



MindCare

Dementia Support

Bromley, Lewisham & Greenwich Mind Ltd

ANNUAL REPORT AND FINANCIAL STATEMENTS

1st April 2018 - 31st March 2019

Registered Charity Number 1082972

Company Registration Number 04071152

Registered Office: 5 Station Road, Orpington, Kent, BR6 0RZ

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REPORT OF THE BOARD OF TRUSTEES for the year ended 31st March 2019

Bromley, Lewisham & Greenwich Mind (then Bromley Mind) was incorporated on 13 September 2000 as a company limited by guarantee. On 1st January 2001 a merger of Beckenham Mind, Orpington Mind and Stepping Stones Club Limited transferred ongoing activities to Bromley Mind.

Since 2011, the organisation has been delivering services in the London Borough of Lewisham. On 7th November 2013, the members voted to change the organisation's area of benefit to include Lewisham and its name to Bromley & Lewisham Mind.

In 2017, work began on a merger with Greenwich Mind, leading to a vote of members on 8th November 2017 to change the charity's area of benefit to include the Royal Borough of Greenwich and its name to Bromley, Lewisham & Greenwich Mind (BLG Mind). Services and staff transferred from Greenwich Mind to BLG Mind at the end of March 2018 and the two charities officially merged on 2 July 2018.

MindCare is Bromley, Lewisham & Greenwich Mind's specialist dementia arm. The governing documents are the Memorandum and Articles of Association.

Structure, Governance and Management

Charity Objects

Bromley, Lewisham & Greenwich Mind's objects are:

- (a) To promote the preservation of good mental health, in particular by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition.
- (b) To relieve the needs and improve the quality of life of people with mental health problems and dementia by providing a range of services.

Operating particularly but not exclusively in the London Boroughs of Bromley, Lewisham & Greenwich and surrounding areas.

Charity Governance Code

The Board has reviewed compliance with the Charity Governance Code. This highlighted a good level of compliance overall, and led to some proactive steps being taken to address areas in which compliance was less strong.

Trustee recruitment

The directors of the company are also charity Trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association, which were last amended at the AGM in November 2017:

- Trustees are elected by members at the Annual General Meeting
- The Board is comprised of a minimum of seven and a maximum of fifteen Trustees

- Trustees serve for a fixed term of three years from their election at an Annual General Meeting. No more than three terms shall be served.
- At other times of the year, the Board of Trustees may appoint a person who is willing to serve either to fill a vacancy or as an additional Trustee, provided the election does not cause the number of Trustees to exceed the maximum permitted. A Trustee so elected shall hold office only until the next Annual General Meeting
- At least three Trustees are required to have experience of mental health problems or of being the carer for someone with a dementia.

In an effort to maintain a broad skill mix, the Board of Trustees reviews its effectiveness annually and in the event of particular skills being needed or lost due to retirement, individuals are recruited to offer themselves for election or for appointment to the Board. When recruiting new Trustees we seek to increase the diversity of the Board, for example by advertising for Trustees from demographic groups that are currently under-represented on the Board.

During 2018-19 four Trustees retired from the Board, and four new Trustees were recruited. All new Trustees live in the Royal Borough of Greenwich, reflecting the recent merger. Following the retirement of Chair Linda Gabriel after eight successful years in the role, a new Chair was appointed from amongst the existing Board. Trustees serving in 2018-19 are listed on page 25.

Trustee induction, training and review

Induction to the Board of Trustees is led by the Chair and Chief Executive. The programme includes visits to the organisation's services, introductions to staff, volunteers and service users and a training session which covers:

- Aims and values of BLG Mind
- Trustee roles and responsibilities
- Committee and staffing structures
- Strategic and Business plans
- Current financial position and accounts
- Current issues and priorities

A Governance Manual is provided and Trustees have access to all BLG Mind Policies and Procedures. Trustees complete a Skills Audit form.

Trustees are given opportunities throughout the year to meet staff and service users through planned events, service visits and presentations to the Board and its Committees.

An annual Board Review Day is held to assess the Board's performance during the past year, consider improvements, address strategic priorities and identify any training needs. Trustees also participate in individual Reflection Meetings with the Chair or Vice-Chair every two years, to reflect on their role and contribution and to consider their future development.

Organisation

The Board of Trustees meets every two months and is responsible for the strategic direction and policies of the Charity. The Board has a number of sub-committees, Trustee membership of which is reported on page 25:

- The Finance and General Purposes Committee (F&GP) meets every two months. It has delegated authority to deal with human resource issues and is responsible for scrutinising financial matters.
- The Quality and Performance Committee (Q&P) meets quarterly. It reviews quality and performance across all service areas and identifies areas in which to undertake more detailed scrutiny.
- The Developments Committee (DC) meets quarterly. It is responsible for examining emerging needs and maintaining an overview of service developments, tenders and funding applications and new work programmes.
- The Policy Review Committee (PRC) reviews draft policies prior to them going to the Board or Committee for approval. Most work of the PRC is done electronically.
- The Community Fundraising Committee (CFC) meets every four months. It is responsible for strategy and oversight of our community fundraising activity.
- The Remuneration Committee (RC) meets annually. It is responsible for setting the pay of Senior Managers.

The Board appoints a Chief Executive who has delegated responsibility for the day to day running of the Charity in accordance with policies and strategies set by the Board.

Risk Management

The Board of Trustees has approved a risk management strategy. The strategy includes:

- Regular reviews by Senior Managers of the risks the Charity may face. These reviews are discussed and agreed by Trustees at F&GP three times a year, with major and emerging risks being reported to the Board.
- An assessment of each significant organisational risk, taking into account impact and likelihood
- Policies, procedures and management actions to mitigate risks identified
- Policies, procedures and management actions to minimise the impact should a risk materialise

As part of this strategy the charity has prepared a Business Continuity Plan that looks at ways of recovering from incidents and, where possible, preventing them happening. The Plan is subject to an annual test to help identify any improvements needed. Procedures are in place to ensure the Charity complies with regulations and current best practice including health and safety, food hygiene and fire regulations.

Key significant risks identified during the year included:

- Loss of key service contracts in Lewisham, which was mitigated by positioning the organisation for successful re-tendering, including the formation of strong partnerships. Both key contracts were retained and expanded.
- Dementia Support Centres and Respite services not being financially sustainable. This remains a major risk, which is being mitigated by plans to increase numbers using the service including through liaison with referrers and marketing.
- Risks associated with being overstretched by the increased complexity of the organisation, which was mitigated by the recruitment of new staff in the Development, HR and Facilities teams.
- Reputational risks that could result from unsuccessful partnership working, which were managed through careful selection, regular meetings and robust partnership agreements.

Working in Partnership

BLG Mind is affiliated to Mind, the national mental health charity. In all, more than 120 local Minds are affiliated to Mind. During the year, BLG Mind were actively involved in working with the network and played a key role in the Mind in London CEO and Chairs Network and associated working group

BLG Mind is also a key contributor to local partnerships including:

In Bromley:

- Bromley Third Sector Enterprise
- Voluntary Sector Strategic Network
- Mental Health Strategic Programme Board
- CYP Community Emotional Wellbeing Steering Group
- Dementia Action Alliance
- Suicide Prevention Strategy Group
- Adult Safeguarding Board

In Lewisham:

- Mental Health Executive
- Lewisham Mental Health Alliance Leadership Board
- Mental Health Joint Partnership Board
- Community Development Steering Group
- Dementia Action Alliance
- Lewisham Time to Change Hub
- Lewisham BME Network
- Suicide Prevention Strategy Group

In Greenwich:

- Mental Health Senior Leadership Group
- Mental Health Reference Group
- Health and Wellbeing Forum
- Thrive Greenwich
- Greenwich Time to change Hub
- BME Mental Health Group
- Suicide Prevention Strategy Group

In addition BLG Mind's Chief Executive is the voluntary sector representative on the South East London Sustainability and Transformation Partnership (STP) Mental Health Executive, and the Head of Services is a Partnership Governor for Oxleas NHS Foundation Trust.

Bromley Third Sector Enterprise (BTSE) is a collaboration led by BLG Mind, Age UK Bromley & Greenwich, Bromley Citizens Advice, Bromley Mencap and Community Links Bromley. It acts as a voluntary sector partnership to facilitate the delivery of co-ordinated and integrated health and social care services in the Borough. It is a Community Interest Company (CIC), with BLG Mind's Chief Executive as one of the Directors.

In the year under review, BLG Mind was involved in several formal partnerships to provide integrated services.

- Bromley Well is delivered in partnership with BTSE
 - The Bromley Dementia Support Hub is delivered in partnership with Age UK Bromley & Greenwich and Oxleas NHS Foundation Trust
 - The Lewisham Dementia Support Hub is delivered in partnership with South London and Maudsley NHS Foundation Trust (SLaM), Sydenham Garden and Carers Lewisham
 - Lewisham Community Wellbeing is delivered in partnership with Lewisham Refugee & Migrant Network (LRMN), Sydenham Garden, Metro and SLaM
 - The Bromley Recovery Works service, Perinatal Community Support service and IPS Employment Support service are delivered in partnership with Oxleas NHS Foundation Trust
 - The Lewisham Primary Care Mental Health is delivered in partnership with SLaM
 - Advocacy services are delivered in partnership with Metro and Advocacy in Greenwich as part of the Greenwich Advocacy Partnership (GAP)
- Partnership agreements are in place to clarify the approach to joint working and partners' responsibilities and liabilities.

