



MindCare

Dementia Support

Bromley, Lewisham & Greenwich Mind Ltd

ANNUAL REPORT AND FINANCIAL STATEMENTS

1st April 2019 - 31st March 2020

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 2020

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 2018 we completed a merger with Greenwich Mind, having become Bromley, Lewisham & Greenwich Mind (BLG Mind) in November 2017.

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.

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.

Charity Governance Code

BLG Mind is committed to good governance and providing leadership of a high level. To demonstrate this commitment the Board formally adopted the Charity Governance Code during the year. The latest internal evaluation confirms that the code is applied in all areas, however BLG Mind continues to aspire to develop our diversity and become more inclusive throughout the organisation. The Trustees have limited appetite for behaviours which are not aligned to this code or BLG Mind's code of conduct.

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 2019-20 there were no changes to the membership of the Board. Trustees serving during the year are listed on page 26.

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

External training for Trustees is undertaken as appropriate to develop their knowledge and skills.

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 (which is reviewed every year) is reported on page 26:

- The Finance and General Purposes Committee (F&GP) meets every two months. It has delegated authority to deal with facilities issues and is responsible for scrutinising financial matters.
- The People and People Strategy Committee (P&PS) meets every two months as part of the F&GP meeting agenda, and annually to review staff remuneration. It has delegated authority to deal with people 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 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 Policy Statement

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

- An assessment of each significant organisational risk, taking into account impact and likelihood. All new activities are in line with BLG Mind's objectives and mission.
- Policies, procedures and management actions to mitigate risks identified.
- Policies, procedures and management actions to minimise the impact should a risk materialise
- 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.
- Our approach to risk and their own responsibility in relation to it is covered in the staff induction process. More in-depth training will be provided should a role require it.

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:

- Service delivery and financial risks associated with the impact of the Covid-19 outbreak. Detailed risk management strategies were rapidly put into place and a temporary Covid-19 sub-committee of the Board was set up to enable rapid decision making.
- Dementia Support Centres and Respite services not being financially sustainable. This remains a major risk, which was exacerbated by the outbreak of Covid-19 towards the end of the year.
- Risks associated with being overstretched by the increased complexity of the organisation, which was mitigated by the recruitment of a new Deputy Head of Services, based in Lewisham
- Failure to successfully implement the Lewisham Community Wellbeing service. This risk was successfully managed, including through effective partnership working, and the service is operating well.

Inclusion Statement

BLG Mind covers a large and diverse area of South East London. The people we support are affected by issues relating to equality, diversity and inclusion, and we are committed to ensuring our services are effective in meeting the needs of these diverse communities. As part of our commitment to continuous improvement BLG Mind is seeking to become a more inclusive organisation by developing the recommendations of a Review Body, that includes a diverse range of staff, volunteers and service users, in order to foster a meaningful change in its culture.

Working in Partnership

BLG Mind is affiliated to Mind, the national mental health charity. In all, 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 (which is chaired by BLG Mind's Chief Executive).

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
- 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 Black & Minority Ethnic (BME) Network
- Suicide Prevention Strategy Group

In Greenwich:

- Mental Health Alliance 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 Service is delivered in partnership with SLaM
- Advocacy services were 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 including with Charlton Athletic Community Trust, Bromley Children Project, Disability Law Service, Lewisham Parent ENGage and Bridge Support.

Staffing

The average number of staff employed during the year, including bank, was 156. At the end of the year the year, BLG Mind had 118 contracted staff (86 FTE). Fifty percent of staff reported having personal lived experience of mental health problems. Volunteers make a huge contribution to the organisation's work with 262 regular volunteers delivering, on average, a total of approximately 1,007 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:
 - o service delivery, including through the use of peer support volunteers and peer support workers
 - o staff recruitment and training
 - o organisational decision making, including through representation on the Board and Committees
 - o service decision making
 - o 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. Some examples include:

Evaluation of the Mindful Mums wellbeing groups across all three Boroughs found that:

- **99%** of beneficiaries developed skills they could take away and use
- **97%** reported that they had increased confidence

The Lewisham Dementia Support Hub survey found that:

- **100%** of respondents said the information and advice offered was helpful & relevant to their needs
- **95%** of people would recommend the service to others

The Bromley Recovery Works service survey found that:

- **100%** of those receiving individual support and 99% of Recovery College course attendees would recommend the service to others
- **93%** reported that the service had helped them identify realistic goals
- **89%** felt the service had improved how they manage their mental health

Aims and Objectives

Bromley, Lewisham & Greenwich Mind's aims and objectives are detailed in the organisation's current Strategic Plan covering 2018 to 2021:

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

The development of BLG Mind's Strategic Plan for 2021-24 will begin in Autumn 2020.

Main Achievements in 2019-20

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

- We were accredited as an Individual Placement and Support (IPS) Centre of Excellence by the Centre for Mental Health
- We delivered excellent outcomes for people using our services, measured using evidence-based outcome tools
- We undertook a comprehensive Inclusion Review to develop a strategy for taking BLG Mind further in being a more inclusive organisation

Our People

- We introduced new structures and processes to ensure our volunteers are consistently well recruited and supported
- We made further progress regarding timely completion of core training
- We re-designed our staff induction processes to ensure people have a great welcome to the organisation

Development

- We secured a contract to start providing dementia services in Greenwich from April 2020
- We piloted 'Being Dad', a new project providing wellbeing support for expectant and new fathers
- We were selected as one of the delivery sites for the Mentally Healthy Universities programme, working with the University of Greenwich

Engagement

- We developed a new mental health training function, drawing on our expertise to offer training to other organisations and in the local community
- We established new partnerships with local corporate partners to fundraise and support our work
- We were commissioned to deliver a community engagement project across South East London, focused on access to perinatal mental health services for people from marginalised communities

Our Infrastructure

- We improved our IT systems and use of mobile devices
- We provided training and support to further enhance the skills of our managers
- We employed a new Deputy Head of Services, based in Lewisham, to strengthen our senior operational management team

Covid-19

Towards the end of the year, the Covid-19 outbreak had a significant impact on the organisation and our service delivery. The majority of our services, including all our mental health services, rapidly moved to an alternative model of remote delivery. This included the scaling up of telephone support and introduction of online support. Our Dementia Support Centres and Respite at Home service were suspended with effect from 18 March 2020, and the majority of staff within these services were furloughed under the Government's Coronavirus Job Retention Scheme. BLG Mind rapidly established a Covid-19 strategic response which included:

- Establishing a Covid-19 sub-committee of the Board of Trustees to enable rapid, responsive decision-making as required
- Working with commissioners and funders to ensure that we continue to best meet people's needs
- Increasing proactive contact with clients and carers and the scaling up of emotional support
- Providing additional support to individuals, groups and communities who are particularly vulnerable to Covid-19
- Significantly increasing communications with staff and volunteers, alongside a focus on their wellbeing whilst working remotely
- Equipping our staff and volunteers to adapt to new modes of communication and tools for service delivery
- Ensuring that the learning from working under Covid-19 restrictions was captured and utilised to inform long-term service planning

