

**Report of the Trustees and**  
**Unaudited Financial Statements**  
**for the Year Ended 31 March 2021**  
**for**  
**Wiltshire Mind**

MHA Monahans  
Chartered Accountants  
Fortescue House  
Court Street  
Trowbridge  
Wiltshire  
BA14 8FA

**Wiltshire Mind**

**Contents of the Financial Statements**  
**for the Year Ended 31 March 2021**

	<b>Page</b>
<b>Chair's Report</b>	1
<b>Report of the Trustees</b>	2 to 8
<b>Independent Examiner's Report</b>	9
<b>Statement of Financial Activities</b>	10
<b>Balance Sheet</b>	11
<b>Notes to the Financial Statements</b>	12 to 20
<b>Detailed Statement of Financial Activities</b>	21 to 22

**Wiltshire Mind**

**Chair's Report**  
**for the Year Ended 31 March 2021**

The past year at Wiltshire Mind has been very challenging and I'm delighted that the staff and volunteers have shown such strength to come through this year.

COVID-19 and its far reaching effects will be felt for many years to come by the charity. The lack of opportunity for the public to generate donations, which is our main funding stream - without which Wiltshire Mind would not exist, has resulted in a huge shortfall of funds.

Support to those in the community with mental health needs had to change dramatically during the year. No face to face contact counselling resulted in new innovations in online counselling which has produced a unique set of challenges for our Adult and Young peoples' programmes.

During the year there was a change of CEO. My personal thanks go to the departing CEO Carolyn Beale for all her efforts. I wish her well for the future. In September 2020 we welcomed Paul Mills as our new CEO, who some of you may know as a former Trustee. He has taken on the many responsibilities confronting the charity in preparation for a post COVID-19 world, with great enthusiasm.

I would like to record my thanks to the staff and Trustees who supported me during the transition period between CEOs. Without their guidance and assistance the charity would have been unable to continue functioning. Throughout these difficult months they stayed focused on trying to provide a service to those in need.

It continues to be an honour and privilege to work alongside such an outstanding team of staff, volunteers and Board of Trustees.

Jim Donald  
Chair, Wiltshire Mind

**Wiltshire Mind**  
**Report of the Trustees**  
**for the Year Ended 31 March 2021**

**Report of the Trustees**  
**For the year ended 31 March 2021**

The trustees present their report and the examined financial statements for the year ended 31 March 2021. Reference and administrative information set out on page 8 forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities (published in October 2019).

**OBJECTIVES AND ACTIVITIES**

**Objectives and aims**

Wiltshire Mind's vision is of a society that promotes and supports good mental health for all.

Our objects are: "to promote mental health and to assist in relieving and rehabilitating persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment."

Our mission is to provide independent advice and support to empower anyone experiencing a mental health problem in Wiltshire.

The needs and experience of people with mental distress drive our work and we make sure their voice is heard by those who influence change. Our independence gives us the freedom to stand up and speak out on the real issues that affect daily lives.

We provide information, advice and support, campaign to improve policy and attitudes, and develop local services. We do all this to make it possible for people who experience mental distress to live full lives and play their full part in society.

Our charitable purposes are set out as Aims in our Strategic Plan. Our organisation provides benefit to the public of Wiltshire by:

- Supporting good mental health for people who live and work in Wiltshire;
- Empowering people who experience a mental health problem to make informed choices about how they live and recover;
- Improving services and support to ensure people get the right services and support at the right time to help their recovery and enable them to live with their mental health problem;
- Enabling social participation for people with experience of mental health problems and allowing them to participate fully in society;
- Removing inequality of opportunity to afford equality of treatment for people who experience both mental health and other forms of discrimination; and
- Making the most of our assets by building a professional, efficient and sustainable organisation.

The trustees and managers review the charity's aims, objectives and activities each year, ensuring that these remain focused around its charitable purposes. The trustees are aware of the requirement by the Charity Commission to provide public benefit when reviewing these aims and objectives, and in planning future activities. In 2020-21 these aims and objectives were met by offering peer support drop-in groups, counselling and information and support services to people in Wiltshire with mental health issues.

