



Mind In Mid Herts

Trustees' Annual Report
& Financial Statements

Year ended 31 March 2024

Registered Charity Number: 1101678
Registered Company Number: 04746078 (England and Wales)

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Mind In Mid Herts
Year ended 31 March 2024
Legal and Administrative Information

Mind In Mid Herts is registered as a charity and is a company limited by guarantee governed by its Articles of Association.

Company No. 04746078
Charity No. 1101678

Directors/Trustees

The directors of the Charitable company (the Charity) are its trustees for the purposes of charitable law and, throughout this report, are collectively referred to as the trustees.

The trustees serving during the year and since the year end were as follows:

Trustees

Narcis Marian Balalau	
Ian Callaghan	
Sandy-Lee Connolly	Resigned 31 August 2023
Shona Luann Davies	Resigned 9 May 2023
Lakshmi Raghavachari	Appointed 18 May 2023
Isaac Kenyon	
Neil Kavin Margereson	
Paul Ronald (Chair)	
Danielle Yvette Adams	
Mary Compton	
Claire Wilkinson	
Rachel Chetty	Resigned on 18 July 2024
Charlotte Wood	Resigned on 14 May 2024

Board Advisors

Charlotte Wells
Anita Scales
Steve Jupe
Cristina Diofebbo
Jamie Dearsley
Mash Dabba
Jess Couchman
Jat Singh Bansal
Wenderlyn Bagnall
Christopher Alexander

Registered and Principal Office

11 Hatfield Road
St Albans
Hertfordshire
England
AL1 3RR

Auditors

Moore Kingston Smith LLP
4 Victoria Square
Victoria Street
St Albans
Hertfordshire
AL1 3TF

Mind In Mid Herts

Year ended 31 March 2024

Legal and Administrative Information

Bankers

CAF Bank Limited
P O Box 289
West Malling
Kent
ME19 4TA

Solicitors

HRJ Foreman Laws
25 Bancroft
Hitchin
Hertfordshire
SG5 1JW

Mind in Mid Herts
Annual Report and Annual Accounts
2023-24

Welcome to our report for 2023-2024. Thank you for reading our annual/impact report. We are so grateful to everyone that shows their support to the work we do at Mind in Mid Herts (MiMH's) and if you are reading this information, you are giving your time which we know is so precious. The theme this year for our AGM and report is "**Change and New Beginnings**" and much has changed.

Sharn is coming up to her 10th anniversary of being appointed as the CEO of MiMH's and anniversaries are always a good time to reflect and consider the future. In the financial year when she was appointed (2014-2015) our income was under £500K and we listed 4 services in our annual accounts across our 4 centres. This year you will see further in this report that we list 11 different services, the original services are still there – social support, stepping stones, vocational support and counselling. In 2014-15, 282 people engaged in counselling/therapy. This year we have seen over 1,000 people. Read on to hear about all the new and developing services we deliver.

If we go back 20 years to 2004, we are not even recognisable so much has changed. We were Mind in St Albans, and our income was reported in the annual accounts as circa £50K. We launched stepping stones in April 2004, and we offered 3 services – stepping stones, befriending and social support. We had just 4 part time staff working from one small office in St Albans. 2004 also marks the year when we stopped having a housing project.

This brings us to considering the next 10 years. This year we have been considering the long-term sustainability and succession planning of our team. We are continuing to invest in the future of Mind in Mid Herts, as a leading local mental health service playing a full role in the provision of MH support in Hertfordshire. As part of that process, 2 senior managers are doing further academic study to build their confidence and expertise. We are investing in new managers to support the growth of the team, which is now 59. Our vision for the future is optimistic and ambitious. We want to be part of the long-term strategy not a short-term fix, but it is tricky. We hear constantly about deficits across the sector -NHS Trusts, County Council, district councils. We feel as a forward-thinking charity and planning for the future, we will be part of the solutions working with people who need support.

We will continue to work, influencing the system, to ensure we lift-up the voices of the people we support, to develop services and help us to prioritise where investment will give us the greatest return.

We are proud of our track record developing services in partnership with the people we support and with colleagues. For example, Spot the Signs Save a Life, suicide prevention training and campaign. Working with Hertfordshire Partnership NHS Foundation Trust (HPFT) and Hertfordshire Mind Network (HMN) to deliver training to frontline workers. We will work tirelessly until the stigma of suicide and mental health is eradicated and people can talk about how they are feeling without shame or judgement. This year has seen a **new** partner working with us to develop a **new training offer** – mental health and substance misuse Spot the Signs suicide prevention, working with Change Grow Live (the local drug and alcohol service). This training has been very well received we have had some amazing feedback:

“ This was amazing training, and I really hope it continues as I would love other members of my team to attend this” Senior support worker – social care

“Thank you for the very informative training. Lots of information sharing, group discussions and opportunity to discuss with the team.” Community & Engagement lead

The landscape for mental health services is challenging, with greater numbers of people needing support for mental health illness and the degree of severity of their illness being much more serious than we have seen in the past.