Performance in 2019-20

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

| | Beneficiaries in 2019-20 | Change on previous year |
|--|-------------------------------------|------------------------------------|
| Mental Health Services | | |
| Bromley Recovery Works Service | 1,014 | +2% |
| Bromley Perinatal Community Support | 43 | +5% |
| IPS Employment Support (Bromley & Greenwich) | 277 | +4% |
| Bromley Well | 1,385 | <1% change |
| Lewisham Community Wellbeing | 796 | +4% |
| Lewisham Primary Care Mental Health Service | 284 | +210% |
| Greenwich Mindline | See below | n/a |
| Greenwich Peer Support | 149 | +2% |
| Greenwich Advocacy | 130 | -33% |
| Greenwich Counselling | 202 | +55% |
| Greenwich Connecting Communities | 216 | NEW |
| MindCare Dementia Services | | |
| Dementia Support Centres | 136 | -19% |
| Respite Care at Home | 149 | +12% |
| Lewisham Dementia Support Hub | 600 | +74% |
| Bromley Dementia Support Hub | 1,068 | +1% |
| Wellbeing & Resilience | | |
| Mindful Mums (Bromley, Lewisham & Greenwich) | 413 | -33% |
| Being Dad (Bromley, Bexley & Greenwich) | 38 | NEW |
| Mentally Healthy Universities (Greenwich) | 64 | NEW |
| Total 2019-20 | 6,964 | <1% change |

Overall, there was a very small decrease in the number of people benefiting from BLG Mind services during the year, due to the development of some new services and growth in demand for the majority of others being balanced by components of some services coming to an end. 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 **1,956** contacts during the year (an increase of **46%** on the previous 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 **670** staff from other organisations and mental health training to **530** people 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, 70% of clients showed an improvement, and of these, 57% 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, Physical Health & Self-care and Social Networks.

In addition, peer-led Open Access sessions for people with mental health problems continued to be supported by BLG Mind, and during the year this activity was integrated into Recovery Works to form a more meaningful recovery pathway.

Recovery Works Client Story

"Around Spring 2019, I was experiencing anxiety and depression. Things at home weren't great with my children and problems had been building up for some time. I was involved with the NHS Home Treatment Team and the review suggested that I might need to have a further readmission (to hospital).

The team asked if I would like to engage with Bromley, Lewisham & Greenwich Mind while my medication was reviewed. After 6 weeks, I agreed to be referred.

I was given the opportunity to explain some things about my situation: my family (children), that I was receiving benefits and had a long history of working and studying. I was used to hard work and proud of what I had achieved. In turn, the man gave me some details about what help I could get. This was really helpful as it gave me a sense of what my next steps could be. He went on to talk about the Advisers, Recovery College courses, Open Access and the other Support Groups. I felt that was really helpful as it was something that would start to give me more of a structure and balance to my life. I was particularly interested in anything that would help me start getting back into work, although I knew it wouldn't be my immediate step. I felt that my life could begin again to have more of a direction. I also knew that I only had to wait a few days before the Adviser would contact me.

By November I was feeling a lot better compared to the first time I had met the Adviser. I had also attended the Peer Support Volunteer training. I was certainly feeling more confident and relieved that I was getting on much better with my family. Somehow, the sense of losing hope that things would never get better had disappeared.

I have made some good friends and sense of belief in myself. Without BLG Mind, I can only imagine that I might have permanently lost the respect of my children and sense of worth for who I am as a mum and as someone whose life used to be about helping others.

I am grateful for their advice and encouragement and the opportunities that I have had there. It was really helpful to just speak to someone who didn't judge me and was given the time to find my own way."

Lewisham Community Wellbeing is delivered in partnership with Lewisham Refugee & Migrant Network, Sydenham Garden, Metro and SLaM NHS Foundation Trust. 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. During the year, our existing Lewisham peer support service was integrated into Lewisham Community Wellbeing. The service was successful in securing grant funding from the Maudsley Charity for Engage in ME, a project focused on developing peer support for people from BAME communities, which started delivery in January 2020.

Lewisham Community Wellbeing Client Story

'Evelyn' was referred to BLG Mind by the local Mental Health Trust. She spent her time ruminating about the past and felt she could not focus on anything. After recently leaving an abusive relationship, she had self-harmed and thought constantly about ending her life. During the Covid-19 health emergency, BLG Mind staff sent her a lot of resources by email so that she could read more about the issues that were affecting her, like how the negativity she experienced as a child had affected her sense of self. Her Mental Wellbeing Adviser spoke to Evelyn on the phone every week for about two months.

After two months, Evelyn said that with our help, she now has a very different view of herself and that she can see the positives in herself. She said that this was because her Mental Wellbeing Adviser had been 'patient and honest and supportive with her and that she would never return to thinking so badly of herself'. Evelyn has now finally turned a corner in her life, for the better.

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 the year, the service achieved its demanding targets, supporting **84** people into full-time paid employment. In June 2019, the IPS service was accredited as an IPS Centre of Excellence (one of only 20 in the country) by the Centre for Mental Health.

IPS Employment Support Client Story

John was out of work and under the care of a community mental health team when he was referred to BLG Mind for Employment Support. They began working with 'John' in January to help him find a catering role. His Employment Adviser went through an agreed action plan for job searching and applications, which included John speaking to employers face to face, as he did not have vast experience but was able to convey his passion for the role verbally. His Adviser found suitable roles and asked that John visited these employers.

After four weeks, John was given two interviews and was offered a permanent role the following day after one of the interviews. John has now been working for a few months, is enjoying the role and expressed that the management team have been really supportive towards him.

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. Demand for the service continue to be very high, with over 1,000 people receiving short-term support, social prescribing and

signposting during the year. To help manage the demand and ensure people get the support they need, funding was secured for a Triage Assessor to work as part of the pathway and alongside other local mental health providers. Funding was also secured from Mind for a Benefits Assessment Support Service to train and equip volunteers to work alongside people with mental health problems to support them in attending work capability assessments – whilst allied to Bromley Well, this service is available across all three Boroughs.

Bromley Well Mental Wellbeing Pathway Client Story

"I've experienced problems with my mental health on and off for many years. Before I contacted BLG Mind I felt very alone and overwhelmed with life. Everything was just too much for me to handle. I received six telephone sessions, around 50 minutes each, where we talked about my stress, depression and anxiety. I was also supported to look at my everyday life too and understand how this affects my mental health.

The tips and pieces of advice BLG Mind have given me are so helpful. They haven't dictated anything or told me what I should and shouldn't be doing. I've received so much information in a way that has been broken down and is easy for me to understand.