Other projects were delivered in partnership with Charlton Athletic Community Trust, Bromley Children Project, Disability Law Service, Community Waves (delivering Lewisham Healthwatch), Lewisham Parent ENGage and Bridge Support.

Staffing

At the end of the year, BLG Mind had 116 contracted staff (87 FTE) and during the year a total of 45 bank staff (11 WTE on average) were used. 50% of staff reported having personal lived experience of mental health problems. Volunteers make a huge contribution to the organisation's work with 239 regular volunteers delivering, on average, a total of approximately 930 hours per week.

Involvement

BLG Mind has a range of mechanisms for involving people who use our services and their carers, as well as people with lived experience of mental health problems more widely, in the organisation. Key involvement mechanisms include:

- Person-centred services and informal involvement
- Informed choice
- Feedback and Consultation, including feedback questionnaires and focus groups
- Involvement in:
 - service delivery, including through the use of peer support volunteers and peer support workers
 - staff recruitment and training
 - organisational decision making, including through representation on the Board and Committees
 - service decision making
 - business and service development, including through the use of service design approaches

- Supporting external involvement opportunities

Client and carer survey feedback on our services during the year highlighted high levels of satisfaction and a range of positive outcomes for people using our services:

The Bromley MindCare survey found that:

- 100% of carers would recommend the service to others
- 93% of people with dementia had an enhanced quality of life
- 92% of carers felt more able to cope and that they could continue caring for their relative at home

The Bromley Dementia Support Hub survey found that:

- 100% of clients and carers would recommend the Bromley Dementia Support Hub to others
- 95% of clients strongly agreed with the statement *'I feel better connected to the community and know who else can help me.'*

The Greenwich Mental Health Services survey found that:

- 98% of clients reported that the service had helped them improve their mental wellbeing
- 86% of clients reported that they felt more in control of their own lives

The Lewisham Mental Health Services survey found that:

- 100% would recommend the service to others
- 87% reported that the service helped them to deal with their problems

Aims and Objectives

Bromley, Lewisham & Greenwich Mind's aims and objectives are detailed in the organisation's Strategic Plan 2018-21:

BLG Mind works alongside people with mental health problems and dementia to improve their quality of life

To achieve this, BLG Mind will:

- Support people to make well informed choices about their lives
- Equip people to cope with, manage and improve their own mental health
- Facilitate access to fulfilling activities and valued roles in their community
- Provide safe and stimulating services when people are most vulnerable
- Help people develop techniques that build resilience and maintain wellbeing
- Improve understanding of the experience of people with mental health problems and dementia

Services were provided in three strands (further detail is provided in the 'Performance' section, below):

1. MindCare Dementia Services for people with dementia and their carers
2. Mental Health Services for people with mental health needs
3. Wellbeing and Resilience for the whole population

Strategic objectives 2018-21

- 1. Excellence** - We will provide excellent quality, highly effective, evidence-based services
- 2. Our People** - We will support and develop our skilled and motivated teams of staff, volunteers and Trustees
- 3. Development** - We will diversify our funding sources, spread our best practice and develop new services, projects and products
- 4. Engagement** - We will build our relationships with new and existing clients, carers, members, partners, funders, donors and the wider community
- 5. Our Infrastructure** - We will create a reliable and flexible infrastructure to meet our strategic objectives and our current and future needs

Trustees have considered the Charity Commission's Public Benefit requirements and believe BLG Mind meets its objectives by virtue of its ongoing work within the field of mental health and dementia care. This Trustees' report clearly demonstrates the benefit of the charity's work to the general public across a range of activities.

Main Achievements in 2018-19

BLG Mind was successful in securing a future for a number of valued services during the year, particularly in Lewisham and Greenwich, and we grew our reach to people with mental health problems and dementia who need support.

Significant progress was made in relation to all of our Strategic Objectives in the first year of our 2018-21 Strategic Plan. Some of the main achievements are detailed below:

Excellence

- Our external Mind Quality Management Review found that we met all assessed criteria and were an example of good practice in a number of areas
- We delivered excellent outcomes for people using our services, measured using evidence-based outcome tools
- We launched an Inclusion Review to develop a strategy for taking BLG Mind further in being a more inclusive organisation

Our People

- We recruited four new Trustees from the Royal Borough of Greenwich and managed a smooth transition to a new Chair and Treasurer
- We introduced new mechanisms to ensure our volunteers are consistently well recruited and supported
- We improved our training and development opportunities, including increasing timely completion of core training
- We ran an inspiring staff and volunteer conference, attended by more than 100 people

Development

- We secured contracts for the new Lewisham Community Wellbeing and Lewisham Dementia Support Hub services
- We expanded our IPS employment support service in Bromley and set up a new service in Greenwich, funded by NHS England
- We secured funding to develop new Mindful Mums, Connecting Communities and Peer Support services in Greenwich

- We set up a Peer Support in the Community Hub for South East London, funded by Mind

Engagement

- We developed new partnerships to deliver services in Lewisham and Greenwich
- We revised our Involvement Policy to ensure we continue to be effective at involving people with lived experience of mental health problems and dementia
- We employed a new Fundraising Manager to increase our income from events, individuals and corporate partners
- We played a key role in the development of the Lewisham Mental Health Provider Alliance and as the voluntary sector representative on the South East London Sustainability and Transformation Partnership Mental Health Executive

Our Infrastructure

- We employed new staff in our Facilities and HR teams to ensure we are able to manage the demands of a growing organisation
- We moved staff out of unsuitable office accommodation in Orpington
- We improved the IT equipment available to staff to enable them to undertake their roles effectively, including mobile technology.

Performance in 2018-19

During the year, BLG Mind services provided direct help to **over 7,000** people.

	Beneficiaries in 2018-19	Change on previous year
Mental Health Services		
Bromley Recovery Works Service	998	+22%
Bromley Perinatal Community Support	41	No change
IPS Employment Support (Bromley & Greenwich)	267	+238%
Bromley Well	1,388	+238%
Bromley Open Access	113	+11%
Lewisham Community Wellbeing	768	-18%
Lewisham Peer Support	513	+14%
Lewisham Primary Care Mental Health Service	135	New
Greenwich Mindline	See below	n/a
Greenwich Peer Support	146	-41%
Greenwich Advocacy	195	+171%
Greenwich Counselling	230	+55%

	Beneficiaries in 2018-19	Change on previous year
MindCare Dementia Services		
Dementia Support Centres	167	-5%
Respite Care at Home	133	+32%
Lewisham Dementia Support Hub	345	+17%
Bromley Dementia Support Hub	1,053	-23%
Wellbeing & Resilience		
Mindful Mums (Bromley & Lewisham)	620	+17%
Total 2018-19	7,112	+7%

Overall, there was a modest increase in the number of people benefiting from BLG Mind services during the year, due to a combination of significant growth in demand for some services, small reductions in others and the ending of the high volume Mindkit youth wellbeing service during 2017-18. The number of beneficiaries for Mindline has not been included because as an anonymous service this is not known. However, Mindline dealt with a total of **1,344** contacts during the year. There may be some people who are counted twice in the figures as a result of them accessing more than one of our services.

In addition to this, BLG Mind provided dementia training, coaching and consultancy to **730** staff from other organisations. As the direct beneficiaries are not people with mental health needs or dementia or their family carers they have not been included within the table above.

We also undertook a large amount of mental health and dementia awareness raising activity during the year, including through talks and stalls at events for the public and working with local employers and community groups.

Mental Health Services support the recovery of people with mental health problems, helping them develop skills and strategies to manage periods of distress while leading full and rewarding lives.

Recovery Works operates from three well-located Centre bases and a range of community venues in Bromley, and provides:

- Person-Centred Recovery Support, including support to access community resources and opportunities
- Specialist Employment Support, to help people return to work or stay in their jobs during a period of ill-health
- A Recovery College, offering a wide range of structured courses and workshops which are co-developed and co-delivered by people with lived experience of mental health problems
- Peer Support, including individual peer mentoring and facilitating peer support groups to become independent of BLG Mind

Using the Recovery Star, 77% of clients showed an improvement, and of these, 99% showed a 'big' increase in their scores (i.e. more than 1 point up across the domains that had been identified for work) with the biggest increases being seen in the areas of Managing Mental Health, Trust and Social Networks.

In addition, peer-led Open Access sessions for people with mental health problems continued to be supported by BLG Mind, operating alongside but separately from Recovery Works.

Recovery Works Client Story

'Lucy' had been off sick from work for some time when she engaged with her Employment Specialist at Recovery Works. Lucy's mental and physical health had seriously deteriorated. This was as a result of a recent accident in her workplace, combined with a history of being bullied about her dyslexia, physical and mental health problems.

Lucy began by identifying the required steps to return to work, which included filing a grievance against a bully at work. This resulted in action being taken to remove the alleged bully from their position. Despite some positive changes at her workplace through further person-centred-planning, Lucy concluded that finding alternative employment would be most appropriate.

Her Employment Specialist helped her to access financial support so that she could buy a car. This made significant changes to her life as it enabled her to become mobile.

By sticking to a recovery focused plan and with confidence building support, Lucy is now about to begin a new job. She has a new found confidence and says that she is feeling much more positive and looking forward to a new start.