We continue to co-chair the Crisis Care Partnership (CCP), with partners attending from Hertfordshire constabulary, the local NHS trusts and other third sector organisations. The CCP sits underneath the Mental Health Learning Disabilities and Autism Health Care Partnership (MHLDA HCP), which we attend monthly and is one of the 4 boards under the main Herts and West Essex Integrated Care System (HWE ICS). We recognise that this investment in time to attend meetings is vital to ensure that the voice of people with mental illness is heard.

We have seen System partners face a challenging time to balance budgets and we will continue to work with the HWE ICS to ensure that the mental health third sector voice is heard and that new investments are supported particularly concerning the prevention work, so well-known to our sector.

We have seen exciting developments this year in our training department growing from strength to strength with **new corporate partners** recognising the benefit of investing in mental health support and training for their workforce. Crane in Hitchin not only invested in training of mental health peer supporters, but the staff nominated us to receive a donation from the Crane Charitable Funds Foundation.



We are also part of a **new** interim group, delivering training with 6 other local Minds across England and Wales, that have made enquiries to National Mind, for Workplace Wellbeing training for their workforce. This achievement further enhances Mind in Mid Herts' reputation, as we were selected for this opportunity through a competitive process involving over 30 local Mind organizations.

In parallel to developing our Workplace Wellbeing offer, we have been developing our Living Well courses and workshops. We see education as key, informing people about how they can be proactive in looking after their mental health, as they do their physical health (diet/exercise etc.). Just like physical health, early intervention is crucial, not ignoring early signs, getting help and talking means that recovery can be swift. Thanks must go to Etauiliers Trust who have been funding the Living Well Courses and workshops for over 3 years now, which means we can deliver them free at the point of contact to individuals.

As part of these partnerships with organisations (who are also keen to get involved with us as a charity) last year, we created the role of board advisors, and we now have several people supporting key areas of growth and development. The role allows people to utilise their exceptional skills and experience helping deliver key elements of our strategic plan without having the full responsibility of a trustee role.

We are also extending our work with National Mind, and we sit on several groups and committees as National Mind seeks to strengthen their ties to the local Federation members. This can be a very exciting opportunity for us to extend our work in Hertfordshire with the support and expertise of the National Team.

Our Capital Appeal Alon's House

For those of you that are not aware, Alon was a lovely young man who sadly took his own life in 2016 on Christmas Day. He felt alone, and in memory of him, his parents Ehud and Shlomit have made a substantial donation to Mind in Mid Herts to ensure that no one feels alone, and they have somewhere to go.

Our ambition was to open Alon's House as a centre of excellence that responds to people when they reach out for support with a mental health problem. We will offer training, consultancy, counselling, psychoeducation and much more. As part of the development of this ambition, we are pleased to see as a first step the launch of **our new centre** Alon's Wellbeing Centre opened in Hatfield, central to most of Hertfordshire, allowing as many people as possible to access this help.



We deliver day services Tuesday and Wednesday and evening services in partnership with Herts Mind Network Nightlight service, (Friday to Monday 7pm to 1am) for people experiencing a mental health crisis or in distress and needing support. This is an alternative to people going to the Accident and Emergency departments at the local Hospitals. We see this as a stepping stone to realising our vision for a centre of excellence – Alon’s House that delivers day and evening services 7 days a week. Ensuring no one feels alone when they need mental health support.

We hope this report will give you a sense of the direction MiMH is going. We are both very proud of what MiMH has achieved and clear on the important role we will play in the future. **There is much that it is changing** but you will also see that our inspirational staff and volunteers give us a platform to continue to build and help deliver -

Our Vision

“We will work to ensure the mental health of everyone in Hertfordshire is supported and respected”

Our Mission

“Providing prevention, recovery and support services in Hertfordshire to empower people to take control of their mental health.”

Living Our Values

- **Inspirational** – inspiring others to achieve their potential
- **Openness** – acting with integrity and transparency caring for staff, volunteers and the people who use our services
- **Altogether** – stronger in partnership
- **We Care** – listening and facilitating change
- **Passion** – caring for the people who use our services is at the heart of everything we do



Our Team

Our Impact

In 2023-24, as we describe below, MiMH has continued to surpass all expectations, with the team continuing to go above and beyond in supporting the people who use our services, maintaining access and support at this time of huge uncertainty and disruption. An indication of the value and success of those efforts is shown in the table below:

year	19-20	20-21	21-22	22-23	23-24
People supported	1267	1840	1740	1957	3171
Increase against 19-20		45%	37%	54%	150%

Some of the increase in the numbers of people we are supporting is due to new services/projects launched. The crisis café in Hatfield is running at weekends at our new Alon's Wellbeing Centre, for which we had a formal launch event in January 2024. We are so pleased that Alon's Wellbeing Centre is fully accessible with facilities for people with mobility issues.

We have seen our counselling service grow, seeing people at our 3 centres including at Alon's Wellbeing service, working in partnership with GP's, HPFT Talking Therapies and Welwyn Hatfield District Council and job centre.

For MiMH this has meant we have received many new referrals which has led to an increase in our waiting lists and in waiting times.