It just felt so good because I felt like finally someone is listening to me, someone actually understands me and is here to help. Everyone I have spoken to at BLG Mind has been so caring and empathetic to me. I think I would have reached burn out without this support. This service has made so much difference and helped me carry on rather than giving up. Honestly, it has changed me so much for the better, I am so thankful."

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. During the year, BLG Mind staff were involved in the pilot of a new model for integrating and transforming community services in the Borough.

Primary Care Mental Health Service (PCMHS) Client Story

"When I was eighteen and studying at university in Paris, I had a breakdown, due to pressure around my studies and exams. I self-harmed for months, after which I went into a manic phase where I spent all my money on drugs and partied until I had nothing left before finally going home to my parents.

When I got diagnosed with manic depression, I was relieved to finally know what was wrong with me. I had a bad episode a year ago and went to see a psychiatrist in Lewisham Hospital. I mentioned my money problems. A few weeks later I was told I'd been referred by Lewisham psychiatric services to PCMHS.

I clearly remember after speaking to the service I actually felt positive and had hope, with someone on my side. I felt slightly more relaxed when talking to the PCMH staff compared to the clinical staff. I don't feel any anxiety when talking to BLG Mind representatives.

I feel supported and felt reassured with the help I've been getting with my PIP benefit reapplication. I feel good knowing there is someone I can talk to if I need to. When I've had questions, I haven't felt the need to contact the mental health trust, as I was contacted regularly by the BLG Mind team. I know the support is ending but I don't feel dread as I know I can always be re-referred if necessary.

This support has meant that these past 6 months applying for PIP has meant I am not living in daily terror. I've felt stronger, happier and able to cope better."

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 20 languages. Outcomes reported for the services showed that on average people accessing long-term (including culturally specific) counselling and crisis counselling showed a reliable improvement in their levels of depression (measured using PHQ9 scale) and also in their 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, a choir and arts & crafts. During the year we have trained and equipped peer support volunteers to take more of a lead in facilitating these activities. Two of our fourteen peer support volunteers in Greenwich secured paid roles within BLG Mind during the year.

Greenwich Mental Health Services Client Story

"I can't remember ever not having mental health problems. I was such an anxious child due to experiencing ongoing trauma. I didn't have many friends because I was so shy, and I have always had such huge overwhelming feelings of self-hatred. I started self-harming at such a young age, I just didn't know that what I was doing to myself had a name and I didn't know anyone else who did it, so I felt like there was something seriously wrong with me.

I tried to kill myself when I was 15. I was taken to hospital and was sectioned and taken into care. I tried to kill myself again when I was in foster care, so my foster carer spoke to my social worker who decided to move me into a children's home. The year in the children's home was the happiest and safest year of my life, and although I continued to self-harm my mental health stabilised for a while. I moved into supported housing and attended college. I had managed to get a job which I was enjoying, but then my dad killed himself. I became completely unable to cope. I lost my job and my life fell apart. I started self-harming again and just felt so overwhelmed with everything. This is when I got in

touch with my GP, who gave me the contact details for BLG Mind.

After my dad killed himself, I was unable to continue to work. I was also self-harming on an almost daily basis. I was spending more and more time in hospital and my life was just a vicious cycle. I didn't find being in hospital helpful at all, but I had no regular support from mental health services. This lack of support was what led me to contacting BLG Mind and asking for help as I was experiencing many of the symptoms of PTSD, which was later diagnosed.

When I did eventually make contact, I realised that I had nothing to worry about because everyone treated me so kindly. I felt like someone cared about me, I felt listened to and I felt like I wasn't being judged for the first time in my life.

BLG Mind gave me the space to talk about my life experiences and offered me lots of emotional support. Over the years, BLG Mind has helped me to rebuild my non-existent self-confidence and has made me a better person....they never gave up on me, even when I gave up on myself.

I was able to return to work almost 3 years ago, after 14 years of being out of work, living on benefits and having no real purpose in my life. Without the support that I received I would never have felt able to take such a massive step to change my life. Bromley, Lewisham & Greenwich Mind saved my life. They are a fantastic organisation that has saved my life so many times and helped me in so many ways. Due to cuts in mental health services, BLG Mind is now often the only source of support that service users have, so it is more important than ever that they are able to continue to provide these vital services in order to be able to help those who have no other support. It really is a lifeline for so many people with mental health problems."

Connecting Communities Alliance is a new partnership, established during the year alongside Metro, Age UK Bromley & Greenwich, Greenwich Mencap and Greenwich Volunteer Centre. Within the Alliance BLG Mind focuses on helping and empowering people with mental health problems to connect to the information, advice and support that they need from mainstream services and within the wider community.

Greenwich Advocacy provided independent advocacy support to people entitled to advocacy under the Mental Health Act or Care Act. The service and staff transferred to a new provide from April 2020.

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 supported over 400 women across Bromley, Lewisham and Greenwich during the year. Services include wellbeing and resilience groups for pregnant women and new mothers, which were established in Greenwich to complement delivery in the other Boroughs. 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 an individual befriending service for new mothers in Bromley.

Evaluation using the Mind Resilience Measure showed that 94% women showed an improvement in at least one of three areas (Wellbeing, Feeling positive and problem solving, Social support) after attending the group, with 63% showing an improvement in all three.

Perinatal Community Support and Mindful Mums Client Story

"I was referred from the Perinatal Mental Health Team to the Bromley Community Support Service; I had just given birth to twin boys after moving from another part of London. Prior to that, I had a death in the family and stressful IVF process. Both families, my husband's and mine live abroad. As I found myself in a new neighbourhood without friends and family, it felt overwhelming and I seriously doubted my ability to be a good parent.

I was referred by BLG Mind to the Befriending service and thanks to those ladies I met my lovely befriender who is now also my friend. I started going out to different playgroups and gaining more and more confidence, firstly as a parent but also as a person.

That was the beginning. After that BLG Mind helped me to maintain the newfound confidence by involving me in a new support group with another mum, by that time my newfound friend. Big bonus was volunteer training provided, designed specifically for the purpose of facilitating groups of new mothers with small children.

I was grateful for the opportunity to be able to volunteer my time for the cause that was so personal to me and for the chance to, through my work, say thank you to ladies from BLG Mind Perinatal Team, who were enormously supportive to me when I needed it the most.

Through facilitating work with the peer support group I can be useful not just to my family, but also to the community. I am grateful that they were there for me, but also that they provided me with the opportunity to be there for other mums for whom parenting brought challenges."

Being Dad was piloted during the year, providing wellbeing and resilience focused support to expectant and new fathers across Bromley, Bexley and Greenwich. Whilst numbers were relatively small, the benefits for those who engaged with the project were significant. 100% of fathers showed an improvement using the Mind Resilience Measure and felt more positive and more confident after attending the programme.