Lewisham Community Wellbeing is a new service, formed towards the end of the year, delivered in partnership with Lewisham Refugee & Migrant Network, Sydenham Garden, Metro and SLAM NHS Foundation Trust. It incorporates some of the functions of BLG Mind's previous Community Support Service and Peer Support Programme, and of services previously provided by Family Health Isis for the African and African-Caribbean communities. Key components of the service are:

- A single point of access to the range of support available
- Individual person-centred support and recovery planning
- Workshops, courses and groups
- Peer Support groups and activities
- Culturally specific provision for people from BAME communities
- Community engagement and mental health awareness raising
- Service user involvement

The service is targeted at people who require support with their mental wellbeing, social and life issues, but who do not require secondary care mental health services.

Mind Peer Support in Lewisham grew once again with 293 new participants benefitting from peer led activity groups throughout the year. The number of regular service users increased further and an average of 23 Peer Support Volunteers delivered a wide range of sessions each week. Groups running on a consistent basis in community venues across the Borough included: Living with Suspicion, Hearing Voices, Women's Group, Mindfulness, Film Club, Stress Management & Relaxation, Reflective Writing, Creative Arts & Crafts, Explore Walking and 'The Meeting Place' Social Group.

Lewisham Mental Health Services Client Story

'Jay' is a 51-year-old of African-Caribbean heritage who was referred for support to help address depression and anxiety whilst also accessing urgent social and practical support around his housing situation and welfare benefits.

Jay had been homeless for several years, and it was imperative that this issue was addressed before he could begin looking at other aspects of his wellbeing. The BLG Mind Mental Health Adviser immediately provided support to request a housing review and worked hard to secure support from a housing solicitor. As a result of some intensive work by the Adviser and Solicitor, Jay was placed in temporary accommodation by the Local Authority, with priority for permanent housing that becomes available, due to his health problems.

Jay was also supported to apply for benefits to which he was entitled and a freedom pass, which has enabled him to attend important medical appointments and Stress Management and Relaxation courses at BLG Mind. This has given Jay the opportunity to re-build his self-confidence within a safe space, meet others and develop new skills to build and sustain his wellbeing.

With his accommodation and finances more settled, Jay is now able to begin focusing on looking after his mental health and moving on with his life.

Perinatal Community Support in Bromley works closely alongside the specialist perinatal mental health team in Oxleas. The service provides person-centred support with the dual challenges of managing mental health problems alongside pregnancy and new motherhood. It also facilitates peer support between mothers.

IPS Employment Support provides Individual Placement and Support (IPS) model employment support to people supported by Oxleas' community teams. During its first full year of operation, the service exceeded targets, supporting 71 people into full-time paid employment. During the year funding from NHS England and support from the Centre for Mental Health enabled us to expand the service in Bromley and was set up new provision in the Borough of Greenwich.

IPS Employment Support Client Story

"When I met with my Employment Specialist, I expressed a wish to work in a retail environment but did not want to interact with customers. I also shared that it is my desire to return to bus driving.

"My Employment Specialist suggested reapplying for my driving licences but for the time being to consider short term goals. After exploring some options, I decided that a trolley assistant role would suit me for the time being

"My Employment Specialist spoke with the store manager of a local Sainsbury's who was happy to consider me for a position. I started working part time at Sainsbury's as a Trolley Assistant. My father and other health care professionals started to notice improvements in my mental health.

"I successfully reapplied for my driving licence with the help of my Employment Specialist and Care Coordinator. After several months of driving practice, I engaged my ex-employer, with support from my Employment Specialist, leading to an offer of a flexible contract as a bus driver.

"I continued to work for both Sainsbury's and as a bus driver for a while and just last month I handed in my noticed to Sainsbury's as I will now be returning to work as a full time bus driver."

Bromley Well is an early intervention and prevention service operating to support a wide range of client groups across the Borough. BLG Mind are responsible for delivering the mental wellbeing pathway as well as support for mental health carers and Cognitive Behavioural Therapy groups for carers. It was the first full year of operation for the service, and demand was significantly higher than expected, leading to the appointment of an additional Mental Health Information & Advice Worker and enabling 965 people to receive short-term support, social prescribing and signposting.

Bromley Well Mental Wellbeing Pathway Client Story

'Natasha' entered the service experiencing stress and anxiety following a recent period of absence from work that led to a dismissal. Natasha was overwhelmed and experiencing daily panic attacks. Natasha was taking daily anti-anxiety medication to ease symptoms, and had adjusted to coping through avoidant behaviour and social withdrawal.

The Bromley Well service provided:

- 1:1 sessions on ways to effectively self-manage panic/anxiety, stress and resilience building.
- psychoeducational information and advice
- practical tips and support on ways to plan for and cope with panic/anxiety attacks
- support to use reflective tools (e.g. worry diaries)
- support to develop physical and cognitive relaxation techniques (e.g. mindfulness)

- support to explore improved lifestyle choices

Following the 1:1 sessions, Natasha advised her panic attacks had subsided and she no longer felt medication was needed to treat them, she was sleeping better and feeling less stressed due to regular mindfulness practice.

Natasha developed confidence to attend the 'Ways to Wellbeing Peer Support Group', which she found to be very beneficial. Since then, she has become a peer support volunteer for the service as she wanted to give back to others based on the skills she had learnt to better manage her anxiety. Natasha also attended Recovery Works Employment Support and is now accessing support to return to work.

Overall, Natasha reported an improvement in her mood and self-esteem, which has enabled her to do more activities with her family.

Lewisham Primary Care Mental Health Service is delivered in partnership with South London & Maudsley NHS Foundation Trust (SLaM). BLG Mind employs Mental Health Advisers and Peer Support Workers who work alongside clinical staff to support people with severe and enduring but relatively stable mental health problems in Primary Care settings. The service was expanded during the year.

Primary Care Mental Health Service Client Story

"I am a 55-year-old single man. Previously I worked in investment banking in the City of London but following a mental breakdown have not worked for several years. Until recently I lived with my mother in Dorset, but following her passing away I decided to move to London to make a new start. I wanted to be in the city again and to and pursue my interest in art.

"My GP referred me to the service as I was not able to manage my mental health difficulties. On assessment I was feeling vulnerable and lonely and was isolating myself. However, I felt ill and ease at home as I was having difficulties with my neighbours who kept me away at night by playing music. I began to sofa surf with friends as I didn't want to go home. My main concern is that I feel anxiety when things don't appear to go right, and this makes me frightened and unable to cope.

"I was assessed and started to receive support from a Mental Health Adviser from BLG Mind. We agreed they would support me with my housing issues, by helping me negotiate the difficulties with my neighbours and to support me with debts and managing a budget. I also had some concerns about completing a DWP form to assess my health. All these things felt overwhelming and this affected my anxiety.

"Once I met the Mental Health Adviser I felt completely at ease and was able to share my thoughts and feelings regarding my fears. She gave me the opportunity to talk through these things and helped me see that they were not as worrying as I had first thought. She gave me hope that I could manage things better for myself and supported me in doing this. She helped me see that I had come to be easily defeated by small things not going to plan and understand how this affected my emotions.

"I have now moved from the flat which was causing me problems with neighbours and I am closer to my family support. I feel more in control of my emotions and managing my benefits and budgets. I am working for Oxfam in central London as a volunteer and love the work, which gives me an opportunity to express my artistic skills and I mix with people. The Mental Health Adviser encouraged me to see that my anxiety can be better managed, and I have faith in my ability to improve my life and prospects. I now have hope and self-belief that I can cope with life's ups and downs. I feel safe."

Greenwich Counselling Services provide talking therapies in a number of forms: Mindline offers telephone counselling and emotional support; crisis counselling provides up to six sessions to people in emotional distress, and long term counselling (up to 6 months) also includes culturally specific services for people from Asian and African/African-Caribbean backgrounds. The services are primarily delivered by experienced trainees and qualified counsellors, with high quality clinical support and supervision. Counselling is currently available in a total of 15 languages. Outcomes reported for the counselling services showed that on average people accessing long-term (including culturally specific) counselling on average showed an improvement in their levels of depression (measured using PHQ9 scale) and reliable improvement in levels of anxiety (measured using GAD7 scale).

Greenwich Peer Support includes drop-in sessions and a range of groups, currently including hearing voices, mindfulness, guitar group, yoga and gardening. We are recruiting and training peer support volunteers to take more of a lead in facilitating these activities as well as expanding the range of groups on offer and the use of community venues around the Borough from which to deliver activities.

Greenwich Counselling and Peer Support Client Story

Dee has a diagnosis of bi-polar disorder and anxiety. Her recovery journey had been challenging due to how isolated she had become. She found it very stressful to be around people she did not know well. She had received counselling from Mind in Greenwich in the past, but by 2019 this had stopped and she was not accessing any support.

Dee then saw a role as a cleaner advertised for the BLG Mind building in Greenwich. As daunting as this was to apply for given her social anxiety, Dee was keen to get back into paid work, so she took the plunge, thinking that she could complete the work before anyone got to the office. She was offered the job and started work.

A few months later a yoga group was advertised at the Centre. This was something Dee was really interested in but the thought of the unknown and mixing with others still provoked some anxiety. Bravely she went along to her first session, managed this and, with the support of BLG Mind's Peer Support Manager, began enjoying the experience.

After a few weeks the Peer Support Manager asked if Dee would consider being a peer support facilitator for the group. By now Dee was feeling more confident about joining in; she had got to know the yoga teacher and the other participants. She said 'Yes'.

Now Dee times her cleaning role to finish with enough time to set up the room for the yoga session, welcome those attending and complete a referral form for any new participants.

Her increased confidence is evident for all to see.

Greenwich Advocacy provides independent advocacy support to people entitled to advocacy under the Mental Health Act or Care Act. Care Act Advocacy is delivered in partnership with Metro and Advocacy in Greenwich through the Greenwich Advocacy Project (GAP). Independent Mental Health Advocacy (IMHA) supports people detained in hospital under the Mental Health Act. In both cases the advocate's role is to ensure the client is informed about their options and able to make their views heard.