Our Services

This last year as previous years, has seen a continuous increase in people reaching out for support and in addition we are being asked by the system to do more. This is exciting but also challenging especially for our management team working in partnership with the local Trust and new corporate partners:

Training and Development: Over the last year, we have trained over 1,000 people. This is in addition to the 3,171 people we supported with mental health illness. As well as upskilling our own workforce, we trained 125 Mental Health Peer Supporters (MHPS) for partners. We have continued to develop this program for businesses who have seen the value of training their workforce to create cultures in organisations that are a safe space to be open about their mental health struggles. The key thing with our training is that it does not end when the individual is trained. We run monthly network/supervision meetings to keep the connection with the peer supporters both with each other and with us as an organisation to continue to learn and develop. They also stay engaged with us so if they are worried or concerned about a person, they are supporting; they have direct access to our team to support them to support their colleague/friend. We offer Mental Health Awareness (MHA), MHA for managers, Safeguarding, Suicide Awareness and Prevention. We know that if we can get support for individuals early, we can reduce the need for medical intervention and if they do, it will be less serious, and they will recover more quickly.

All our services focus on supporting people, valuing staff and volunteers is a core principle. We have continued to deliver support in a variety of ways including:

- Befriending/buddy project is a small but valuable – only held back by the number of volunteers coming forward. The service offers 12 weeks support to individuals, from a volunteer, to get back to doing whatever they were doing before becoming isolated.
- Psychological therapy service continues to expand reaching more people every year. We saw 1,041 people last. We continue to have volunteer counsellors offering a range of different models of therapy/counselling to a wide range of people with different needs. In addition, we deliver Increased Access to Psychological Therapy (IAPT) compliant therapies counselling for depression (CfD) and dynamic interpersonal therapy (DIT)
- 102 people regularly attend online groups including the Friday quiz, book group, wellbeing group and peer support for people experiencing long Covid and others.
- We have supported 276 people with keeping in touch calls (KIT), these calls are highly valued by individuals who for whatever reason cannot make it into our centres or do not feel comfortable joining the community groups we are running in their area. These calls are often people's first step asking for help and do lead to joining groups and finding support from others with similar experiences and interests; This remains a highly valued service.
- Nearly 200 people have attended in-person groups in our centres. Each week across our 4 centres groups include Music, Art/crafts, peer support, games, women and men's groups. We also offer monthly evening groups for the LGBTQ+ community to attend in our Stevenage centre.
- Physical Activities - include walking groups, table tennis and football sessions. Offering Physical activity remains part of our approach to ensure that we engage people in services with other people with similar interests.
- Our Living Well courses remain valued, and we have delivered them online in person – over 124 people have attended.
- MH link workers in primary care in St Albans met and supported 160 people last year. All referred to us by their GP.
- We visited 140 people as part of Stepping Stones project. Meeting patients in Albany Lodge and Aston Ward are key to building relationships to ensure they have the confidence in community services when they are discharged. As part of this service, we escort people on visits outside the ward and these can be to visit one of our centres or just to go for a walk. We ensure a smooth transition from inpatient to community services. Our support goes on when they leave the hospital with outreach services. This remains one of our key projects that we are most proud of that was developed with patients and staff at Albany Lodge back in 2004.

Y is a 60-year-old male who we met in Albany Lodge (Acute Mental Health ward in St Albans) who was admitted following a sudden episode of severe depression with psychotic features.

Trevor, our volunteer, and I spoke to him each time we visited the ward, building a strong relationship. On his discharge, we began biweekly 1-1 sessions.

He reported that the most immediate factor contributing to his mental health was his high stress levels resulting from his job – he felt as though he was overworked and that he could never completely ‘switch off’ However, he felt unable to take any time off work out of fear that they would let him go. After an honest conversation with his employer, they agreed to up to 12 months of paid sick leave and assured him that he could return to his role when he was ready. This enabled him to relax and focus his time off on recovering and establishing a routine that supported his mental health, allowing him to relax. We also worked on his understanding of a healthy work-life balance, to maintain his progress once he returned to work. He had many interests that he felt unable to pursue due to his work, however after being signed off, he felt ready to start attending some groups, taking time for himself. We supported him in accessing Letchworth Arts and Leisure Groups, an organisation which offers an annual membership which allows you to access many different groups. He enjoyed hiking and cycling, and so he signed up to join some local walking and cycling groups, which enabled him to get outside in nature, as well as meeting new people and reducing his isolation.

We also supported him through his mother’s physical health deteriorating, which resulted in him becoming her carer. We supported him in managing his stress throughout this time, which he found beneficial in preventing a relapse in his mental state.

He lost his driving licence due to medical grounds, and was struggling to get about to groups, visits to family, etc. We liaised with his care co-ordinator and his GP to establish whether he was eligible for any financial assistance, which he was given and was a big help to him.

After 6 sessions, he felt able to utilise the skills we had developed independently, and felt he was managing his stress much better, which had a positive impact on his mental health. He felt much more socially supported thanks to the groups that he began attending. He no longer needs any regular support from MiMH’s or the CMHT PATH team, and both him and his family were very thankful for the support that we could offer him.

- 62 people engaged in our Vocational Support service finding work, getting back into education, or starting voluntary positions. As well as this our vocational support project works with people who are going back to work following a period off sick and supporting people to stay in work.