Mentally Healthy Universities was another new programme during the year, funded by Goldman Sachs Gives in six Universities around the country. BLG Mind were selected to work in partnership with the University of Greenwich to support the wellbeing of students and staff through the delivery of a range of interventions, as well as more structural support such as the training of mental health champions.

Mental Wellbeing Training developed significantly during the year. BLG Mind employed a mental health trainer to lead this work, and training was provided to 530 people outside BLG Mind, from a wide range of organisations and audiences including local businesses, other voluntary sector organisations, nurses, school staff and sports & leisure providers.

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 189 day places each week to a total of 136 clients in 2019-20, 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.

Respite at Home Service provided an average of 287 hours a week of respite in the home to give family carers a break (up to the suspension of the service on 18 March due to Covid-19), a 15% increase on the previous year. 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 Dementia Support Client Story

"My mother May was diagnosed with dementia at our local Memory Clinic. At first, I was overwhelmed, I asked for help but was passed from pillar to post. I was too stressed to eat or sleep properly. I called a Senior Care Worker and was able to get May to the Mindcare centre, initially for an hour. The respite allowed me to regain perspective and deal with what I had to do.

We have had carers training, which made us feel more confident as carers. We were introduced to a useful book to help maintain a care/life balance. We have attended carers forums and have learnt relaxation techniques. We found attending these groups helped us appreciate how much we had learnt and how lucky we are to have the services we use for support.

May looks forward to the weekly visit from our respite at home support worker and she also looks forward to her twice weekly visit to the daycentre which she refers to as her 'club'. There are so many different activities on offer that she is always keen to go and on days when she seems difficult, she generally comes home in a better mood or pleasantly tired from her activity. Without Mindcare, I wouldn't have been able to cope. With hindsight I consider I was heading toward a breakdown. Even with two of us sharing the caring responsibilities, we still need the respite. The quality of all our lives would have been affected."

Lewisham Dementia Support Hub is 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 81% of the 438 goals reviewed during the year were achieved, equating to 353 positive outcomes for people with dementia and their carers.

During the year the service ran horticulture and Cognitive Stimulation Therapy (CST) based arts reminiscence groups run at Sydenham Garden. Other groups included an advocacy group, seated exercise sessions and a reading group. 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

"Before my dementia symptoms, my memory was excellent: I was a classroom assistant and also taught foreign languages. About a year ago, I began to notice that I was forgetting what I had read and things I taught during my teaching career. I became impatient as I had to keep reading over what I had already read and was finding it difficult to retain information.

As I got more concerned about my memory I spoke with my GP and was sent for a scan. I was also seen by the memory service and they referred me to Lewisham Dementia Hub. I felt happy that someone was behind me who I could discuss everything with. My advisor visited me at home and had a long talk to understand the support I needed. She completed an attendance allowance application with me which was successful, and I am now receiving funds to support some of my needs. She referred me to the MindCare reading group where I am still a member. I benefitted from talking to someone who was able to listen and understood my needs.

I feel happier since being in touch with my advisor. I felt good knowing someone is doing good work for me. Without MindCare, I would feel very miserable not knowing what to do or what would happen to me."

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 100% 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 Bromley Dementia Support Hub supported over 1,000 people with dementia and carers during the year.

Bromley Dementia Support Hub Client Story

“We were married for 62 years before the dementia diagnosis and had a wonderful life together. In 2016, my wife was beginning to get memory problems. I didn’t think it was dementia at the time, I just thought it was a normal part of aging. At the end of 2016, we went to the memory clinic who assessed her and sent her for an MRI. In February 2017, she was diagnosed with dementia.

It really hurt to get that diagnosis. Her behaviour over 63 years has remained unchanged, but her memory has deteriorated over time. Initially, I thought I could deal with it myself. My son got in contact with Mindcare, as he thought I could use support. Due to my age, I find it hard to support my wife as much as I want to. Everyone is lovely, kind and understanding.”

Dementia Skills Training and Consultancy was delivered to a total of 670 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 emergency services, counsellors, arts & leisure services and adult education staff. Analysis of participant feedback showed that as a result of the training sessions:

- 99.8% felt they were better equipped to support people with dementia
- 99.6% 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 31 to 48.

2019/2020 saw our income increase from £3.4M to £4.2M. This £800K increase was due to increases of £260K in legacy income, £476K in statutory funded contract income and £193K in grant income. A decrease in fees receivable of £63K offset these increases.

We are reporting a surplus for the year of £355K, compared to a £118K in 2018/19. £229K of this surplus relates to grant and legacy income that we are committed to spending during 2020/21.

We continue to be in a charity in a very strong financial position, with a good reserves base and well diversified income streams. We are confident of our financial sustainability and ability to respond to changes in funding and need in the three boroughs in which we predominately operate. 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. As much of our income is contract based with local government and the NHS, and this funding has continued, we have not been too badly affected financially by the Covid-19. There were two services that we were forced to suspend for safety reasons and ceased to received income for. Fortunately the majority of the staff costs for these services have been covered by the government's Job Retention Scheme. One of the services, our dementia support centres will not reopen as we cannot find a safe and financially viable way of doing so. Redundancy costs of £62K will be incurred as a result.

Funding sources

Of the £4.2M of total income:

- 81% (2018/19: 87%) 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.
- 5% (2018/19: 8%) is from fees receivable for MindCare services
- 14% (2018/19: 5%) is from grants, donations and legacies, investments and other trading activities such as the sale of training, fundraising and catering.

The total expenditure of £3.9M was spent as follows:

- £2,275,474 (58%) was spent on Mental Health services
- £1,485,577 (38%) was spent on MindCare Dementia services
- £146,143 (4%) was spent on Wellbeing & Resilience
- £2,647 (less than 1%) was spent on raising funds

Fundraising, Donations & Legacies

We received a large unrestricted legacy during the year, which helped to cover the deficits on our dementia support centres and respite services. Our income from fundraising, donations and legacies is usually not a large proportion of our income, but continues to play an 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. We employ one part-time member of staff to lead of 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 2019/20.

We expect our fundraising to be lower in 2020/21 due to the impact of Covid-19 on our ability to run fundraising events.

Investment policy

BLG Mind 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 2019/20 our free reserves (including designated funds) stand at £1.3M, which is equivalent to three and a half months' expenditure from a total 2020/21 budgeted unrestricted spend of £4.3M.

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. As the use of designated funds can be amended in response to need they are included in free reserves above. 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 People and People Strategy Committee and with input from the Senior Management Team. This year, for the first time, the Committee considered pay ratios and the gender pay gap. The ratio between the average pay of SMT and average pay of all contracted staff in the organisation is 1.9:1. The gender pay gap in BLG Mind is currently 12.8% (well below the 18% average in the UK). This gap is primarily due to the small number of men in the organisation, and relatively high proportion in the SMT alongside the lack of men working in the dementia services, which tend to be less well paid.