In addition we have been able to provide the following outcomes:

- An increased ability amongst those suffering mental distress to manage daily tasks and lead fulfilling lives;
- Better chances in life for those in need of support, and playing a full part in society including the possibility of a return to employment or undertaking voluntary work;
- Support for young people to ensure early intervention, reducing the need for mental health support later in life
- A reduction in isolation amongst residents suffering mental distress - better access to support and services and stronger communities with citizens working together to tackle mental health problems;
- An increased awareness of a wide spectrum of mental disorders leading to increased understanding, reduced stigma and community support for sufferers - healthier communities;
- Enabling of social participation and empowerment by providing access to information, advice, peer support networks and personalised services;
- Helping people with mental health issues build confidence and resilience; and
- Our activities will also help service users build self-esteem, become more active citizens, have improved wellbeing and find support and friendship.

## Wiltshire Mind

### Report of the Trustees for the Year Ended 31 March 2021

#### **OBJECTIVES AND ACTIVITIES**

##### **Significant activities**

##### **Progress April 2020- March 2021**

##### **Covid-19 Pandemic and charity activities**

The Coronavirus (Covid-19) pandemic had a fundamental effect both on the income of the charity, and the demand for our services through the year. Where demand for mental health services grew across the county, our charitable income reduced by almost half (of previous annual levels) at the end of the financial year.

This imbalance of demand and supply was further affected by the social restrictions imposed upon us, resulting in the need to adapt services during the pandemic. This included the provision of 'well-being calls' to replace previous peer support services for a period and adapting face-to-face services to digital or virtual delivery of counselling and peer support. These adaptations are in line with our objectives and offered a lifeline to our clients during the pandemic and its subsequent isolating effects.

This adaptation required expenditure in equipment and resource but was necessary to continue to provide accessible mental health support locally. Where possible, grant aid was sourced to help financially.

##### **Funding challenges**

The cancellation of many local fundraising events and general lack of fundraising opportunities presented through the pandemic resulted in the need for the charity to use some of our unrestricted reserves that have built up previously to maintain services against the backdrop of declining income. This has originally been earmarked for investment in new services in 2021.

Whilst making use of the government's Job Retention Scheme for our charity shop staff, the Trustees and Management agreed that core service delivery (counselling and peer support) should continue where possible to support the increasing mental health service demand locally. It was felt that furloughing staff during the critical pandemic period could lead to a further significant community shortfall in mental health service provision and disadvantage the health and care system further.

During the year, a modest amount of grant funding was sought to help maintain local peer support groups and counselling services. The trustees are grateful for this financial assistance. Our local community in Wiltshire continued to support the charity and local businesses continue to donate throughout 2020/1 albeit at a reduced level.

Our charity shop based in Melksham was closed due to Covid-19 restrictions for a proportion of the year (29 weeks). This affected both our volunteers, (many have lived experience of mental health problems) and our income levels - where trading on the high street ceased for the period of social distancing restrictions.

##### **Commercial challenges**

The largest affected area of our activity was the provision of Mental Health Awareness Training. Before Covid-19, this commercially successful product had been a growth area for the charity. The combination of staff changes, a drop in market value and Covid-19 social distancing restrictions resulted in a poorly performing year for this face-to-face activity. The product has now been re-designed into an online training tool and it is hoped that this will provide a successful platform in the coming years.

##### **Mental health support services for our community**

##### **Services provided in 2020/2021**

We are pleased to report that we continued our **Young People's Counselling Service** during the pandemic - via video call and then face to face at our Melksham offices as social restrictions lifted. Running three afternoons/evenings per week, providing specialist young people's counsellors for our local population of young people. This service bridges the gaps in local statutory provision and enables young people to be seen at the earliest point to prevent escalation of poor mental health. Due to grant funding in year, we have been able to maintain this service almost without interruption through the Covid-19 pandemic.

## Wiltshire Mind

### Report of the Trustees for the Year Ended 31 March 2021

#### **OBJECTIVES AND ACTIVITIES**

Our **Adult Counselling Service** provides an accessible counselling support service for anyone experiencing mental health problems or emotional distress. During 2020-2021 this service was affected by the pandemic initially, but through service adaptation we were able to continue to provide this virtually. Our 20 active counselling volunteers were invaluable offering flexibility and helping to support our service users during this period.