Middle aged man who initially presented with low self-esteem and not working for 2 years and having difficulties with his mental health. He reported that he needed to earn some extra money due to the cost-of-living crisis.

We began working on building his self-confidence by exploring his career values and together we mapped a list of transferable skills.

He began writing up a profile for his CV with the new list of transferable skills and developed a cover letter for a job that he had searched online and expressed an interest in. Although this job was not available, it was important for him to begin to see what could be possible.

Next, we set up reviewing his 'Indeed' profile which was out of date. Most of his work experience had been in manual roles, he thought that he would enjoy admin work, however after identifying his skills and values he realised that this was not going to align with his skills set.

He began applying for roles and soon had an interview, we did a 'mock interview' and went through the 'STAR technique' for interviews.

He was successful in the interview and began his new job just a month later.

- We are supporting people in the A&E department at the Lister Hospital, we talked, and supported 843 individuals, this included loved ones with people who go to A&E with their mental health illness because they do not know what else to do and they do not feel safe at home. Some of the feedback we receive in this service is very heartwarming from loved ones

"Thank you so much both of you, this is the calmest I have seen her in a long time, it's amazing, thank you have been brilliant." Husband of patient

"You really support me during very dark time. Thank you so much for your support" Family member of patient

"You are also amazing, he said himself what you said to him really hit home, it was really on point" - Partner of patient

Feedback from staff:

"I had a meeting today with the consultants and management and I requested to be taken into consideration a 24 hours MiMH service in A&E as we find it very helpful, and we noticed an improvement and it helps the department to work smoothly and taking so much pressure off from the other staff."
HELEN- Nurse in charge

And of course, from those in distress:

"You saved my life, and I couldn't be more happier with the service I have received.

"Thank you so much for your time and I will take in consideration your recommendations."

"Thank you so much for understanding my situation, can I have a hug?"

"Thank you so much for all your help and support, you will forever hold a place in my heart for someone that helped me when I was down."

- We supported 245 people with serious mental illness (SMI) to have their physical health check. This is such an important service; we know that people diagnosed with an SMI will live on average 15 to 20 years less than people without a diagnosis and this has not changed since the time this statistic was first identified. This pilot began in 2022 and is now in its 4th year, we have learnt so much in how we can engage individuals who for whatever reason have not agreed to their annual health check in the past. On average it takes 7 contacts with someone before they agree to having their health check. All our workers are trained phlebotomists and can work slowly reassuring individuals who are anxious or nervous about needles, what may be discovered and who have lost trust with professionals. We are now experiencing half the number of "did not attend" appointments than we did when we first started.

"The team have been excellent in responding and taking on a case load from our practice and then working closely with those patients to engage them.

They have had some really important breakthroughs and engaged patients that we have been unable to contact. It is a really valuable support for the GP practice, and I think provides an excellent service for the patient too.

I have also really valued their regular updates which we have over zoom where we can discuss the hard-to-reach group and come up with a shared plan of action and how to target them. It's a really good example of integrated care. I would certainly support the service continuing in the future. Many thanks to the team." GP in Hemel Hempstead

"The PHC team have been proactively managing and genuinely helping our top 10 percent of hard-to-reach patients with SMI. They care and this comes across from feedback from patients and feedback to our clinicians. The proactive and professional way the team gain contact and trust means they are able to visit the cohort and make positive change. They go beyond making a few phone calls and saying they can't make contact. They keep trying and usually manage a home visit by building trust and rapport. They have holistic consultations and combine mental and physical wellbeing as well as lifestyle support and medication reviews. They are doing a fantastic job." GP in St Albans

Volunteers

MiMH have always been reliant on the dedication of our volunteers and never more so than now. We have had the support of 90 volunteers aged 18 to 84 years old. Over the last year they contributed 4,662 hours, this is equivalent to 666 days. In addition to this number, we have volunteer counsellors and our wonderful board of Trustees. The volunteers are essential to our success in reaching out and maintaining contact with the people who use our service. They work in a variety of ways, 'Keeping in Touch' calls, befriender/buddy's, photographers, supporting marketing and promotion, administration, online course assistants as well as supporting the in-person groups, leading the Living Well workshops and courses.

When anyone wishes to volunteer with MiMH, a coordinator will meet with them and complete the relevant forms to match their skills to the projects within the organisation. We continue to maintain the 6-point promise accreditation.

We ensure that all volunteers stay well by regular de-briefs, supervision and a robust personal development plan that includes training in mental health awareness; Spot the Signs Save a Life and specific training to do with the role they are delivering i.e. KIT calls or befriending. In addition to this we have a safe app so if any of the volunteers are meeting with their befriended on their own, we ask that they log in and alert us to their meeting and log in when their visit is over. This way we are alerted if a meeting is taking longer than anticipated and we can give them a call to check in.

We also continue to rely on the very active involvement of our Board of Trustees and continue to develop how our Board supports our management team. During the last year we have developed a very active sub-committee structure which involves trustees working directly with our staff on key projects. We also have the role of board advisors which is providing us with expertise and specialist skills from volunteers who wish to support our work on key projects.