Plans for Future Periods

The future holds a great deal of uncertainty in light of Covid-19 and the far-reaching societal, economic and psychological impacts of the pandemic. As a result, our plans for the future are all subject to review and adjustment. We will continue to be responsive as the situation for people with mental health problems and dementia develops, as the extent and type of the mental health impact of Covid-19 becomes clearer and as we assess the funding and other implications for BLG Mind. We are committed to ensuring that learning from the Covid-19 period is embedded in our plans for the future, as we look to develop more hybrid approaches to service delivery and working practices which utilise online and other remote technology alongside much needed in-person support.

Despite this uncertainty, Bromley, Lewisham & Greenwich Mind is committed to working alongside our partners in the statutory and voluntary sectors to do whatever we can to contribute to ensuring that everyone with mental health problems and dementia in our local area 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

- Implement the outcomes and learning from the Inclusion Review
- Successfully integrate learning from experience of remote delivery of services due to Covid-19 into ongoing service models
- Develop services which meet the needs of people with young onset dementia

Our People

- Implement new approaches to staff engagement and recognition
- Review and further develop our approaches to internal communications
- Recruit new Trustees and Vice-Chair, including to fill identified gaps on the Board

Development

- Successfully implement new Greenwich MindCare Dementia Information and Advice Service
- Deliver perinatal community engagement project and new fathers' information pack for South East London
- Provide information on digital tools and resources available to benefit our clients

Engagement

- Undertake a collaborative process to develop our 2021-24 Strategic Plan
- Develop a comprehensive and engaging new website
- Strengthen partnership working with neighbouring local Minds

Our Infrastructure

- Consider our ongoing premises requirements and make progress towards meeting these
- Ensure that staff have the IT equipment, systems and databases to make their working lives easier

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 23rd September 2020 and signed on its behalf by:

A handwritten signature in black ink, appearing to read 'Rebecca Jarvis', written in a cursive style.

Rebecca Jarvis, Chair

LEGAL AND ADMINISTRATIVE DETAILS as at 31 March 2020

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 | Chair |
| Michael Ricketts | Vice Chair |
| Sharon Kerridge | Treasurer |

| Trustees and Committee membership | |
|--|--|
| Donald Burford (F&GP, P&PS, Q&P, CFC) | Lisa Burnand (DC, CFC) |
| Margaret Cunningham (Q&P) | Rebecca Jarvis (F&GP, P&PS) |
| Sharon Kerridge (F&GP, P&PS, PRC) | Melissa King (F&GP, P&PS, PRC) |
| Lydia Lee (Q&P) | Jonathan Moore (Q&P, CFC) |
| Paula Morrison (Q&P, DC) | Michael Ricketts (F&GP, P&PS, DC, CFC) |
| 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, EC4R 1AG |

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.

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 2020 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 2020 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 27, 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
EC4R 1AG

Date: 23 September 2020

STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account)
For the year ended 31 March 2020

| | Note | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2020 £ | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2019 £ |
|--------------------------------------|---------|-------------------------|-----------------------|--------------------------|-------------------------|-----------------------|--------------------------|
| Income from: | | | | | | | |
| Donations & legacies | | 324,649 | 15,647 | 340,296 | 57,111 | 29,974 | 87,085 |
| Other trading activities | 5 | 42,897 | - | 42,897 | 43,810 | - | 43,810 |
| Investment income | | 5,109 | - | 5,109 | 3,503 | - | 3,503 |
| | | <u>372,655</u> | <u>15,647</u> | <u>388,302</u> | <u>104,424</u> | <u>29,974</u> | <u>134,398</u> |
| Charitable activities: | | | | | | | |
| Statutory funding | 2 | 3,448,951 | - | 3,448,951 | 2,972,678 | - | 2,972,678 |
| Grants | 3 | - | 210,691 | 210,691 | - | 18,275 | 18,275 |
| Fees receivable | 4 | 215,962 | - | 215,962 | 279,704 | - | 279,704 |
| Other income | 6 | 2,777 | 2,795 | 5,572 | 4,353 | - | 4,353 |
| | | <u>3,667,690</u> | <u>213,486</u> | <u>3,881,176</u> | <u>3,256,735</u> | <u>18,275</u> | <u>3,275,010</u> |
| Total income | | <u>4,040,345</u> | <u>229,133</u> | <u>4,269,478</u> | <u>3,361,159</u> | <u>48,249</u> | <u>3,409,408</u> |
| Expenditure on: | | | | | | | |
| Expenditure on raising funds | 7 | 2,647 | - | 2,647 | 2,554 | - | 2,554 |
| Expenditure on charitable activities | 7 | 3,734,661 | 176,786 | 3,911,447 | 3,243,467 | 45,433 | 3,288,900 |
| Total expenditure | | <u>3,737,308</u> | <u>176,786</u> | <u>3,914,094</u> | <u>3,246,021</u> | <u>45,433</u> | <u>3,291,454</u> |
| Net income for the year | | 303,037 | 52,347 | 355,384 | 115,138 | 2,816 | 117,954 |
| Fund balances brought forward | | 1,909,051 | 34,704 | 1,943,755 | 1,793,913 | 31,888 | 1,825,801 |
| Fund balances carried forward | 14 & 15 | <u>2,212,088</u> | <u>87,051</u> | <u>2,299,139</u> | <u>1,909,051</u> | <u>34,704</u> | <u>1,943,755</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 34 to 48 form part of these financial statements.

BALANCE SHEET
As at 31 March 2020

| | Note | 2020 £ | 2020 £ | 2019 £ | 2019 £ |
|---|-------|-------------------------|-------------------------|------------------|------------------|
| Tangible fixed assets | 11 | | 249,109 | | 251,889 |
| Current assets | | | | | |
| Debtors | 12 | 509,831 | | 670,153 | |
| Cash at bank and in hand | | 1,804,775 | | 1,304,224 | |
| | | <u>2,314,606</u> | | <u>1,974,377</u> | |
| Creditors: amounts falling due within one year | 13 | (264,576) | | (282,511) | |
| Net current assets | | | 2,050,030 | | 1,691,866 |
| Net assets | | | <u>2,299,139</u> | | <u>1,943,755</u> |
| Funds | | | | | |
| Restricted funds | 14,16 | | 87,051 | | 34,704 |
| Unrestricted funds: | | | | | |
| Designated funds | 15,16 | | 902,057 | | 908,259 |
| General funds | 16 | | <u>1,310,031</u> | | <u>1,000,792</u> |
| | | | <u>2,299,139</u> | | <u>1,943,755</u> |

The notes on pages 34 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 23 September 2020 and signed on their behalf by