Over the last year, we have provided the following services and opportunities for the community:

- 6 Peer Support Groups (Melksham, Trowbridge, Malmesbury, Devizes, Chippenham, Salisbury)
- 1 Carer Support Group (in partnership with Carers Support Wiltshire)
- Adult Counselling
- Children and Young People's Counselling (Aged 11+)
- Mental Health Awareness Training for local businesses and organisations
- Volunteering opportunities for 30 people (counselling and retail volunteering roles)

Our **Peer Support Groups** across Wiltshire remain a vital support network for those who attend. With the pandemic and associated social restrictions, the groups were re-launched online via video calls in December 2020. Those attending may be disadvantaged and suffering from mental ill health and struggling with emotional distress. Members support each other by sharing experiences and most importantly sharing coping mechanisms. Attendees of the groups benefit from social integration in the format of group activities (when meeting in person) as well. Groups are run by a trained facilitator and volunteer.

Peer Support Groups traditionally operate out of local premises or 'centres' which are formed and held in populated towns. With the need to run this service online, the groups held during 2020-2021 had fewer geographic boundaries. Each Peer Support Group Session was run for between one and two hours online.

Peer Support Group 'service development' is actively encouraged, and those attending help shape the content of the sessions held. Historically attendees have contributed a small financial contribution per visit towards costs, but this has been impossible during the pandemic. Part funding for these groups is sought from local councils where possible.

#### **Our commercial offer - Mental Health Training**

With a change in staff, the effects of the pandemic and changing mental health training needs, 2020-21 provided the opportunity to review and reinvigorate our Mental Health training offer. The revenue from this service is an important income stream for the charity and in the competitive market, change was necessary to increase the value in our offer.

We have formed a new delivery partnership with My White Dog, an experienced Mental Health Awareness and Mental Health First Aid provider. Offering a range of courses both digitally and face to face, we will be able to offer the local businesses and organisations a far wider package of training. This is a step towards helping Employee Assistance providers too. A trial course was held in December 2020 with a local hospice with 12 attendees, resulting in positive feedback and a blueprint for the partnership. Whilst there was little income during the financial year, the re-positioning of our training offer is expected to yield future income.

#### **Organisational Fitness**

During the period we have upgraded our IT System, recognising that many of our processes needed to be improved to enhance our fitness. Using cloud-based technology, we were able to respond to the pandemic through speedy deployment of home working and virtual call conferencing. Our IT system is now resilient and networked, improving security too.

Work continued in-year on improving our processes, procedures and record keeping. Investment in a Client Record System is earmarked for 2021-22, which will further underpin our efficiency and ability to deliver services in a digital world.

#### **Volunteers**

We know that volunteers add significant value to what we do, particularly in the delivery of our services. They champion our vision and values and help us to ensure that the voices of people with lived experience are at the core of everything we do. During 2020-21 we were fortunate in having our volunteers by our side as we dealt with the effects of the pandemic. Their flexibility and support ensured we were able to stand-up services including volunteering, support groups and providing retail support in our charity shop.

#### **Other progress**

A new Chief Executive was appointed in September 2020. There followed an internal restructuring of key roles and responsibilities for senior staff, providing more robust processes and building future foundations for a post covid-19 world. These changes are still bedding-in, and wider stakeholder engagement and a renewed focus on our fundraising activity will benefit the charity as we look to secure future funding and a business model which is sustainable.

**Wiltshire Mind**  
**Report of the Trustees**  
**for the Year Ended 31 March 2021**

**OBJECTIVES AND ACTIVITIES**

**Covid-19**

We have prepared this report at a time when Covid-19 is established as a global pandemic. The situation continues to develop for our beneficiaries, service users, staff, and partner organisations. 2020-21 was a year of change, adaptation, and uncertainty in terms of what the future holds. Where possible, we have tried to mitigate through effective risk management, ensuring good practice and a close working relationship between the management of the charity and Trustees.

**Our impact in 2020-21**

**Adult Counselling Service**

We have 4 counselling rooms at our Melksham office, but for most of this year, our adult counselling was held virtually, online. We provided 756 counselling sessions for adults, which is 86 clients, who were all assessed.