We look forward to welcoming more people joining as board advisors to support key developments with us such as fundraising, corporate partnerships and building our resilience as an organisation with people who are often time poor but expertise rich and want to give back where their time is used most effectively. If you think you may have something to offer, please do get in touch.

Meet Jamie he has been volunteering with Mind in Mid Herts for over a year now as a board advisor

I take great pleasure in commending Jamie Dearsley – Board Advisor (volunteer) in the Governance and IT Trustee sub-committee (GIT) for the fantastic contribution Jamie has made to MiMH. Jamie first met with the GIT back in June 2023, and shortly after that meeting Jamie started working with the team.

Jamie's induction was something of a baptism of fire, since shortly after joining us Sandy-Lee Connolly (our Company Secretary) announced that she would be leaving us in September 2023. Jamie very kindly stepped in and supported us all for several months as Company Secretary including undertaking associated work for the AGM!

Jamie has an outstanding attitude to his role and is very efficient in all that he does. His tremendously positive can – do attitude impacts all who work with him. Feedback from the GIT committee shows just how much of an impact he has made to the team:

From our trustee Narcis: “Jamie has been a very important member of the GIT committee in the past year his work has been nothing short of stellar. His involvement in the work stream of our committee runs deep and his contributions have improved several of our key processes.”

From Chris (business support officer): “Jamie is doing some excellent work. His recent work on the policies review spreadsheet will improve our ability with this this process significantly.”

Jamie, thank you for all that you have done for Mind in Mid Herts over the last year, and I sincerely hope that you will be with us for many years to come!! Neil Margereson – Trustee and leading on the board advisor's role.

Fundraising is important to us as it can provide us with discretionary income that we use to pilot and develop some innovative services and to provide some contingency to meet unexpected costs. Running services from four centres means that we are very concerned by the additional utilities costs we now face at a time when we want to provide more access and comfort. So, we will be looking to grow our fundraising work through a dedicated team of volunteers so that we can help support the impact of the rise in the cost of living that is now upon us.

We were very sad to learn of the passing of Rosemary Farmer who had been a great supporter of our charity over many years.

We thank those trustees who left us in the year having given us wonderful advice and support over several years. Lottie Wells and Rachel Chetty and we welcome new trustees John Blain and Helen Gibson who is our new Company Secretary.

Partnerships

We are very excited about one of our newest partnerships with Oaklands College. They sponsored Mental Elf our fun run fundraiser last Christmas; we have been working with them on a skills boot camp training people in mental health awareness to prepare for work in the sector or enhance their current positions. We have been training their staff as Mental Health Peer Supporters to support each other in the demanding world of education.

We continue to work with Central London Community Healthcare Trust (CLCH) in West Herts to deliver physical health checks for people with serious mental illness (SMI). This project is receiving much more recognition as it improves the life chances of people with SMI. As stated earlier, 245 people with a serious mental illness had their physical health check with our team, this was through home visits and in clinics.

We continue to work with Dr Alison Cowan and her team in St Albans to offer a children and young people's clinic every Thursday. This clinic enables CYP to be seen quickly by a GP and ensure they are getting support for their mental health early.

We have enjoyed working with the staff at Deloitte in St Albans who have chosen us as their charity. Sadly, in April they decided to close their St Albans office, but before they did the staff there did fundraise and raise awareness of mental health with the whole workforce. The local workforce is keen to stay connected and continue to participate in fundraising activities.

Finance and our Funders

Thanks to Herts County Council Health Protection Board; Charitable Trusts: Harpenden Trust, Edward Gostling and Etauliers Charitable Trust for grants to deliver services.

We remain grateful to Hertfordshire County Council and the Mental Health Integrated Health and Care Commissioning team for Adult Care Services for continuing to commission us to deliver Wellbeing Services, Counselling, Vocational Support, MH link workers in primary care in St Albans, Stepping Stones, A&E Mental Health Link workers, Physical Health checks for people with serious mental illness in partnership with Central London Community NHS Trust (CLCH).

Hertfordshire West Essex Integrated Care Board, who have through East of England NHS supported capital grants, developed our infrastructure which facilitated the opening of Alon's Wellbeing Centre and deliver the new Crisis Café.

We appreciate and benefit greatly by collaborating and working with our nearest local Minds Bedfordshire, Luton and Milton Keynes (BLMK) Mind who we have a partnership with training all our staff; Herts Mind Network who we collaborate and joint deliver projects and West Essex Mind who are part of the Voluntary Community Faith and Social Enterprise (VCFSE) Alliance and support the development of services across the Herts and West Essex ICS.

Our Gratitude

To All the people and community groups who raised funds for us:

We received a donation from Harpenden Parish; Trustee Isaac Kenyon who took on the challenge of becoming the first person to run the Welsh Three Peaks; all the people who buy lottery tickets from East Herts Lottery, North Herts Lottery, Welwyn Hatfield Lottery & St Albans Lottery; Pauline Rhodes who has raised money through selling her book and beautiful hand painted greeting cards; Gordon Dickens and The Holly Bush, Redbourn; The Broadhall Way; Emma – from @LucyPeachSlice, who has raised money for the

last 5 years each year increasing the donation; The Hertford Club; all the participants who joined Mental Elf 2023 and raised money and awareness, as well as the main event sponsors Oaklands College who let us run the event at the College; students from the College who volunteered and helped with marshalling

As ever, the Trustees wish to express their appreciation for the commitment and enthusiasm of all the staff and volunteers who give their time to the charity, and without whom MiMH would be unable to achieve its objectives.