Rebecca Jarvis

STATEMENT OF CASH FLOWS
As at 31 March 2020

| | 2020 | 2020 | 2019 | 2019 |
|--|-----------------|------------------|------------------|-------------|
| | £ | £ | £ | |
| Cash flows from operating activities: | | | | |
| Net cash provided by operating activities | | 511,540 | | 85,434 |
| Cash flows from investing activities: | | | | |
| Interest for investments | 5,109 | | 3,503 | |
| Purchase of property, plant and equipment | (16,098) | | (13,401) | |
| Net cash used in investing activities | | (10,989) | | (9,898) |
| Change in cash and cash equivalents in the reporting period | | 500,551 | | 75,536 |
| Cash and cash equivalents at the beginning of the reporting period | | 1,304,224 | | 1,228,688 |
| Cash and cash equivalents at the end of the reporting period | | 1,804,775 | | 1,304,224 |
| Reconciliation of net income/(expenditure) to net cash flow from operating activities | | | 2020 | 2019 |
| | | | £ | £ |
| Net income/(expenditure) for the reporting period (as per SOFA) | | | 355,384 | 117,954 |
| Adjustments for: | | | | |
| Depreciation charges | | | 18,878 | 20,322 |
| Interest | | | (5,109) | (3,503) |
| Decrease/(increase) in debtors | | | 160,322 | (232,330) |
| (Decrease)/increase in creditors | | | (17,935) | 182,991 |
| Net cash provided by operating activities | | | 511,540 | 85,434 |
| Analysis of cash and cash equivalents | | | | |
| Cash in hand | | | 1,804,775 | 1,304,224 |
| Total cash and cash equivalents | | | 1,804,775 | 1,304,224 |

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2020

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.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2020

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.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2020

I. 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.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2020

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2020 £ | Total Funds 2019 £ |
|--|-------------------------------------|-----------------------------------|-----------------------------------|---------------------------------------|
| 2. Statutory Funding | | | | |
| London Borough of Bromley | 744,760 | - | 744,761 | 730,061 |
| London Borough of Lewisham & Lewisham Clinical Commissioning Group | 902,673 | - | 902,673 | 649,076 |
| London Borough of Bexley | 58,540 | - | 58,540 | 40,763 |
| Royal Borough of Greenwich | 297,979 | - | 297,979 | 327,800 |
| Bromley Clinical Commissioning Group | 633,282 | - | 633,282 | 528,152 |
| Greenwich Clinical Commissioning Group | 209,895 | - | 209,895 | 169,287 |
| Oxleas Foundation NHS Trust | 50,000 | - | 50,000 | 50,000 |
| South London & Maudsley NHS Foundation Trust | 238,720 | - | 238,720 | 183,573 |
| Centre for Mental Health | 47,962 | - | 47,962 | 59,198 |
| Bromley Third Sector Enterprise | 265,139 | - | 265,139 | 234,768 |
| | <u>3,448,951</u> | <u>-</u> | <u>3,448,951</u> | <u>2,972,678</u> |
| 3. Grants | | | | |
| Mind – Mindful Walk | - | - | - | 425 |
| DEEP – Lewisham MindCare | - | - | - | 1,800 |
| Mind - Whole Schools Approach | - | - | - | 5,000 |
| Mind – Connector Fund | - | 3,150 | 3,150 | 3,150 |
| Mind – Benefits Advice | - | 26,826 | 26,826 | - |
| Mind – Get Set Go | - | 15,425 | 15,425 | - |
| Mind – Mentally Healthy Universities | - | 35,100 | 35,100 | - |
| SLaM – BAMER grant | - | 12,425 | 12,425 | - |
| Mind – Peer Support in the Community Hub | - | 34,765 | 34,765 | 7,900 |
| Peer Support Greenwich | - | 38,000 | 38,000 | - |
| Connecting Communities Greenwich | - | 45,000 | 45,000 | - |
| | <u>-</u> | <u>210,691</u> | <u>210,691</u> | <u>18,275</u> |
| 4. Fees receivable | | | | |
| MindCare Services | 215,962 | - | 215,962 | 279,704 |
| | <u>215,962</u> | <u>-</u> | <u>215,962</u> | <u>279,704</u> |

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2020

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2020 £ | Total Funds 2019 £ |
|------------------------------|-------------------------------------|-----------------------------------|-----------------------------------|---------------------------------------|
| 5. Trading Activities | | | | |
| Room hire & equipment | 9,166 | - | 9,166 | 29,740 |
| Training and Consultancy | 19,086 | - | 19,086 | 4,298 |
| Fundraising | 7,879 | - | 7,879 | 9,321 |
| Other | 6,766 | - | 6,766 | 451 |
| | <u>42,897</u> | <u>-</u> | <u>42,897</u> | <u>43,810</u> |
| 6. Other income | | | | |
| Catering income | 5,572 | - | 5,572 | 4,353 |
| | <u>5,572</u> | <u>-</u> | <u>5,572</u> | <u>4,353</u> |

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2020

| | Unrestricted Funds 2020 £ | Restricted Funds 2020 £ | Total Funds 2020 £ | Unrestricted Funds 2019 £ | Restricted Funds 2019 £ | Total Funds 2019 £ |
|---|--|--|---------------------------------------|------------------------------------|----------------------------------|-----------------------------|
| 7. Expenditure | | | | | | |
| Expenditure on raising funds | 2,647 | - | 2,647 | 2,554 | - | 2,554 |
| | <u>2,647</u> | <u>-</u> | <u>2,647</u> | <u>2,554</u> | <u>-</u> | <u>2,554</u> |
| Expenditure on charitable activities | | | | | | |
| <i>Mental Health Services</i> | | | | | | |
| Staff costs | 1,485,863 | 96,084 | 1,581,947 | 1,302,473 | - | 1,302,473 |
| Other direct costs | 286,311 | 21,323 | 303,383 | 130,242 | 5,688 | 135,930 |
| Support costs | 349,921 | 40,223 | 390,144 | 326,469 | 3,150 | 329,619 |
| <i>Wellbeing and Resilience</i> | | | | | | |
| Staff costs | 92,949 | - | 92,949 | 60,088 | 11,149 | 71,237 |
| Other direct costs | 29,047 | - | 29,047 | 8,987 | 1,116 | 10,103 |
| Support costs | 24,147 | - | 24,147 | 18,221 | - | 18,221 |
| <i>Dementia Services</i> | | | | | | |
| Staff costs | 928,471 | - | 928,471 | 887,519 | 6,443 | 893,962 |
| Other direct costs | 295,662 | 19,156 | 314,818 | 269,488 | 17,887 | 287,375 |
| Support costs | 242,290 | - | 242,290 | 239,980 | - | 239,980 |
| | <u>3,734,661</u> | <u>176,786</u> | <u>3,911,447</u> | <u>3,243,467</u> | <u>45,433</u> | <u>3,288,900</u> |
| Support Costs | | | | | | |
| Salaries | 403,125 | 26,308 | 429,433 | 302,447 | 3,150 | 305,597 |
| Other staff costs | 29,572 | 1,930 | 31,502 | 39,312 | - | 39,312 |
| Premises costs | 27,037 | 1,764 | 28,801 | 61,008 | - | 61,008 |
| Governance | 37,642 | 2,456 | 40,098 | 51,345 | - | 51,345 |
| Office costs | 12,543 | 819 | 13,362 | 15,083 | - | 15,083 |
| Publicity | 6,593 | 430 | 7,023 | 9,316 | - | 9,316 |
| Fees for professional services | 7,012 | 458 | 7,470 | 21,222 | - | 21,222 |
| Computer support | 75,056 | 4,958 | 80,014 | 64,615 | - | 64,615 |
| Depreciation | 17,778 | 1,100 | 18,878 | 20,322 | - | 20,322 |
| | <u>616,358</u> | <u>40,223</u> | <u>656,581</u> | <u>584,670</u> | <u>3,150</u> | <u>587,820</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.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2020