Greenwich Advocacy Client Story

'Sam' was diagnosed with schizophrenia and anorexia, describing her life as "no life at all" and "very boring and lonely". She had nearly starved to death 3 times.

Sam was in and out of hospital, detained under the Mental Health Act. This made her eligible for advocacy and she first came into contact with the advocacy service whilst detained in a rehabilitative hospital.

The advocacy service facilitated the process of getting Sam discharged from hospital and she was no longer detained under the Mental Health Act.

Subsequently, the advocate attended three Care Programme Approach meetings and a Care Act report was produced. This raised serious concerns about Sam's care not meeting her needs, leading to the deterioration of her mental and physical health and putting her at risk of being sectioned or worse. Sam was encouraged to speak up at these meetings as much as possible. The advocacy team also referred her to other BLG Mind and external services. Eventually, Sam received an appropriate care package of support to meet her needs.

Sam now lives a more independent life. She has not returned to hospital, is more confident, happy and able to speak up and voice her views and wishes. Sam and her carer have both said that they believe Sam would not be alive today without the valuable input from advocacy support.

Wellbeing and Resilience programmes are universal rather than being targeted at people with an identified mental health problem. In addition to building the coping skills and resilience of those who are struggling, these projects help prevent the development of mental health problems by giving everyone skills to look after their emotional wellbeing.

Mindful Mums wellbeing and resilience groups for pregnant women and new mothers were delivered to 286 women across Bromley and Lewisham. Each group runs for five sessions and is facilitated by two trained and supported volunteers with lived experience of perinatal mental health problems. We also delivered follow-on peer support groups (including a very successful walking group), tailored groups for mothers of twins and an individual befriending service for new mothers. Towards the end of the year we were delighted to secure ongoing funding for Mindful Mums in both Boroughs, as well as to develop the service in Greenwich during 2019.

During the year a total of 620 women benefited from Mindful Mums, with 98% developing skills they could take away and use and 97% reporting that they had increased confidence. Evaluation using the Mind Resilience Measure showed that 98% women showed an improvement in at least one of three areas (Wellbeing, Feeling positive and problem solving, Social support) after attending the group, with 65% showing an improvement in all three.

Perinatal Community Support and Mindful Mums Client Story

"Whilst pregnant I was referred to the Perinatal MH team by my midwife as I was struggling with a flare up of distressing memories as a result of childhood trauma. My pregnancy exacerbated those symptoms greatly as I was terrified of not being able to protect my child from the same experiences I had been subjected to as a child. I was seen by the perinatal psychiatrist who diagnosed me with PTSD.

"I first met BLG Mind's Perinatal Community Support Worker when my daughter was a month old during a home visit. At this time I struggled to leave the house as I had disturbing intrusive thoughts that included my child being kidnapped on the street. I felt unsafe and isolated as I did not know any other mums at this stage. I was unable to leave my daughter out of my sight even for a few seconds as I was convinced that the majority of the population was hostile and had intentions to harm my child.

"My Support Worker visited me at our home on several occasions. There were so many positive outcomes as a result of her visits and support:

- I started attending a coffee group set up for mums who had or were currently struggling with their mental health. This group has become a tightknit group of friends as we are able to openly and honestly talk and support each other with our struggles of becoming new mums, and to also celebrate the many wonderful aspects of being a parent.
- Our housing crisis (we were made homeless) was resolved quickly
- I felt like I had a listening ear on the end of the phone; someone who I knew could calm me down and help me think and act more clearly and constructively

"Today I am volunteering at the family support group and 'Mindful Mums' having completed the Mindful Mums course.

"Health wise, I've worked through my separation anxiety and I am now looking at nurseries for my daughter. I am planning to start my trauma specific psychotherapy with the Community Mental Health Team.

"The vast majority of my friends were met through the various activities offered by BLG Mind. Invaluable support."

Whole School Approach work included working with Mind to pilot the 'Enabling Youth Voice' component of their support for schools. We were also commissioned by Lewisham CCG to deliver wellbeing and train the trainer sessions for parents of school age children.

MindCare Dementia Services support people with dementia to remain in their own homes and local communities, enjoying the best possible quality of life. Some of our clients live on their own; others are cared for by family carers who, in turn, rely on MindCare services for advice and respite from the demands of being on call 24 hours a day, seven days a week.

Dementia Support Centres: MindCare's Dementia Support Centres provided an average of 218 day places each week to a total of 167 clients in 2018-19, a reduction on the previous year as local authority referrals continued to fall. Individual Support Plans are reviewed and refreshed throughout the year to give clients roles and tasks to recover or maintain life skills and boost self-esteem. Alongside other activities that stimulate memory and improve physical health, this ensures our clients enjoy a varied and fulfilling day.

In addition to the Dementia Support Centres, BLG Mind's Dementia Café, which includes a gentle exercise session met fortnightly during the year at Venue 28 in Beckenham. The café continued to be very popular with the people with dementia and their carers attending.

MindCare Dementia Support Centre Client Story

'Edith' was diagnosed with Alzheimer's in 2014, aged 57. Her daughter felt concerned about leaving her and going to work, following several incidents where Edith ventured out on her own and got lost. Finding some support was vital for everyone's wellbeing and coping mechanisms but also to enable Edith's daughter and partner to continue working.

Edith first attended the Beckenham Activity Centre with her daughter in July 2018. She was able to use her energy productively and particularly enjoyed dancing, drawing and chatting to staff. Here she felt stimulated in a safe environment.

Seeing how happy the activity centre made her mum was a relief for Edith's daughter who booked her in five days a week.

During the first three months, staff noticed changes in Edith; she became less active and her personality and behaviour became progressively more food obsessive. The senior dementia worker carried out some research and discovered that 'frontal temporal lobe dementia' can link to food distortion including obsessive behaviours. Staff at the centre asked Edith's daughter to take her back to the GP to discuss the identified issues and see if there had been a misdiagnosis.

Since then, staff regularly work with Edith's family to manage Edith's diet as she had gained a lot of weight. Edith is now very settled at the centre which is reassuring for her daughter and allows her to carry on working. The professional support provided by the centre has also

enabled Edith's daughter to improve both her understanding of the situation and subsequent management of it.

Edith loves drawing and some of her art work was displayed during dementia week at an art exhibition in The Glades Shopping Centre, Bromley.

Respite at Home Service provided an average of 249 hours a week of respite in the home to give family carers a break. Flexible care packages include regular daytime and evening respite, extended overnight or weekend respite and programmes to support active lifestyles. MindCare staff engage clients in a range of stimulating activities during their visits. The Care at Home service was inspected by the Care Quality Commission in 2017 and received a 'Good' rating across all areas inspected.

MindCare Respite at Home Client Story

"My husband Dennis has suffered for many years from Parkinson's disease and dementia. He could not be left alone, he cannot communicate, or feed himself. I was at my wit's end with the frustration of never being able to get out or relax and the physical tiredness of doing much of his care myself. I remember looking out of the window and wondering what it would be like to go on a bus again.

"The sitting service I receive from Mindcare has made a world of difference to my life. I can go out, relax, meet friends, or go to the local park. It is wonderful (that first bus ride after so long – the 194! - was a joy). Because my husband cannot communicate, I have always been cautious about leaving him with people, even carers, who do not really understand just how difficult everything is for him – down to swallowing, trying to cough, etc. He is the definition of vulnerable. But Dennis' regular Mindcare sitter – and I think it is so important it is the same person always – is the most empathetic and sympathetic person you could meet. And is as skilled as I am at reading his moods and needs through his facial expression, blinks, etc. Her visits are, I know, something he looks forward to. This gives me real peace of mind and stops me feeling guilty about going out.

"My husband's condition is steadily deteriorating, but very slowly, so that there is constant strain and pressure on my life, which has continued for many years, and will carry on for many more – even as I get older and less able to cope, physically. My husband receives NHS continuing care, but that really addresses his physical needs, and not so much my need for some respite. That is what I appreciate and value so much about this service – it is the high point of my week, and something I look forward to."

Lewisham Dementia Support Hub is a new service, secured through competitive tender during the year, and delivered in partnership with Sydenham Garden, Carers Lewisham and the Lewisham Integrated Memory Service to provide a cohesive, joined up and comprehensive service to people from the point of diagnosis until end of life. The service builds on the success of the Lewisham MindCare service. Elements of the service include signposting, developing person-centred support plans, facilitating access to community resources, advocacy, carers support,

groups and activities. Individuals are supported to identify and achieve their personal goals, and a total of 79% of the 456 goals reviewed during the year were achieved, equating to 360 positive outcomes for people with dementia and their carers.

During the year the Dance for Dementia group concluded and we secured funding for an exercise group, which will run alongside the horticulture and Cognitive Stimulation Therapy (CST) based arts reminiscence groups run at Sydenham Garden. The Lewisham Dementia Support Hub team lead on the development of the Dementia Action Alliance work to develop dementia friendly communities in Lewisham.

Lewisham Dementia Support Hub Client Story

"I am in my late 80s and I have Alzheimer's disease. I live with my wife and am fortunate to have a supportive family. My daughter in-law is my main carer.

"I want to remain living as independently as possible with the help of my family and we discussed options for this with the Dementia Advisor from the Lewisham Dementia Hub. They were very thorough in making referrals and signposting me to a number of helpful services.