Our Finances

A full set of audited accounts are included within our Annual Report below and show that we were able to achieve a small surplus this year of £6,338, which is a good thing. Our income in the year continued to grow and was £1.46m (an increase of £0.238m on the previous year) and this allows us to invest more in our services, in our staff and in our buildings and infrastructure.

In 22-23 we saw the ending of the temporary Covid emergency funding grants, so we have not only replaced that funding now but grown further. There is more detail within the report on the generous donors and grant funders who have supported us. You will also see throughout the report that the need for our services continues to grow, and we are finding that when people do reach out it is often when they are feeling seriously unwell and therefore need more intensive one to one support than we have offered in the past. So, we need to continue to develop in scale and in the nature of the services we offer.

This need to innovate and expand clearly puts a strain on our resources, but we have continued with the commitment made in 2023 that where there is a clear service need then even where there is a lack of direct funding we will where we can make a targeted investment from our reserves. This has meant that this year we have increased our counselling resource to increase the sessions we offer, and we have funded a research project to look at how we can best use our new site in Hatfield.

We continue to hold a level of reserves under our policy to provide short term contingency if needed and we have our capital building reserve which is specifically held towards our goal of securing a freehold site which can give our services greater future security.

Financially whilst it has been a difficult year, we have come through positively which is testament to the hard work and generous support of our staff and volunteers and our funders and partners.

Mind In Mid Herts
Year ended 31 March 2024
Trustees' Responsibilities Statement

The trustees (who are also directors of the Mind In Mid Herts for the purposes of company law) are responsible for preparing the Trustees' report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which gives a true and fair view of the state of affairs of the charitable company and of its income and expenditure for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable accounting standards, including FRS 102, have been followed, subject to any material departures disclosed and explained in the financial statements.
- State whether a Statement of Recommended Practice (SORP) applies and the methods and principles in the SORP have been observed, subject to any material departures which are explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

None of the Trustees had any beneficial interest in any contract to which the Charitable Company was party during the year.

Independent auditor's report to the members of Mind In Mid Herts

Opinion

We have audited the financial statements of Mind In Mid Herts ('the company') for the year ended 31 March 2024 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 FRS 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 2024 and of its incoming resources and application of resources, including its 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

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.

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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' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' annual 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 company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; 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 exemption in preparing the Trustees' Annual Report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 16, 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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Mind In Mid Herts

Year ended 31 March 2024

Independent auditor's report to the members of Mind In Mid Herts

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.

Mind In Mid Herts

Year ended 31 March 2024

Independent auditor's report to the members of Mind In Mid Herts

- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

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 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 any party other than the charitable company and charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Silvia Vitiello (Senior Statutory Auditor)

for and on behalf of Moore Kingston Smith LLP
4 Victoria Square
St Albans
AL1 3TF

Date

Mind In Mid Herts
Year ended 31 March 2024

Statement of Financial Activities

	Note	2024			2023		
		Unrestricted funds	Restricted funds	Total funds 2024	Unrestricted funds	Restricted funds	Total funds 2023
		£	£	£	£	£	£
Income and endowments from:							
Donations and legacies	2	68,359	-	68,359	70,759	-	70,759
Charitable activities - grants	3	-	1,218,280	1,218,280	-	1,029,725	1,029,725
Charitable activities - other	4	157,665	-	157,665	107,425	-	107,425
Investments	5	11,338	-	11,338	134	9,581	9,715
Total		237,362	1,218,280	1,455,642	178,318	1,039,306	1,217,624
Expenditure on:							
Raising funds	6	101,019	96,679	197,698	37,629	58,445	96,074
Charitable activities	6	137,222	1,121,601	1,258,823	130,766	1,056,213	1,186,979
Total		238,241	1,218,280	1,456,521	168,395	1,114,658	1,283,053
Net gains/(losses) on investments	8	7,217	-	7,217	(3,868)	-	(3,868)
Net income/(expenditure)		6,338	-	6,338	6,055	(75,352)	(69,297)
Transfers between funds					(24,240)	24,240	-
Net movement in funds		6,338	-	6,338	(18,185)	(51,112)	(69,297)
Reconciliation of funds:							
Total funds brought forward		182,375	650,000	832,375	200,560	701,112	901,672
Total funds carried forward	12	188,713	650,000	838,713	182,375	650,000	832,375

The statement of financial activities includes all gains and losses recognised in the year and all income and expenditure derived from continuing activities.