**Children and Young People's Counselling Service.**

During the year we delivered our Children and Young People's service virtually, and also in our counselling room when the social restrictions allowed. We helped 27 young people, offering an average of 24 weekly counselling sessions. 262 sessions were held in the financial year.

We were able to gain grant funding to help support this service during the year from The Community Fund and The National Lottery.

**Peer Support Groups**

Our groups traditionally operate out of local premises or which are formed and held in populated towns. With the need to run this service online, the groups held during 2020-2021 had fewer geographic boundaries. Each Peer Support Group Session was run for between one and two hours online. In total, we held 76 peer support groups helping 63 people.

**Well-being calls**

As part of the Covid-19 pandemic, we made 574 well-being calls to our service users during the lockdown period in 2020, for 126 individuals who could not attend the Peer Group Support sessions.

**Volunteers**

We are indebted to our volunteer counsellors who give up their time to help our staff team and our clients by providing counselling support for adults. We are also grateful to our volunteers who help our facilitators at our Peer Support Groups. Along with our shop volunteers, they form the backbone of Wiltshire Mind in the community.

During 2021-2021 we had an average of 4 support group volunteers, between 6 shop volunteers and around 17 volunteers providing counselling support - an average of 27 volunteers in total throughout the year. During the period, our volunteers contributed approximately 900 hours to Wiltshire Mind in helping deliver our aims.

**Wiltshire Mind Charity Shop**

Our Charity shop is in Melksham and provides a retail offer and local community connection for Wiltshire Mind. The shop has become a small destination shop and is an outlet for promoting our work. The shop provides an income, but 2020-2021 was a challenging year with the pandemic affecting both opening times and overall income.

The shop has had an average of 6 volunteers who give their time freely to support the charity. Those with lived experience of mental health work alongside our staff team to provide the retail experience for our customers and supporters. Our average sale in the shop is between £2.50 and £3, and we offer a range of ladies and children's clothing, bric-a-brac and books.

**Wiltshire Mind**  
**Report of the Trustees**  
**for the Year Ended 31 March 2021**

**FINANCIAL REVIEW**

**Financial commentary**

**Income**

Total income from all sources in the year was £99,878 (2019/20: £234,083).

**Expenditure**

Total expenditure from all sources was £184,197 (2019/20: £180,601) resulting in a deficit for the year of £84,319 (2019/20: £53,482 surplus).

**Banking and investments**

We continued to bank and invest with The Co-operative Bank. Our working funds were managed in the Community Direct Plus current account. A new account to support the Wiltshire Mind shop was opened in May 2015 at NatWest. We also have a United Trust Bank Deposit Account.

Due to the ongoing uncertainties around Covid-19, the trustees approved a deficit budget for the year 2021/22 of £82,150 noting uncertainties around income including grant availability and shop income.

**Budget 2021/22**

Due to the ongoing uncertainties around Covid-19, the trustees approved a deficit budget for the year 2021/22 £82,150 noting uncertainties around income including grant availability and shop income.

**Reserves policy**

The Trustees regularly examine the charity's requirements for reserves with regard to the main risks to the organisation. General reserves are held at an appropriate level in relation to the financial risks and to ensure that funds are available to manage unexpected challenges. (General reserves exclude restricted funds and reserves invested in tangible fixed assets). We also try to ensure that the charity has sufficient liquid reserves (cash and investments less restricted funds) to operate efficiently and manage any shortfalls in planned fundraising and other contributions.

The trustees have previously agreed that Wiltshire Mind's reserve policy is to hold three to six months of planned expenditure as a general reserve to be available with immediate access. The Trustees are aware of the need for reserves and aim to increase the reserve fund as and when conditions allow. As at the end of 2020/21, the unrestricted reserves stand at £180,231 and liquid reserves at £192,584.

The trustees view that this figure is in excess of the policy of three to six months of planned expenditure (£53,000 to £106,000) but due to ongoing uncertainties about future charity income and a deficit budget planned for 2021/22 of around £82,000, it is prudent to keep a higher level of reserves at this time. Of these unrestricted reserves, £15,000 is represented by designated funds and general unrestricted funds of £165,231.