"The Advisor assisted me with benefit form filling and I am now in receipt of Attendance Allowance. I've seen an Occupational Therapist who also visited and set me up with some assistive technology to keep me safe and living as independently as possible.

"My daughter in-law is widowed and struggles financially. The advisor helped her fill out the forms for carers allowance - this will be enormously beneficial for her if she is awarded this (we are waiting for a decision).

"The Advisor also made a social services referral for a carers assessment as my family had been struggling with my support. Things have improved with what had been put in place.

"My daughter in law has attended the dementia carers training. She has found this enormously beneficial and it has helped her understanding of my condition and needs."

Bromley Dementia Support Hub provides a comprehensive post-diagnosis support service for people with dementia and their carers. BLG Mind are the lead provider, working in partnership with Age UK Bromley & Greenwich and Oxleas NHS Foundation Trust. Key elements of the service are:

- Person-centred advice, information and support provided by skilled Dementia Advisors, from the point of diagnosis and as required
- Specialist person-centred Carers Support
- Workshops and coaching in the home to equip family carers to manage their caring role and understand the experience of their relative, with 99.3% of those trained feeling more able to support their relative as a result
- Cognitive Stimulation Therapy (CST) groups
- Community Development and supporting the development of dementia friendly communities

- Volunteer befriending support

The Dementia Support Hub supported over 1,000 people with dementia and carers during the year.

Bromley Dementia Support Hub Client Story

'Fred' is 77. He lives alone with his dog. Fred has no family but he has several friends who help out where possible. Fred was first referred to the dementia hub in September 2017 due to some short-term memory issues.

He started attending the Dementia Hub's Memory Café at Community House in July 2018. As Fred's dog goes everywhere with him, the rules were adjusted so that he could attend the Memory café and bring the dog too. This enabled the staff there to keep an eye on Fred's health.

Staff and volunteers noticed that Fred's short-term memory was getting worse and that he was losing weight, prompting concerns that he may have been forgetting to eat.

Prompted by these concerns, a Dementia Adviser carried out a home visit and noticed that Fred's medication was stored in different places and he was understandably confused about the various tablets and order in which they needed to be taken.

Fred also had very little food in his fridge and wasn't sure whether he had eaten breakfast. He told the Adviser he didn't know how to use his cooker, and that he had accidentally set light to some food as he had forgotten it was in the oven. The Adviser spent time persuading Fred that it would be a good idea to accept some help. He agreed for her to speak with friends and his GP, and to refer for a care needs assessment.

As a result of this intervention, the GP agreed to set up blister packs for medication, and Fred now has two visits a day from a care agency which means he has breakfast and dinner and prompts to ensure he takes his medication. Friends also help with shopping.

Fred still attends the memory café where his well-being can be monitored.

Dementia Skills Training and Consultancy was delivered to a total of 730 staff from other organisations and members of the public. Participants included GPs and a range of other health and social care providers in Bromley and Lewisham, as well as staff working in a range of other roles, including pharmacists, counsellors, housing services, leisure services and adult education staff. Analysis of participant feedback showed that as a result of the training sessions:

- 99.6% felt they were better equipped to support people with dementia
- 99.9% had a better understanding of dementia

In addition, a number of service delivery improvements were made following coaching and consultancy input from MindCare staff.

Financial Review

The financial results for the year are set out in pages 30 to 48.

2018/19 saw our income increase from £2.7M to £3.4M due mainly to us now operating in the London Borough of Greenwich after our merger with Greenwich Mind. We are reporting a surplus for the year of £118K, compared to a £67K deficit in 2017/18.

We enter 2019/20 in a very strong financial position, with a good reserves base, demonstrating our financial sustainability and allowing us to respond to changes in funding and need in the three boroughs. Financial management in the organisation is strong, with the careful control of costs via an annual budget setting process and regular in year monitoring of spending by senior managers, budget holders and Trustees. We are increasing our fundraising efforts with further development and implementation of our community fundraising strategy.

Funding sources

Of the £3.4M of total income:

- 87% (2017/18: 80%) is received from statutory bodies, with the largest funders being the London Borough of Bromley, the London Borough of Lewisham and Lewisham Clinical Commissioning Group, Bromley Clinical Commissioning Group and the Royal Borough of Greenwich.
- 8% (2017/18: 10%) is from fees receivable for MindCare services
- 5% (2017/18: 10%) is from grants, donations and legacies, investments and other trading activities such as the sale of training, fundraising and catering.

The total expenditure of £3.3M was spent as follows:

- £1,768,022 (54%) was spent on Mental Health services
- £1,421,316 (43%) was spent on MindCare Dementia services
- £99,561 (3%) was spent on Wellbeing & Resilience
- £2,554 (less than 1%) was spent on raising funds

Fundraising, Donations & Legacies

Income generated through fundraising, donations and legacies, although not a large proportion of our income, continues to play an increasingly important role in ensuring the sustainability and diversity of Bromley, Lewisham & Greenwich Mind's services. The Community Fundraising Committee is now well established and our community fundraising strategy includes a focus on increasing our corporate sponsorship income and income from legacies, as well as continuing to run fundraising events and support the amazing individuals and local organisations who fundraise for us. Last year we appointed one part-time member of staff to undertake fundraising work. We do not employ any individual or organisation separate from BLG Mind to act on our behalf for fundraising activities.

We recognise that fundraising needs to be carried out in a responsible manner. As such we do not use fundraising methods that might be considered intrusive or that put pressure on people to donate. We do not share or purchase donor data from third parties. The bulk of our

fundraising comes from voluntary donations and fundraising events such as our Christmas concert. We do monitor the origin of donations to ensure that they are appropriate and not in conflict with our purpose.

We received no complaints regarding our fundraising activities during 2018/19.

Investment policy

The Charity holds assets to fund planned capital expenditure and provide resilience. As such capital volatility cannot be tolerated and assets will be invested to minimise the risk of this as follows:

- The Charity's assets will be held in cash or near cash investments denominated in sterling
- The Charity's cash balances will be deposited with institutions with a minimum rating of A or invested in a diversified money market fund.
- Deposits will be spread by counterparty, subject to a maximum exposure of 40% of the total cash balance per institution.

Reserves policy

The Trustees seek to maintain free reserves equivalent to at least three months of unrestricted expenditure to enable the charity to be managed efficiently, to provide for termination costs and to provide a buffer against unexpected shortfalls. At the end of 2018/19 our free reserves stand at £1M, which is a little over three months' expenditure from a total 2019/20 budgeted unrestricted spend of £4M and in line with our target level of reserves.

The charity also holds reserves in a number of designated and restricted funds that are set aside for a particular purpose. Restricted funds are those grants and donations given for a specific purpose and ring-fenced accordingly. Designated funds include funds allocated for planned future expenditure, including on large capital items, and funds to enable the development of new services beyond those funded through contracts or grants. The Trustees are committed to using available resources to ensure the locally identified needs of people living with mental health problems and dementia are effectively met. Designated and restricted funds are detailed in Notes to the Financial Statements numbers **15 and 16** respectively.

Staff Pay

Bromley, Lewisham & Greenwich Mind has a Remuneration Policy which lays out the approach to and process for setting staff pay. An annual salary review is conducted, led by the Remuneration Committee (for Senior Managers salaries) and the Senior Management Team (for other staff salaries), with decisions being taken by the F&GP Committee.

Plans for Future Periods

Bromley, Lewisham & Greenwich Mind is positive about the opportunities the future holds to work in partnership and further develop what we do to contribute to ensuring that everyone with mental health problems and dementia gets the support and respect they deserve. To enable us to achieve our strategic objectives, key priorities and plans for the coming year include:

Excellence

- Apply to become an IPS Employment Service Centre of Excellence
- Introduce new outcome measurement approaches in dementia and advocacy services
- Undertake a comprehensive, inclusive Inclusion Review
- Apply for and secure the Advice Quality Standard

Our People

- Embed more consistent support and recognition for our volunteers
- Implement findings from Workplace Wellbeing Review, including new reward and recognition approaches
- Share learning beyond BLG Mind through Peer Support in the Community Hub

Development

- Effectively implement the new partnership Lewisham services
- Share learning from successful service models across Borough boundaries
- Implement priority areas in Community Fundraising Strategy

Engagement

- Develop our programme of mental health training delivery
- Support the development of Mental Health Provider Alliances in our area
- Develop our supporters' database and levels of engagement with supporters

Our Infrastructure

- Identify and develop a long-term base for the Greenwich services
- Ensure databases for all services are fit for purpose
- Undertake necessary improvements to the Orpington site

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees, as directors of the charitable company, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they

give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements the directors are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and accounting estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

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

So far as each of the Trustees is aware at the time the report is approved,

- There is no relevant audit information of which the 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, Haysmacintyre LLP, have expressed their willingness to remain in office for a further year and a resolution to that effect will be put to the Annual General Meeting.

Small companies note

The Trustees' Report has been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 25th September 2019 and signed on its behalf by:

Rebecca Jarvis, Chair

LEGAL AND ADMINISTRATIVE DETAILS as at 31 March 2019

Status

Bromley, Lewisham & Greenwich Mind is an incorporated charity registered with the Charity Commission. Members are required to contribute up to £1 in the event of the charity winding up.