Balance sheet

		2024	2023
		£	£
	Note		
Fixed assets:			
Tangible assets	7	2,953	2,986
Investments	8	88,657	81,440
Total fixed assets		<u>91,610</u>	<u>84,426</u>
Current assets:			
Debtors	9	109,030	73,504
Investments	10	474,364	409,729
Cash at bank and in hand		506,058	570,247
Total current assets		<u>1,089,452</u>	<u>1,053,480</u>
Liabilities:			
Creditors: Amounts falling due with	11	(342,349)	(305,531)
Net current assets		747,103	747,949
Total assets less current liabilities		838,713	832,375
Total net assets or liabilities		<u>838,713</u>	<u>832,375</u>
The funds of the charity:			
Restricted income funds	12	650,000	650,000
Unrestricted funds	12	188,713	182,375
Total charity funds		<u>838,713</u>	<u>832,375</u>

For the financial year in question the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements on pages 24 to 29 were approved by the Board of Trustees and signed on its behalf by:

.....
Paul Ronald
Trustee

.....
Date

Company number: 04746078

Statement of Cash Flows

	2024	2023
	£	£
Cash flows from operating activities:		
Net cash provided by (used in) operating activities (note 16)	<u>(72,909)</u>	<u>147,071</u>
Cash flows from investing activities:		
Dividends, interest and rents from investments	11,338	9,715
Purchase of property, plant and equipment	(2,618)	(1,917)
Investment drawdown less fees	-	64,246
Net cash used in investing activities	8,720	72,044
Change in cash and cash equivalents in the reporting period	(64,189)	219,115
Cash and cash equivalents at the beginning of the reporting period	570,247	351,132
Cash and cash equivalents at the end of the reporting period	<u>506,058</u>	<u>570,247</u>

1.9 Financial instruments

Cash and cash equivalents include cash at banks and in hand and short term deposits with a maturity date of three months or less.

Debtors and creditors receivable or payable within one year of the reporting date are carried at their transaction price.

2 Donations and legacies

	Unrestricted	Restricted	Total 2024	Unrestricted	Restricted	Total 2023
	£	£	£	£	£	£
Donations	68,359	-	68,359	70,759	-	70,759
	68,359	-	68,359	70,759	-	70,759

3 Charitable activities - grants

	Unrestricted	Restricted	Total 2024	Unrestricted	Restricted	Total 2023
	£	£	£	£	£	£
Grants	-	1,218,280	1,218,280	-	1,029,725	1,029,725
	-	1,218,280	1,218,280	-	1,029,725	1,029,725

Grant analysis:

	2024	2023
	£	£
<u>East & North Herts, Herts Valleys CCG's and Hertfordshire County Council</u>		
Psychological Services - NHS/Hertfordshire County Council	73,079	68,296
Stepping Stones - Hertfordshire County Council	66,616	29,200
Vocational Support	44,436	41,529
Wellbeing Services	235,988	141,112
SMI Physical Health Checks	115,201	115,201
Mental Health Project	47,176	44,088
A & E Link Workers	74,568	74,568
Health Board Royston outreach	15,227	5,075
Miscellaneous	6,468	5,297
Urgent Emergency Care	-	14,840
Counselling for Depression Project	67,675	27,900
<u>Hertfordshire Partnership University NHS Foundation Trust</u>		
DIT Project	45,773	37,475
IAPT- Hertfordshire Partnership Foundation NHS Trust	69,911	67,158
Spot the Signs Hertfordshire Partnership Foundation NHS Trust	35,862	37,035
Mindfulness Project	10,746	14,328
Eros Project	37,713	24,152
CMHT Outreach	38,448	6,155
NHS Hertfordshire & West Essex Capital Grants	49,622	-
HMN Complex House Needs	38,785	82,415
HNN Crisis Café Salaries	20,902	-
HMN Capital Grants/Training	26,462	-
St Albans District Council	-	13,907
Small Grants	14,920	35,548
Impact Governance	-	-
Central London NHS Trust	18,012	13,980
Harpenden Trust	13,419	11,593
Lloyds Bank Foundation	-	35,360
Mind National	10,438	38,788
National Lottery	-	4,947
North Herts DC	23,660	12,500
Stevenage Borough Council	-	3,750
Welwyn and Hatfield BC	15,840	10,170
East Herts Council	-	13,358
St Albans Foodbank/Harpenden Trust	1,333	-
	1,218,280	1,029,725

4 Charitable activities - other

	Unrestricted	Restricted	Total 2024	Unrestricted	Restricted	Total 2023
	£	£	£	£	£	£
Other trading activities	157,665	-	157,665	107,425	-	107,425
	157,665	-	157,665	107,425	-	107,425

5 Investment income

	2024	2023
	£	£
Bank interest	11,338	9,715
	<u>11,338</u>	<u>4,473</u>

6 Expenditure analysis

	2024	2023
	£	£
Direct cost		
Staff costs (including expenses)	1,090,153	1,008,008
Bidding	-	10,077
Project costs	153,317	76,689
	<u>1,243,470</u>	<u>1,094,774</u>
Support costs		
Premises and insurance	55,621	54,268
IT costs	45,310	26,439
Office running	44,367	42,425
Depreciation	2,652	3,152
Audit/accountancy	14,000	12,594
Affiliation fees	2,561	2,160
Consultancy	20,333	14,736
Other	16,612	11,609
Travel	-	-
Professional fees	8,526	17,843
Advertising	1,869	3,053
Corp Partnerships	1,200	
	<u>213,051</u>	<u>188,279</u>
Total	<u>1,456,521</u>	<u>1,283,053</u>

6.1 Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2024	2023
	£	£
Depreciation	2,651	3,152
Accountancy	14,000	12,594

6.2 Trustees' remuneration and benefits

The charity paid no salary nor benefits to any trustees for either this year or last.
The charity paid £212 (2023 - £nil) towards travel costs of the trustees.

