases as set out below:		
<b>Leases expiring within 1 year</b>		
Land and Buildings	43,720	39,620
<b>Leases expiring within 2 to 5 years</b>		
Land and Buildings	-	-
Other	567	667
	-----	-----
	44,287	40,287
	=====	=====

### 14. LIMITED BY GUARANTEE

The Charity is limited by guarantee and has no share capital.

On winding up each statutory member is liable to contribute a sum not exceeding £1.00.

At the year-end, there were seven statutory members (Trustees).

	Balance 1 <sup>st</sup> April 2018 £	Movement Incoming £	Resources Outgoing £	Balance 31 <sup>st</sup> March 2019 £
<b>15. MOVEMENT IN FUNDS</b>				
<b>Restricted Funds</b>	22,620	27,173	20,454	29,339
<b>Unrestricted Fund</b>	172,214	770,725	580,483	362,456
	-----	-----	-----	-----
	194,834	797,898	600,937	391,795
	=====	=====	=====	=====

Details of restricted funds held and movements during the current reporting period.

	Balance bought forward £	Income £	Expenditure £	Balance carried forward £
Frances Jones Fund	378	-	378	-
Richard Jenden Fund	5,371	-	-	5,371
Awards for All	1,589	-	1,589	-
Brickfield Community Fund	748	-	108	640
Men on Bikes	7,594	-	257	7,337
Anton Jurgens Charitable Trust	4,440	-	4,440	-
St James Place Foundation	2,500	-	2,044	456
Walton Charity		9,000	9,000	-
Surrey County Football Association		772	772	-
Grow the Game		1,800	958	842
Art in Elmbridge/Walton Charity		5,725	50	5,675
Mens Mental Health Project		500	-	500
Spelthorne Links Project		2,496	858	1,638
Elmbridge Partnership Fund/Walton Charity		4,880	-	4,880
Assura Health Communities Scheme		2,000	-	2,000
	22,620	27,173	20,454	29,339

Details of restricted funds held and movements during 2018 reporting period.

	Balance bought forward	Income	Expenditure	Balance carried forward
	£	£	£	£
Frances Jones Fund	378	-	-	378
Richard Jenden Fund	5,371	-	-	5,371
PPP fund	346	-	346	-
Awards for All	9,309	-	7,720	1,589
Toyota Fund	1,588	-	1,588	-
CSH Surrey Community Fund	450	-	450	-
Sport England	2,802	-	2,802	-
Brickfield Community Fund	748	-	-	748
Men on Bikes	1,379	7,583	1,368	7,594
Anton Jurgens Charitable Trust	-	5,000	560	4,440
Merland Rise Fund	-	650	650	-
Inclusion for All	-	500	500	-
St James Place Foundation	-	2,500	-	2,500
	22,371	16,233	15,984	22,620

# 16. DIRECT CHARITABLE INCOME ANALYSIS

	Restricted Funds 2019	Unrestricted Funds 2019	Total 2019	Total 2018
<b>Income</b>				
Community Connections Grant		394,534	394,534	394,534
Contributions from people that use our services		4,662	4,662	6,384
NESCOT		500	500	500
Catalyst		80,000	80,000	-
Safe Haven		144,787	144,787	146,087
SECAMB		2,000	2,000	2,000
Banstead Healthcare Service (GPIMHS)		4,113	4,113	-
Men On Bikes	0		0	7,583
Anton Jurgens Charitable Trust	0		0	5,000
Merland Rise Fund	0		0	650
Inclusion For All	0		0	500
St James Place Foundation	0		0	2,500
Walton Charity	9,000		9,000	-
Surrey County Football Association	772		772	-
Grow the Game	1,800		1,800	-
Art in Elmbridge/Walton Charity	5,725		5,725	-
Mens Mental Health Project	500		500	-
Spelthorne Links Project	2,496		2,496	-
Elmbridge Partnership Fund/Walton Charity	4,880		4,880	-
Assura Health Communities Scheme	2,000		2,000	-
<b>Total</b>	<b>27,173</b>	<b>630,596</b>	<b>657,769</b>	<b>565,738</b>

**17. DIRECT CHARITABLE EXPENDITURE ANALYSIS**

<b>Expenditure</b>	<b>Restricted Fund 2019</b>	<b>Unrestricted Fund 2019</b>	<b>Total 2019</b>	<b>Total 2018</b>
Staff Costs		318,134	318,134	230,021
Training		9,529	9,529	2,426
Depreciation		3,806	3,806	808
Facility Costs		88,496	88,496	70,213
Complementary Therapy		0	0	1,597
Food		2,470	2,470	2,225
Insurance		2,099	2,099	1,972
Education/Courses		3,131	3,131	3,005
Safe Haven		144,787	144,787	146,087
WWAG		0	0	75,555
Banstead Healthcare Service (GPIMHS)		2,071	2,071	
PPP Fund	0		0	346
Awards For All	1,589		1,589	7,720
Toyota Fund	0		0	1,588
CSH Surrey Community Fund	0		0	450
Sport England	0		0	2,802
Brickfield Community Fund	108		108	-
Men on Bikes Project	257		257	1,368
Anton Jurgens Charitable Trust	4,440		4,440	560
Merland Rise Fund	0		0	650
Inclusion For All	0		0	500
St James Place Foundation	2,044		2,044	
Frances Jones Fund	378		378	
Walton Charity	9,000		9,000	
Surrey County Football Association	772		772	

Grow the Game	958		
Art in Elmbridge/Walton Charity	50		
Spelthorne Links Project	858		
<b>Total</b>		574,523	549,893
		=====	=====
	20,454	594,977	
	=====	=====	