Charity Registration Number 1082972

Company Registration Number 04071152

Principal and Registered Office 5 Station Road, Orpington, Kent, BR6 0RZ

Honorary Officers		
Rebecca Jarvis (from 07 November 2018)	Linda Gabriel (to 07 November 2018)	Chair
Michael Ricketts		Vice Chair
Sharon Kerridge (from 07 November 2018)	Peter Cardell (to 07 November 2018)	Treasurer

Trustees and Committee membership	
Donald Burford (F&GP, Q&P, CFC)	Lisa Burnand (DC, CFC) from 17 July 2018
Peter Cardell (F&GP, CFC, RC) to 07 November 2018	Margaret Cunningham (Q&P)
Peter Edmundson (Q&P) to 07 November 2018	Linda Gabriel (F&GP, Q&P, CFC, RC) to 07 November 2018
Rebecca Jarvis (F&GP, RC)	Sharon Kerridge (F&GP, PRC, RC) from 17 July 2018
Melissa King (F&GP, PRC, RC) from 17 July 2018	Lydia Lee (Q&P)
Jonathan Moore (Q&P, CFC) from 17 July 2018	Paula Morrison (Q&P, DC)
Katherine Palley (DC) to 23 January 2019	Michael Ricketts (F&GP, DC, CFC, RC)
Dr. Stuart Robertson (Q&P)	

Senior Management Team	
Ben Taylor	Chief Executive
Debbie Witherick	Head of Finance & Resources
Dominic Parkinson	Head of Services

Bankers	Auditors
HSBC Bank PLC, 141 High Street, Beckenham, Kent, BR3 1BX	Haysmacintyre LLP, 10 Queen Street Place, London, WC4R 1AG

Independent auditor's report to the members of Bromley, Lewisham & Greenwich Mind Ltd

Opinion

We have audited the financial statements of Bromley, Lewisham & Greenwich Mind Ltd for the year ended 31 March 2019 which comprise the Statement of Financial Activities, the Balance Sheet, the 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 applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2019 and of the charitable company's net movement in funds, including the income and expenditure, 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.

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement set out on page 26, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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

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 charitable company'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 Trustees' Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report (which includes the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report (which incorporates the directors' report).

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Use of our report

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

Lee Stokes (Senior Statutory Auditor)
For and on behalf of haysmacintyre LLP, Statutory Auditors

10 Queen Street Place
London
WC4R 1AG

Date:

STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account)
For the year ended 31 March 2019

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Income from:							
Donations & legacies		41,444	29,974	71,418	36,867	18,476	55,343
Other trading activities	5	59,477	-	59,477	92,897	-	92,897
Investment income		3,503	-	3,503	2,660	-	2,660
		<u>104,424</u>	<u>29,974</u>	<u>134,398</u>	<u>132,424</u>	<u>18,476</u>	<u>150,900</u>
Charitable activities:							
Statutory funding	2	2,972,678	-	2,972,678	2,169,552	-	2,169,552
Grants	3	-	18,275	18,275	-	93,892	93,892
Fees receivable	4	279,704	-	279,704	275,392	-	275,392
Other income	6	4,353	-	4,353	24,665	-	24,665
		<u>3,256,735</u>	<u>18,275</u>	<u>3,275,010</u>	<u>2,469,609</u>	<u>93,892</u>	<u>2,563,501</u>
Total income		<u>3,361,159</u>	<u>48,249</u>	<u>3,409,406</u>	<u>2,602,033</u>	<u>112,368</u>	<u>2,714,401</u>
Expenditure on:							
Expenditure on raising funds	7	2,554	-	2,554	9,073	-	9,073
Expenditure on charitable activities	7	3,243,467	45,433	3,288,900	2,638,850	133,977	2,772,827
Total expenditure		<u>3,246,021</u>	<u>45,433</u>	<u>3,291,454</u>	<u>2,647,923</u>	<u>133,977</u>	<u>2,781,900</u>
Net (expenditure)/income for the year		115,138	2,816	117,954	(45,890)	(21,609)	(67,499)
Fund balances brought forward		1,793,913	31,888	1,825,801	1,839,803	53,497	1,893,300
Fund balances carried forward	14 & 15	<u>1,909,051</u>	<u>34,704</u>	<u>1,943,755</u>	<u>1,793,913</u>	<u>31,888</u>	<u>1,825,801</u>

All of the charity's activities are continuing. The charity had no recognised or unrecognised gains or losses other than the net income for the year. The movement in reserves is shown above. The notes on pages 33 to 48 form part of these financial statements.

BALANCE SHEET
As at 31 March 2019

	Note	2019 £	2019 £	2018 £	2018 £
Tangible fixed assets	11		251,889		258,810
Current assets					
Debtors	12	670,153		437,823	
Cash at bank and in hand		1,304,224		1,228,688	
		<u>1,974,377</u>		<u>1,666,511</u>	
Creditors: amounts falling due within one year	13	(282,511)		(99,520)	
			1,691,866		1,566,991
Net current assets			<u>1,691,866</u>		<u>1,566,991</u>
Net assets			<u>1,943,755</u>		<u>1,825,801</u>
Funds					
Restricted funds	14,16		34,704		31,888
Unrestricted funds:					
Designated funds	15,16		908,259		946,286
General funds	16		1,000,792		847,627
			<u>1,943,755</u>		<u>1,825,801</u>

The notes on pages 33 to 48 form part of these financial statements.

The financial statements have been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

Approved by the Trustees on

and signed on their behalf by

Rebecca Jarvis

STATEMENT OF CASH FLOWS
As at 31 March 2019

	2019	2019	2018	2018
	£	£	£	
Cash flows from operating activities:				
Net cash provided by operating activities		85,434		(219,718)
Cash flows from investing activities:				
Interest for investments	3,503		2,660	
Purchase of property, plant and equipment	(13,401)		<u>(10,060)</u>	
Net cash used in investing activities		(9,898)		(7,400)
Change in cash and cash equivalents in the reporting period		<u>75,536</u>		<u>(227,118)</u>
Cash and cash equivalents at the beginning of the reporting period		1,228,688		1,455,806
Cash and cash equivalents at the end of the reporting period		<u>1,304,224</u>		<u>1,228,688</u>
Reconciliation of net income/(expenditure) to net cash flow from operating activities			2019	2018
			£	£
Net income/(expenditure) for the reporting period (as per SOFA)			117,954	(67,499)
Adjustments for:				
Depreciation charges			20,322	33,020
Interest			(3,503)	(2,660)
Increase in debtors			(232,330)	(129,142)
Decrease in creditors			182,991	(53,437)
Net cash provided by operating activities			<u>85,434</u>	<u>(219,718)</u>
Analysis of cash and cash equivalents				
Cash in hand			<u>1,304,224</u>	<u>1,228,688</u>
Total cash and cash equivalents			<u>1,304,224</u>	<u>1,228,688</u>

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2019

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a. Basis of preparation

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

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

b. Preparation of accounts on a going concern basis

The trustees consider there are no material uncertainties about the charity's ability to continue as a going concern. The review of our financial position, reserves levels and future plans gives trustees confidence the charity remains a going concern for the foreseeable future.

c. Income

All income is included in the statement of financial activities when the charity is entitled to the income, it is probable that income will be received and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Statutory Funding: Recognised when due in accordance with contract.

Grants: Grants, including grants for the purchase of fixed assets, are shown in the Statement of Financial Activities in the year for which they are receivable.

Donations and Gifts: Income received by the way of donations and gifts are included in the Statement of Financial Activities in the year which they are received. No amounts are included in the financial statements for services donated by volunteers.

d. Expenditure

All expenditure is accounted for on an accruals basis and is classified under headings that aggregate all costs relating to the activity. Where costs cannot be directly attributed to a particular activity they have been allocated on a basis consistent with the use of resources such as time spent or space used. Governance costs include costs incurred in meeting the constitutional and statutory requirements.

e. Fixed assets and depreciation

Tangible fixed assets costing more than £500 are capitalised at cost. The freehold property included is at the value as at 1 January 2001 when it was transferred to Bromley Mind.

Depreciation is provided on all fixed assets at rates calculated to write off the cost on a straight line basis over their expected economic lives, with a full year's depreciation charge in the year of acquisition, as follows:

- Freehold property is not depreciated on the basis that the market value exceeds book cost
- Leasehold property development over the remaining life of the lease
- Freehold property renovation over ten years
- Furniture and equipment over ten years or to match the remaining length of the lease in the building in which they are installed if shorter
- Computer equipment over four years

f. Financial instruments

The charity has only financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

g. Debtors

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

h. Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments.

i. Creditors and provisions

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

j. Fund accounting

Designated funds are unrestricted funds, which are earmarked by the trustees for a particular purpose.

Restricted funds are funds subject to specific restricted conditions imposed by the donors.

The aims and uses of these funds are set out in the notes to the financial statements.

k. Operating Leases

All leases of buildings and equipment are considered to be operating leases, and rentals are charged to the Statement of Financial Activities when incurred. No assets are held under hire purchase agreements.

l. Pensions

The Charity makes employer contributions to two schemes run by The Pensions Trust and also to NHS Pensions. The Pensions Trust is an occupational pension scheme provider for organisations involved in social, educational, charitable, voluntary or similar work. The financial

position and the income and expenditure of The Pensions Trust are disclosed in its annual financial statements. Although The Pensions Trust is a defined contribution scheme a shortfall has occurred on a legacy part of the scheme that was defined benefit and each contributor is required to make good their share of the shortfall. On adopting FRS 102 this liability is now shown as a liability. The liability is reduced when payments are made to The Pension Trust. There is no liability to disclose in relation to the NHS pensions.

m. Taxation

The charitable company is exempt from taxation on its principal activities.

n. Employee benefits

Short term benefits

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

Employee termination benefits

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

o. Critical areas of judgement and estimation

In the application of the accounting policies, trustees are required to make judgement, estimates, and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. 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 if the revision affects only that period, or in the period of the revision and future periods if the revision affected current and future periods.