During the year, due to the severe impact of Covid-19, Wiltshire Mind has had to draw on its reserves significantly due to lack of income and disruption to services during the lockdown and post-lockdown periods. The trustees can report that although significantly depleted from previous years, current general unrestricted reserves are still in excess of six months of future planned expenditure (£106,000).

The reserves policy will be agreed on an annual basis drawing on updated budgets and business plans and, if this level is maintained as we emerge post Covid-19, further plans will be drawn up to increase expenditure in key areas in line with our stated objectives.

We sincerely thank the following organisations who made donations or awarded grants to us:

**£500 to £10,000 grants**

The National Lottery Community Fund (for the benefit of out adult counselling clients)

Mind (for our Digital Transformation work)

Melksham Town Council (for the benefit of out clients in Melksham, Peer Support Group)

Devizes Town Council (for the benefit of our clients in Devizes, Peer Support Group)

Pears/ Department of Media, Culture and Sport (for the benefit of our Children and Young People's counselling clients)

In addition, we thank the many individuals and donors who have supported Wiltshire Mind during the last year.

## Wiltshire Mind

### Report of the Trustees for the Year Ended 31 March 2021

#### **FUTURE PLANS**

##### **Plans for the future**

A new strategy was produced in 2019 taking us through to 2023. Following the pandemic, we plan to review our strategy in the next year, ensuring we remain focussed on our strategic aims and that we have the necessary organisational structure to take us forward successfully into the post Covid-19 future.

We will continue to focus on our Strategic Goals:

- To increase our service provision, offering as wide a service footprint as possible and improving service effectiveness amongst our community.
- Raise the profile of Wiltshire Mind
- Help to overcome the stigma associated with mental health by influencing an engaging with key stakeholders
- Achieve sustainable funding base and sustainability for Wiltshire Mind

The effects of the pandemic and Covid-19 mean we have to continue to adapt to the way we operate our services, and raise income. We must remain flexible, working to our strategic goals.

We will continue to invest in our staff through increased training, helping us to better deliver our services for the people of Wiltshire.

As the demand for mental health services increases across the county, we see our position in the new Integrated Care System becoming more important. Efforts to establish ourselves as a chosen provider will be a priority, and we aim to secure some commissioned income during the lifetime of the current strategic plan.

We continue to work in partnership with others across Wiltshire to provide the very best care and support for those needing mental health support. We will continue to promote 'good mental health' and our work through the local press, media and through attendance at events - raising the profile of the charity at every opportunity.

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

Wiltshire Mind, originally established in 1993, is a company limited by guarantee (No. 5498430) incorporated on 4 July 2005, and a registered charity (No. 1113751) registered with the Charity Commission on 11 April 2006. The charitable company is established under its Memorandum of Association and governed under its Articles of Association.

##### **Recruitment and appointment of new trustees**

###### **Appointment of Trustees**

The directors of the company are also charity trustees. Trustees are elected at the AGM by a majority of those attending, or voting by proxy and may serve for a maximum of three years after which they must stand for re-election. Trustees may normally serve for a maximum of three terms after which they are ineligible for two years.

###### **Induction of Trustees**

Prospective trustees are sent an induction pack which outlines the role of the trustee along with the various Charity Commission publications on the subject. He or she will then attend a meeting with other trustees to discuss these issues further. The prospective trustee will be invited to attend meetings of the Trustees as an observer. If he or she wishes to proceed they may be co-opted to serve as a Trustee until the next Annual General Meeting at which members may vote to allow them to be full members. We constantly seek to improve the induction and training of our trustees to enable and empower them in their roles.

###### **Organisational structure**

The Trustees meet at least eight times per year. They are responsible for the strategic direction, policies, activities and assets of the charity. At present the Trustees' meeting consists of six elected trustees and one co-opted and they come from a variety of backgrounds including being at some time users of the service provided by the charity. There was one trustee resignation during the year. Sub committees are appointed, consisting of trustees and relevant staff, to examine specific issues such as finance, strategy and fundraising, and report back to the full meeting of Trustees.

The main responsibilities of principal staff include management and delivery of high-quality services and service support, development of new services and management systems, meeting performance targets where set, and supervision and training of staff and volunteers. Wiltshire Mind uses the services of a variety of qualified or trained personnel as required. At 31 March 2021 there were 13 part-time staff and 27 volunteers including trustees and charity shop volunteers.