| | 2020 | 2019 |
|---|-------------------------|------------------|
| 8. Net expenditure | | |
| | £ | £ |
| This is stated after charging: | | |
| Audit fees | 10,680 | 9,600 |
| Depreciation charges | 18,878 | 20,322 |
| Operating leases | 53,357 | 42,442 |
| | | |
| 9. Employees | | |
| The average (full time equivalent) number of persons employed during the period was | 86 | 88 |
| Average number of staff during the period (excluding bank) | 156 | 142 |
| | | |
| Staff costs (for the above persons) | £ | £ |
| Salaries | 2,701,848 | 2,342,678 |
| Social Security costs | 204,047 | 178,683 |
| Pension costs | 110,042 | 80,097 |
| Agency costs | 35,873 | 7,201 |
| | <u>3,051,810</u> | <u>2,608,659</u> |

One employee received remuneration (excluding employer pension contributions) that fell in the band £70,000 to £80,000 (2019: one employee fell in the band £60,000 to £70,000). Remuneration of key management staff was £185,792 for the year (2019: £174,183).

10. Trustees

No Trustees received any remuneration for their services during the year (2019: nil). Trustees expenses of £230 were paid during the year (2019: £242).

Expenditure on Trustee training was £1,501 for the year (2019: £2,787).

**NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2020**

11. Fixed Assets

| | Freehold Property | Freehold renovation | Leasehold improvement | Furniture & equipment | Computer equipment | Total 2020 |
|--|------------------------------|--------------------------------|----------------------------------|--------------------------------------|-------------------------------|-----------------------|
| Cost/value | £ | £ | £ | £ | £ | £ |
| At 31 March 2019 | 230,000 | 76,256 | 54,410 | 255,100 | 184,587 | 800,353 |
| Additions in the year | - | - | - | 6,358 | 9,740 | 16,098 |
| Disposals in the year | - | - | (38,130) | (133,383) | (103,402) | (274,915) |
| At 31 March 2020 | 230,000 | 76,256 | 16,280 | 128,075 | 90,925 | 541,536 |
| Depreciation | | | | | | |
| At 31 March 2019 | 79,350 | 36,265 | 43,014 | 221,239 | 168,596 | 548,464 |
| Charge for the year | - | - | 1,628 | 6,367 | 10,942 | 18,878 |
| Disposals in the year | - | - | (38,130) | (133,383) | (103,402) | (274,915) |
| At 31 March 2020 | 79,350 | 36,265 | 6,512 | 94,223 | 76,077 | 292,427 |
| Net book value at 31 March 2020 | 150,650 | 39,991 | 9,768 | 33,852 | 14,848 | 249,109 |
| Net book value at 31 March 2019 | 150,650 | 39,991 | 11,396 | 33,861 | 15,991 | 251,889 |

12. Debtors

| | 2020 £ | 2019 £ |
|--------------------------------|-------------------|-------------------|
| Prepayments | 18,831 | 35,286 |
| Sales ledger and other debtors | 491,000 | 634,868 |
| | 509,831 | 670,153 |

**NOTES TO THE FINANCIAL
STATEMENTS
for the year ended 31 March 2020**

13. Creditors

Amounts falling due within one year

| | | |
|---------------------------------|-----------------------|-----------------------|
| Trade creditors | 13,878 | 38,642 |
| Other creditors | 34,807 | 15,836 |
| Accruals and deferred income | 165,518 | 183,386 |
| Other taxes and social security | 50,373 | 44,647 |
| | <u>264,576</u> | <u>282,511</u> |

Included within other creditors is an amount totalling £22,878 (2019: £15,226) due in respect of pension contributions.

| | 2020 | 2019 |
|----------------------------|----------------------|----------------|
| 14. Deferred income | | |
| B/f | 117,430 | 7,395 |
| Released in SOFA | (58,715) | (7,395) |
| Deferred during year | 11,430 | 117,430 |
| Carried forward | <u>70,145</u> | <u>117,430</u> |

**NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2020**

15. Restricted Funds

| | At 1 April 2019 | Income | Expenditure | At 31 March 2020 | At 1 April 2018 | Income | Expenditure | At 31 March 2019 |
|--|--------------------------------|----------------|--------------------|---------------------------------|--------------------------------|---------------|--------------------|---------------------------------|
| | £ | £ | £ | £ | £ | £ | £ | £ |
| St Paul's Wood Dementia Support Centre | 835 | 1,882 | (2,717) | - | 4,099 | 578 | (3,842) | 835 |
| Beckenham Dementia Support Centre | 4,414 | 2,800 | (7,214) | - | 7,432 | 7,536 | (10,554) | 4,414 |
| Recovery Works Fundraising | 1,377 | - | - | 1,377 | 1,377 | - | - | 1,377 |
| Recovery Works Donations & legacies | 2,284 | 114 | - | 2,398 | 1,664 | 620 | - | 2,284 |
| Lewisham MindCare donations | 2,676 | 250 | (795) | 2,131 | 2,526 | 150 | - | 2,676 |
| Dementia Hub donations for Dementia Week | - | 74 | - | 74 | - | 491 | (491) | - |
| Mind – Mindful Mums | - | 86 | - | 86 | - | 543 | (543) | - |
| LBB – Dementia Outreach and Engagement | - | - | - | - | 3,000 | - | (3,000) | - |
| Dementia Café Donations | 147 | 310 | - | 457 | - | 147 | - | 147 |
| Donations to Dementia Support Centres | 3,278 | 3,351 | (6,629) | - | 5,640 | 4,080 | (6,443) | 3,278 |
| Mind – Whole Schools Approach | - | - | - | - | 6,150 | 5,000 | (11,150) | - |
| Greenwich Amenities Fund | 1,353 | 2,795 | (1,921) | 2,227 | - | 2,138 | (785) | 1,353 |
| Mindful Walk | - | - | - | - | - | 425 | (425) | - |
| Greenwich Donations | 13,293 | 5,830 | - | 19,123 | - | 13,293 | - | 13,293 |
| Greenwich Connecting Communities | - | 38,000 | (35,550) | 2,450 | - | - | - | - |
| Greenwich Peer Support | - | 45,179 | (41,529) | 3,650 | - | - | - | - |
| DEEP MindCare Lewisham | 1,800 | - | (1,800) | - | - | 1,800 | - | 1,800 |
| Mind – Benefits Advice | - | 26,826 | (13,572) | 13,254 | - | - | - | - |
| Mind – Get Set Go | - | 15,425 | (10,050) | 5,375 | - | - | - | - |
| Mind – Peer Support Hub | 3,247 | 34,765 | (21,971) | 16,041 | - | 7,900 | (4,653) | 3,247 |
| SLaM – BAMER grant | - | 12,425 | (6,706) | 5,719 | - | - | - | - |
| Mind – Mentally Healthy Universities | - | 35,100 | (23,182) | 11,918 | - | - | - | - |
| Bromley Well | - | - | - | - | - | 148 | (148) | - |
| Lewisham Community Support Service | - | - | - | - | - | 250 | (250) | - |
| Greenwich Counselling Services | - | 625 | - | 625 | - | - | - | - |
| Greenwich Mindline | - | 146 | - | 146 | - | - | - | - |
| Mind – Connector Fund grant | - | 3,150 | (3,150) | - | - | 3,150 | (3,150) | - |
| | 34,704 | 229,133 | (176,786) | 87,051 | 31,888 | 48,249 | (45,433) | 34,704 |

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2020

St Paul's Wood Dementia Support Centre – donations received where the donor has requested that the money be spent at this centre. This fund has been used to fund the deficit on this service and reduced to zero.

Beckenham Dementia Support Centre – donations received where the donor has requested that the money be spent at this centre. This fund has been used to fund the deficit on this service and reduced to zero.

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.

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.

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

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

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.

Greenwich Connecting Communities – a project to provide support to people Greenwich, funded by a grant from the Royal Borough of Greenwich.

Greenwich Peer Support – a project to provide peer support to people with mental health problems funded from a grant from the Royal 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 – Benefits Advice – a grant from mind to fund the provision of benefits advice support in Bromley, Lewisham and Greenwich

Mind – Get Set Go – a grant from Mind to encourage physical activity

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.

South London & Maudsley NHS Trust BAME grant – a grant to provide mental health peer support especially in the BAME community.

Mind – Mentally Healthy Universities – a grant from Goldman Sachs to provide mental health support to students at Greenwich University

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.

**NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2020**

16. Designated Funds

| | At 31 March 2019 £ | Increase in the year £ | Decrease in the year £ | At 31 March 2020 £ | At 31 March 2018 £ | Increase in the year £ | Decrease in the year £ | At 31 March 2019 £ |
|-------------------------------------|---------------------------------------|---|---|---------------------------------------|---------------------------------------|---|---|---------------------------------------|
| Tangible Fixed Assets Fund | 251,889 | 16,098 | (18,878) | 249,109 | 258,810 | 13,401 | (20,322) | 251,889 |
| Anchor House Renovation Fund | - | - | - | - | 35,021 | - | (35,021) | - |
| Research and Development Fund | 60,000 | 10,814 | (10,814) | 60,000 | 60,000 | - | - | 60,000 |
| Annex 2 Fund | - | - | - | - | 120,000 | - | (120,000) | - |
| Service Transition Fund | 143,000 | - | (93,000) | 50,000 | 75,000 | 68,000 | - | 143,000 |
| Legacy Fund | 45,755 | - | (45,755) | - | 80,581 | - | (34,826) | 45,755 |
| Dementia Centre Improvement Fund | 4,107 | - | (4,107) | - | 4,107 | - | - | 4,107 |
| IT Infrastructure Fund | - | - | - | - | 11,862 | - | (11,862) | - |
| Dementia Café | 8,508 | - | (2,594) | 5,914 | 10,905 | - | (2,397) | 8,508 |
| Deferred income fund – Mindful Mums | - | - | - | - | 70,000 | - | (70,000) | - |
| Dementia Legacy Fund | - | 250,119 | (108,085) | 142,034 | - | - | - | - |
| Premises Fund | 395,000 | - | - | 395,000 | 220,000 | 175,000 | - | 395,000 |
| | 908,259 | 277,031 | (283,233) | 902,057 | 946,286 | 256,401 | (294,428) | 908,259 |

The **Tangible Fixed Asset Fund** represents assets 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 at the same value for future use.

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** has been closed in advance of a decision about whether to close the service.

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 unspent past funding that Commissioners have agreed can be used to fund the dementia café.

The **Deferred Income Fund – Mindful Mums** relates to service contract funding for the Mindful Mums service in Bromley where Funding for 2017/18 and 2018/19 was received in advance.

The **Dementia Legacy Fund** is fund set up from a single legacy that is to be used to help fund some of the dementia services that are in deficit.

The **Premises Fund** is a fund set aside to help fund the organisation's future premises needs.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2020

17. Analysis of Net Assets between Funds

| | Tangible Fixed Assets 2020 £ | Net Current Assets 2020 £ | Total 2020 £ |
|--------------------|---|--|-----------------------------|
| Restricted funds | - | 87,051 | 87,051 |
| Unrestricted funds | 249,109 | 1,962,979 | 2,212,088 |
| | 249,109 | 2,050,030 | 2,299,139 |

| | 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 |

18. Financial Instruments

| | 2020 £ | 2019 £ |
|--|-------------------|-------------------|
| Cash | 1,802,430 | 1,302,675 |
| Financial assets held at amortised cost (a) | 491,000 | 634,868 |
| Financial liabilities held at amortised cost (b) | (194,431) | (165,081) |

- 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

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 March 2020

19. Commitments under Operating Leases

| | 2020 | | 2019 | |
|--------------------------|-----------------------|----------------|-----------------------|----------------|
| | Land & buildings £ | Equipment £ | Land & buildings £ | Equipment £ |
| Total payment due: | | | | |
| Within one year | 61,297 | 120 | 55,779 | 120 |
| Within two to five years | 37,497 | - | 61,725 | 30 |
| After five years | - | - | - | - |
| | <u>98,794</u> | <u>120</u> | <u>117,504</u> | <u>150</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. There have been no related party transactions during the year or during the previous financial year.

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.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2020

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 £8,287 (2019: £10,053) at 31 March 2020 and the liability is reflected in the accounts. The discount rates used for the March 2020 valuation is 2.53%

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.