Judgements made by the trustees, in the application of these accounting policies that have significant effect on the financial statements and estimates with a significant risk of material adjustment in the next year are deemed to be in relation to the depreciation rates of tangible fixed assets and are discussed above.

In the view of the trustees, no assumptions concerning the future or estimation uncertainty affecting assets or liabilities at the balance sheet date are likely to result in a material adjustment to their carrying amounts in the next financial year.

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £	Total Funds 2018 £
2. Statutory Funding				
London Borough of Bromley	964,828	-	964,828	889,466
London Borough of Lewisham & Lewisham Clinical Commissioning Group	649,076	-	649,076	591,232
London Borough of Bexley	40,763	-	40,763	16,432
Royal Borough of Greenwich	327,800	-	327,800	75,540
Bromley Clinical Commissioning Group	528,152	-	528,152	486,966
Greenwich Clinical Commissioning Group	169,287	-	169,287	-
Oxleas Foundation NHS Trust	50,000	-	50,000	50,000
South London & Maudsley NHS Foundation Trust	183,573	-	183,573	28,300
Centre for Mental Health	59,199	-	59,199	31,616
	<u>2,972,678</u>	<u>-</u>	<u>2,972,678</u>	<u>2,169,552</u>
3. Grants				
HSCVF (Health & Social Care Volunteering fund) - Mindkit	-	-	-	80,086
Mind - Mindful Mums	-	-	-	2,806
Mind - Whole Schools Approach	-	5,000	5,000	10,000
Mind – Connector Fund	-	3,150	3,150	-
Mind – Improving Mental Health Services for Vulnerable Migrants	-	-	-	1,000
DEEP (Dementia Voices) - MindCare Lewisham	-	1,800	1,800	-
Mind – Mindful Walk	-	425	425	-
Mind – Peer Support in the Community Hub	-	7,900	7,900	-
	<u>-</u>	<u>18,275</u>	<u>18,275</u>	<u>93,892</u>
4. Fees receivable				
MindCare Services	279,704	-	279,704	275,392
	<u>279,704</u>	<u>-</u>	<u>279,704</u>	<u>275,392</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2019	Total Funds 2018
	£	£	£	£
5. Trading Activities				
Room hire & equipment	29,740	-	29,740	42,398
Shop income	15,667	-	15,667	24,257
Training and Consultancy	4,298	-	4,298	14,706
Fundraising	9,321	-	9,321	8,296
Other	451	-	451	3,240
	<u>59,477</u>	<u>-</u>	<u>59,477</u>	<u>92,897</u>
6. Other income				
Catering income	4,353	-	4,353	3,498
Profit on sale of minibuses	-	-	-	19,380
Other	-	-	-	1,787
	<u>4,353</u>	<u>-</u>	<u>4,353</u>	<u>24,665</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds £	Unrestricted Funds £	Restricted Funds £	Total Funds £
7. Expenditure						
Expenditure on raising funds						
Other costs	2,554	-	2,554	9,073	-	9,073
	<u>2,554</u>	<u>-</u>	<u>2,554</u>	<u>9,073</u>	<u>-</u>	<u>9,073</u>
Expenditure on charitable activities						
<i>Mental Health Services</i>						
Staff costs	1,302,473	-	1,302,473	724,987	-	724,987
Other direct costs	130,242	5,688	135,930	111,291	1,500	112,791
Support costs	326,469	3,150	329,619	231,899	-	231,899
Wellbeing and Resilience						
Staff costs	60,088	11,149	71,237	81,808	36,220	118,028
Other direct costs	8,987	1,116	10,103	10,497	52,150	62,647
Support costs	18,221	-	18,221	31,885	6,256	38,141
<i>Dementia Services</i>						
Staff costs	887,519	6,443	893,962	818,310	28,511	846,821
Other direct costs	269,488	17,887	287,375	347,402	9,340	356,742
Support costs	239,980	-	239,980	280,771	-	280,771
	<u>3,243,467</u>	<u>45,433</u>	<u>3,288,900</u>	<u>2,638,850</u>	<u>133,977</u>	<u>2,772,827</u>
	<u><u>3,246,021</u></u>	<u><u>45,433</u></u>	<u><u>3,291,454</u></u>	<u><u>2,647,923</u></u>	<u><u>133,977</u></u>	<u><u>2,781,900</u></u>

Other direct costs under Dementia services include £124K paid to sub-contractors (2018: £162K, included Carers Bromley who no longer exist).

Support Costs

Salaries	302,447	3,150	305,597	285,392	3,266	288,658
Other staff costs	39,312	-	39,312	28,336	324	28,660
Premises costs	61,008	-	61,008	20,049	229	20,278
Governance	51,345	-	51,345	43,443	499	43,942
Office costs	15,083	-	15,083	14,984	172	15,156
Publicity	9,316	-	9,316	5,224	60	5,284
Fees for professional services	21,222	-	21,222	24,126	298	24,424
Computer support	64,615	-	64,615	90,355	1,034	91,389
Depreciation	20,322	-	20,322	32,646	374	33,020
	<u>584,670</u>	<u>3,150</u>	<u>587,820</u>	<u>544,555</u>	<u>6,256</u>	<u>550,811</u>

Support costs are allocated to projects in the ratio of the projects' direct expenditure. Within governance costs, the salaries of staff have been included based on the time spent on governance.

8. Net expenditure	2019	2018
	£	£
This is stated after charging:		
Audit fees	9,600	9,360
Depreciation charges	20,322	33,020
Operating leases	42,442	55,824

9. Employees

The average (full time equivalent) number of persons employed during the period was	88	72
Average number of staff during the period (excluding bank)	142	115

Staff costs (for the above persons)	£	£
Salaries	2,342,678	1,813,471
Social Security costs	178,683	135,988
Pension costs	80,097	50,683
Agency costs	7,201	28,352
	<u>2,608,659</u>	<u>2,028,494</u>

One employee received remuneration (excluding employer pension contributions) that fell in the band £60,000 to £70,000 (2018: one). Remuneration of key management staff was £174,183 for the year (2018: £163,299).

10. Trustees

No Trustees received any remuneration for their services during the year (2018: nil). No expenses were paid to Trustees (2018: nil). Expenditure on Trustee training was £2,787 for the year (2018: £212).

11. Fixed Assets

	Freehold Property	Freehold renovation	Leasehold improvement	Furniture & equipment	Computer equipment	Total 2019
Cost/value	£	£	£	£	£	£
At 31 March 2018	230,000	76,256	54,410	253,832	172,454	786,952
Additions in the year	-	-	-	1,268	12,133	13,401
At 31 March 2019	230,000	76,256	54,410	255,100	184,587	800,353
Depreciation						
At 31 March 2018	79,350	36,265	41,386	214,916	156,225	528,142
Charge for the year	-	-	1,628	6323	12,371	20,322
At 31 March 2019	79,350	36,265	43,014	221,239	168,596	548,464
Net book value at 31 March 2019	150,650	39,991	11,396	38,861	15,991	251,889
Net book value at 31 March 2018	150,650	39,991	13,024	38,916	16,229	258,810

	2019 £	2018 £
12. Debtors		
Prepayments	35,286	36,583
Sales ledger and other debtors	634,867	401,240
	670,153	437,823

13. Creditors

Amounts falling due within one year

Trade creditors	38,642	28,227
Other creditors	15,836	7,695
Accruals and deferred income	183,386	63,598
Other taxes and social security	44,647	-
	282,511	99,520

Included within other creditors is an amount totalling £15,226 (2018: £7,365) due in respect of pension contributions. The amount is higher as contribution rates under auto enrolment increased.

14. Deferred income

B/f	7,395	7,395
Released in SOFA	(7,395)	(7,395)
Deferred during year	117,430	7,395
Carried forward	117,430	7,395

15. Restricted Funds

	At 1 April 2018	Income	Expenditure	At 31 March 2019	At 1 April 2017	Income	Expenditure	At 31 March 2018
	£	£	£	£	£	£	£	£
St Paul's Wood Dementia Support Centre	4,099	578	(3,842)	835	7,396	2,212	(5,509)	4,099
Beckenham Dementia Support Centre	7,432	7,536	(10,554)	4,414	8,479	10,156	(11,203)	7,432
Recovery Works Fundraising	1,377	-	-	1,377	1,377	-	-	1,377
Recovery Works Donations	1,664	620	-	2,284	1,664	-	-	1,664
Health & Social Care Voluntary Fund - MindKit	-	-	-	-	5,157	80,086	(85,243)	-
Mindkit donations	-	-	-	-	565	1,225	(1,790)	-
Lewisham MindCare donations	2,526	150	-	2,676	2,211	315	-	2,526
Dementia Hub donations for Dementia Week	-	491	(491)	-	655	1,173	(1,828)	-
Mind – Mindful Mums	-	543	(543)	-	937	2,806	(3,743)	-
LBB – Dementia Outreach and Engagement	3,000	-	(3,000)	-	14,670	-	(11,670)	3,000
Mind – Improving Mental Health Services for Vulnerable Migrants	-	-	-	-	500	1,000	(1,500)	-
Dementia Café Donations	-	147	-	147	204	40	(244)	-
Lewisham Dementia Dance	-	-	-	-	1,757	-	(1,757)	-
Donations to Dementia Support Centres	5,640	4,080	(6,443)	3,278	7,925	3,355	(5,640)	5,640
Mind – Whole Schools Approach	6,150	5,000	(11,149)	-	-	10,000	(3,850)	6,150
Greenwich Amenities Fund	-	2,138	(785)	1,353	-	-	-	-
Mindful Walk	-	425	(425)	-	-	-	-	-
Greenwich Donations	-	13,293	-	13,293	-	-	-	-
DEEP MindCare Lewisham	-	1,800	-	1,800	-	-	-	-
Mind – Peer Support Hub	-	7,900	(4,653)	3,247	-	-	-	-
Bromley Well	-	148	(148)	-	-	-	-	-
Lewisham Community Support Service	-	250	(250)	-	-	-	-	-
Mind – Connector Fund grant	-	3,150	(3,150)	-	-	-	-	-
	31,888	48,249	(45,433)	34,704	53,497	112,368	(133,977)	31,888

St Paul's Wood Dementia Support Centre – donations received where the donor has requested that the money be spent at this centre.