**Wiltshire Mind**

**Report of the Trustees**  
**for the Year Ended 31 March 2021**

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Risk management**

The Trustees are aware of the requirement to consider the major risks to which Wiltshire Mind is exposed. To this end, an on-going process has been established to identify risks and draw up a risk register, which is reviewed annually. It is therefore possible to mitigate or eliminate these risks either by ensuring that present policies and procedures are sufficiently robust or by the introduction of new strategies and practices. Risks already identified have led to ongoing organisational changes, and development of strategies to reduce dependence on single-source funding and to meet the ongoing challenges of radical change in funding methods and service delivery.

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company number**

5498430 (England and Wales)

**Registered Charity number**

1113751

**Registered office**

Part 1st Floor/2nd Floor  
21-23 High Street  
Melksham  
SN12 6JY

**Trustees**

Jim Donald	Chair	Re-appointed December 2020
Geoffrey Brown	Vice Chair	Re-appointed December 2020
Brian Stables	Treasurer	Re-appointed September 2018, Treasurer from March 2020
Joe McTiernan		Re-appointed December 2020
Nigel Carter		Appointed July 2019
Cora Gallagher		Re-appointed December 2020
Kevin Fairman		Appointed October 2019, Resigned May 2020

**PRINCIPAL STAFF**

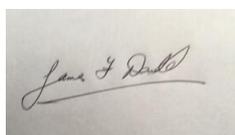
Paul Mills	Chief Executive Officer (appointed September 2020)
Phillippa Collins	Head of Service Delivery
Michelle Brichard	Head of Operations (appointed November 2020)
Beverley Harris	Charity Shop Manager
Claire Selway	Finance assistant/bookkeeper
Karen Miller	Office Co-ordinator
Natallia Maiseyeva	Service Delivery Assistant (appointed January 2021)
Laura Oatley	Community Fundraiser/Counselling Coordinator

**Independent Examiner**

MHA Monahans  
Chartered Accountants  
Fortescue House  
Court Street  
Trowbridge  
Wiltshire  
BA14 8FA

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 2 November 2021 and signed on its behalf by:



Jim Donald – Chair, Wiltshire Mind

**Independent Examiner's Report to the Trustees of  
Wiltshire Mind**

**Independent examiner's report to the trustees of Wiltshire Mind ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



James Gare FCA DChA  
MHA Monahans  
Chartered Accountants  
Fortescue House  
Court Street  
Trowbridge  
Wiltshire  
BA14 8FA

Date: 3 November 2021

**Wiltshire Mind**

**Statement of Financial Activities  
(Incorporating an Income and Expenditure Account)  
for the Year Ended 31 March 2021**

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and voluntary income	2	79,883	1,826	81,709	136,484
<b>Charitable activities</b>					
Charitable activities	5	4,786	322	5,108	22,781
Other trading activities	3	9,514	-	9,514	72,718
Investment income	4	<u>3,547</u>	<u>-</u>	<u>3,547</u>	<u>2,100</u>
<b>Total</b>		97,730	2,148	99,878	234,083
<b>EXPENDITURE ON</b>					
Raising funds	6	33,194	-	33,194	43,967
<b>Charitable activities</b>					
Charitable activities	7	<u>136,621</u>	<u>14,382</u>	<u>151,003</u>	<u>136,634</u>
<b>Total</b>		<u>169,815</u>	<u>14,382</u>	<u>184,197</u>	<u>180,601</u>
<b>NET INCOME/(EXPENDITURE)</b>		(72,085)	(12,234)	(84,319)	53,482
<b>Transfers between funds</b>	19	<u>(14,816)</u>	<u>14,816</u>	<u>-</u>	<u>-</u>
<b>Net movement in funds</b>		(86,901)	2,582	(84,319)	53,482
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		<u>267,132</u>	<u>10,976</u>	<u>278,108</u>	<u>224,626</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>180,231</u></u>	<u><u>13,558</u></u>	<u><u>193,789</u></u>	<u><u>278,108</u></u>