Mind In Mid Herts
Year ended 31 March 2024
Notes to the financial statements

6.3 Staff costs

	2024	2023
	£	£
Salaries and wages	988,412	912,450
Social security costs	66,806	62,803
Employer's pension contributions	22,740	17,651
	<u>1,077,957</u>	<u>992,903</u>

Average number of employees was 55 (2023: 53).

No employees received emoluments in excess of £60,000 (2023: none).

Key management personnel received remuneration of £241,893 (2023: £206,488)

7 Tangible fixed assets

	Fixtures and fittings	Computer equipment and Website	Total
	£	£	£
Cost			
At 1st April 2023	18,895	54,300	73,195
Additions	2,274	344	2,618
At 31st March 2024	<u>21,169</u>	<u>54,644</u>	<u>75,813</u>
Depreciation			
At 1st April 2023	18,420	51,789	70,209
Charge for year	868	1,783	2,651
At 31st March 2024	<u>-</u>	<u>-</u>	<u>-</u>
	<u>19,288</u>	<u>53,572</u>	<u>72,860</u>
Net Book Value			
At 31st March 2024	<u>1,881</u>	<u>1,072</u>	<u>2,953</u>
At 31st March 2023	<u>475</u>	<u>2,511</u>	<u>2,986</u>

8 Fixed Assets Investments

	Listed investments
	£
Market Value	
At 1st April 2023	81,440
Revaluations	7,217
At 31st March 2024	<u>88,657</u>
Net Book Value	
At 31st March 2024	<u>88,657</u>
At 31st March 2023	<u>81,440</u>

There were no investment assets outside the UK.

All investments are held primarily for an investment return.

9 Debtors

	2024	2023
	£	£
Trade debtors	78,862	70,181
Prepayments and accrued income	30,168	3,323
	<u>109,030</u>	<u>73,504</u>

10 Current Assets Investments

	2024	2023
	£	£
Investment bond	-	-
Cash investments	474,364	409,729
	<u>474,364</u>	<u>409,729</u>

11 Creditors: Amounts falling due within one year

	2024	2023
	£	£
Trade creditors	41,758	14,477
Deferred income	252,412	257,865
Accrued expenses	25,782	17,320
PAYE payable	16,296	11,051
Other Creditors	6,101	4,818
	<u>342,349</u>	<u>305,531</u>

11b. Deferred income

	2024	2023
	£	£
Deferred income at 1 April	257,865	44,006
Resources deferred in the year	252,412	257,865
Amounts released from previous years	(257,865)	(44,006)
Deferred income at 31 March	<u>252,412</u>	<u>257,865</u>

12 Funds

	Balance b/fwd	Income	Expenditure	Transfers	Gains and losses	Balance c/fwd
	£	£	£	£	£	£
Unrestricted Func	182,375	237,362	(238,241)	-	7,217	188,713
Restricted Funds:						
Grants	-	1,218,280	(1,218,280)	-	-	-
Donations	650,000	-	-	-	-	650,000
	<u>832,375</u>	<u>1,455,642</u>	<u>(1,456,521)</u>	<u>-</u>	<u>7,217</u>	<u>838,713</u>

Unrestricted funds are those funds which are not restricted or designated as committed to specific projects.

Restricted funds have accumulated through donations for the specific purpose of acquiring a building, in memory of a young man who took his life, to provide MiMH with a long term secure future for delivery of services.

13 Analysis of net assets between funds

	Unrestricted Fund	Restricted Funds	Total
	£	£	£
Fixed assets	91,610		91,610
Current assets	439,452	650,000	1,089,452
Current liabilities	(342,349)		(342,349)
	<u>188,713</u>	<u>650,000</u>	<u>838,713</u>

14 Operating leases

The total future minimum payments under non cancellable operating leases for the following periods are:

	2024	2023
Not later than one year	50,078	28,459
Later than one year but not later than five years	6,110	12,420
In over five years	-	-
	<u>56,188</u>	<u>40,879</u>

15 Share Capital

The Charity is a company limited by guarantee.

16 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2024	2023
Net income/(expenditure) for the reporting period	6,338	(69,297)
Adjustments for:		
Depreciation charges	2,651	3,152
(Gains)/losses on investments	(7,217)	3,868
Dividends, interest and rents from investments	(11,338)	(9,715)
(Increase)/decrease in debtors	(35,526)	(6,045)
(Increase)/decrease in investments	(64,635)	
Increase/(decrease) in creditors	36,818	225,108
Net cash provided by (used in) operating activities	<u>(72,909)</u>	<u>147,071</u>

17 Analysis of changes in net debt

	At start of year	Cash flows	Fair value movements	At end of year
Cash equivalents	570,247	(64,189)		506,058
Total	<u>570,247</u>	<u>(64,189)</u>	-	<u>506,058</u>