Beckenham Dementia Support Centre – donations received where the donor has requested that the money be spent at this centre.

Recovery Works Fundraising – funds raised from events to support the service.

Recovery Works Donations – donations received where the donor has requested that the money be spent on this service.

HSCVF - MindKit – a grant from the Health & Social Care Volunteering Fund to provide volunteer led mental health resilience sessions to groups of young people. This project has now ended.

Mindkit donations – donations made to the Mindkit project which allowed us to do more work than funded by the grant. This project is now complete.

Lewisham MindCare donations – donations made to this service that allow us to provide additional support or activities to the clients using the service.

Dementia Hub donations for Dementia Week – donations were made by the staff team during the year to support the cost of activities they wanted to do during Dementia week.

Mind – Mindful Mums – a grant to fund a peer support project helping mums to manage their mental health in the post-natal period. On the strength of this pilot we now have this service funded in the boroughs of Bromley, Greenwich and Lewisham.

London Borough of Bromley – Dementia Outreach and Engagement – the remainder of this grant is being used to provide dementia training to carers.

Mind – Improving Mental Health Services for Vulnerable Migrants – a grant to enable us to do more work with vulnerable migrants.

Dementia café donations – donations where the donor has requested that the money be used to fund our dementia cafes.

Lewisham Dance Dementia – a grant from the Catford Local Assembly Grants Programme to fund a twice monthly dance group for people with a dementia in Catford.

Donations to dementia support centres – donations received to support our day centres.

Mind – Whole Schools Approach – a grant from Mind to fund work looking at developing a toolkit for schools to use to improve the mental health of the whole school. This project is now complete.

Greenwich Amenities Fund – the fund has accumulated from donations and fundraising activities undertaken by Greenwich Mind service users before the merger with Bromley & Lewisham Mind. It is used to support group activities.

Mind - Mindful Walk – a grant from Mind to run a walk in Greenwich for people that use our services there.

Greenwich donations – donations received where the donor has requested that the money be spent on our service delivery in the London Borough of Greenwich.

DEEP MindCare Lewisham – a grant from the UK Network of Dementia Voices to fund exercise classes for people living with dementia in the London Borough of Lewisham.

Mind – Peer Support Hub – a grant to fund a work to support the development of peer support groups to help people with mental health problems across South London.

Bromley Well – donations received where the donor has requested that the money be spent on this service.

Lewisham Community Support Service – donations received where the donor has requested that the money be spent on this service.

Mind – Connector Fund – a grant from Mind to 5 local London Minds to help with the further development and optimum use of the VIEWS database used to record information on people that use our services.

16. Designated Funds

	At 31 March 2018 £	Increase in the year £	Decrease in the year £	At 31 March 2019 £	At 31 March 2017 £	Increase in the year £	Decrease in the year £	At 31 March 2018 £
Tangible Fixed Assets fund	258,810	13,401	(20,322)	251,889	281,770	10,060	(33,020)	258,810
Anchor House Renovation fund	35,021	-	(35,021)	-	42,026	-	(7,005)	35,021
Research and Development fund	60,000	-	-	60,000	60,000	25,427	(25,427)	60,000
Annex 2 fund	120,000	-	(120,000)	-	175,000	-	(55,000)	120,000
Service Transition fund	75,000	68,000	-	143,000	120,000	25,458	(70,458)	75,000
Legacy fund	80,581	-	(34,826)	45,755	120,099	-	(39,518)	80,581
Dementia Centre Improvement fund	4,107	-	-	4,107	4,307	-	(200)	4,107
IT Infrastructure fund	11,862	-	(11,862)	-	40,000	-	(28,138)	11,862
Dementia Café	10,905	-	(2,397)	8,508	13,037	-	(2,132)	10,905
Deferred income fund – Mindful Mums	70,000	-	(70,000)	-	149,989	-	(79,989)	70,000
Premises fund	220,000	175,000	-	395,000	-	220,000	-	220,000
	946,286	256,401	(294,428)	908,259	1,006,228	280,945	(340,887)	946,286

The *Tangible Fixed Asset Fund* represents the balance of unrestricted income of the Charity used for the purchase of tangible fixed assets after the deduction of depreciation, which is therefore not free for other use within the Charity.

The *Anchor House Renovation Fund* was set up to fund the depreciation costs of the work done to renovate Anchor House during 2013/14. We have changed our depreciation policy so that freehold property is no longer depreciated. This fund is therefore no longer required.

The *Research and Development Fund* was set up to enable the organisation to respond to new initiatives. The fund has been retained the same value.

The *Annex 2 Fund* was set up to fund the costs of work associated with dismantling and possibly replacing annex 2. It has been merged with a more general premises fund.

The *Service Transition Fund* allows us to cover shortfalls in funding that might exist in the short term.

The *Legacy Fund* set up from one legacy, continues to be used to fund the provision of mental health services in Bromley.

The *Dementia Centre Improvement Fund* will be used to fund the remaining improvements planned to our centre at Beckenham.

The *IT Infrastructure Fund* was set up to pay for consultancy work involved in updating our IT infrastructure to improve its reliability and make it better fit for the future. This project has now been completed.

The *Dementia Café Fund* comes from funding that was received in the past that Commissioners have agreed that we use to fund the dementia café.

The *Deferred Income Fund – Mindful Mums* relates to service contract funding for the Mindful Mums service in Bromley where money was received at the end of 2016/17 for the delivery of services in 2017/18 and 2018/19.

The *Premises Fund* is a new fund this year set aside to help fund the organisations premises needs.

17. Analysis of Net Assets between Funds

	Tangible Fixed Assets 2019 £	Net Current Assets 2019 £	Total 2019 £
Restricted funds	-	34,704	34,704
Unrestricted funds	251,889	1,657,162	1,909,051
	251,889	1,691,866	1,943,755

	Tangible Fixed Assets 2018 £	Net Current Assets 2018 £	Total 2018 £
Restricted funds	-	31,888	31,888
Unrestricted funds	258,810	1,535,103	1,793,913
	258,810	1,566,991	1,825,801

18. Financial Instruments

	2019 £	2018 £
Financial assets held at amortised cost (a)	634,868	401,240
Financial liabilities held at amortised cost (b)	(165,081)	(92,125)

- a) Financial assets held at amortised cost include trade debtors, accrued income and other debtors but excludes prepayments
- b) Financial liabilities held at amortised cost includes trade creditors, accruals and other creditors but exclude deferred income and other taxes and social security

19. Commitments under Operating Leases

	2019		2018	
	Land & buildings £	Equipment £	Land & buildings £	Equipment £
Total payment due:				
Within one year	55,779	120	53,035	87
Within two to five years	61,725	30	91,199	-
After five years	-	-	-	-
	<u>117,504</u>	<u>150</u>	<u>144,234</u>	<u>87</u>

20. Related parties

Declarations have been obtained from all of the Trustees and Senior Management of Bromley, Lewisham & Greenwich Mind. They confirm that each is a fit and proper person to act as a Charity Trustee under the Finance Act 2010. Related party interests are as follows:

No donations (2017/18: £1,937) were made to the charity during the year by Trustees and Senior Management staff. There were no restrictions attached to these donations.

21. Liabilities of members

The Charity is constituted as a company limited by guarantee and has no share capital. In the event of the Charity being wound up, the liability of each of the 92 (2018: 82) members is limited to the sum of £1.

22. Pension

The charity makes employer contributions to two multi-employer schemes run by The Pensions Trust; the Flexible Retirement Plan and the Growth Plan Series 4; both of which are defined contribution schemes. The Growth Plan Series 4 has predecessors in Series 1, 2 and 3 which are all now closed. Series 1 and 2 are classified as defined benefit schemes in the UK. The schemes are multi-employer schemes which provide benefits to some 950 non-associated participating employers. It is not possible for the charity to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2014 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9M, liabilities of £926.4M and a deficit of £131.5M. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme until 2025. The share of the contribution is allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Bromley, Lewisham & Greenwich Mind's share of these contributions has a net present value of £10,053 (2018: £14,803) 31 March 2019 and the liability is reflected in the accounts.

The Charity also makes contributions to the NHS Pension scheme in relation to three employees that transferred into the organisation during 2016/17 under TUPE regulations. The scheme is an unfunded defined benefits scheme that covers NHS employers, GP practices and other bodies allowed under the discretion of the Secretary of State in England and Wales. They are not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, the scheme is accounted for as if it were a defined contribution scheme: the cost to the NHS body of participating is taken as equal to the contributions payable to that scheme for the accounting period. Employers pension cost contributions are charged to operating expense as and when they become due at the rate determined