The notes form part of these financial statements

**Wiltshire Mind**

**Balance Sheet**  
**31 March 2021**

	Notes	2021 £	2020 £
<b>FIXED ASSETS</b>			
Tangible assets	14	1,205	-
<b>CURRENT ASSETS</b>			
Debtors	15	1,955	2,914
Investments	16	140,000	225,000
Cash at bank and in hand		<u>71,918</u>	<u>82,160</u>
		213,873	310,074
<b>CREDITORS</b>			
Amounts falling due within one year	17	(21,289)	(31,966)
<b>NET CURRENT ASSETS</b>		<u>192,584</u>	<u>278,108</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		193,789	278,108
<b>NET ASSETS</b>		<u>193,789</u>	<u>278,108</u>
<b>FUNDS</b>	19		
Unrestricted funds		180,231	267,132
Restricted funds		<u>13,558</u>	<u>10,976</u>
<b>TOTAL FUNDS</b>		<u>193,789</u>	<u>278,108</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

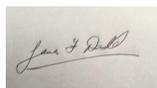
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 2 November 2021 and were signed on its behalf by:



Jim Donald – Chair of Trustees



Brian Stables - Trustee

The notes form part of these financial statements

**Notes to the Financial Statements  
for the Year Ended 31 March 2021**

**1. ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

Wiltshire Mind is an incorporated charity registered in the England and Wales. The principal address of charity is given within the reference and administration details on page seven of these financial statements. The nature of the charity's operations and principal activities are provided in the Report of the Trustees.

The charity constitutes a public benefit entity as defined by FRS 102. 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland, the Charities Act 2011 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

**Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**Tangible fixed assets**

Depreciation is provided as rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows;

Computer and office equipment	4 years
-------------------------------	---------

Items of equipment are capitalised where the purchase price exceeds £1,000.

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**Wiltshire Mind**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2021**

<b>2. DONATIONS AND VOLUNTARY INCOME</b>		2021	2020
		£	£
Donations		49,728	120,789
Grants		<u>31,981</u>	<u>15,695</u>
		<u>81,709</u>	<u>136,484</u>
<b>3. OTHER TRADING ACTIVITIES</b>		2021	2020
		£	£
Shop income		8,014	25,125
Other Income		-	6,730
Training income		<u>1,500</u>	<u>40,863</u>
		<u>9,514</u>	<u>72,718</u>
<b>4. INVESTMENT INCOME</b>		2021	2020
		£	£
Deposit account interest		<u>3,547</u>	<u>2,100</u>
<b>5. INCOME FROM CHARITABLE ACTIVITIES</b>		2021	2020
		Charitable activities	Total activities
		£	£
Support groups		324	4,327
Counselling		<u>4,784</u>	<u>18,454</u>
		<u>5,108</u>	<u>22,781</u>
<b>6. RAISING FUNDS</b>			
<b>Other trading activities</b>		2021	2020
		£	£
Staff costs		13,402	16,028
Shop expenditure		<u>11,831</u>	<u>10,555</u>
		<u>25,233</u>	<u>26,583</u>
<b>7. CHARITABLE ACTIVITIES COSTS</b>			
	Direct	Support	Totals
	Costs (see	costs (see	
	note 8)	note 9)	
	£	£	£
Charitable activities	<u>70,800</u>	<u>80,203</u>	<u>151,003</u>

**Wiltshire Mind**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2021**

**8. DIRECT COSTS OF CHARITABLE ACTIVITIES**

	2021	2020
	£	£
Staff costs	51,536	54,939
Other staff costs	11,030	2,339
Sessional workers	590	4,225
Volunteer costs	499	(79)
Premises costs	360	1,518
Administration costs	30	16
Professional fees	<u>6,755</u>	<u>2,380</u>
	<u>70,800</u>	<u>65,338</u>

**9. SUPPORT COSTS**

	Management £	Other £	Governance costs £	Totals £
Charitable activities	<u>78,049</u>	<u>402</u>	<u>1,752</u>	<u>80,203</u>

Support costs, included in the above, are as follows:

**Management**

	2021 Charitable activities £	2020 Total activities £
Wages	28,901	42,515
Volunteer costs	-	(350)
Premises costs	8,201	7,553
Administration costs	27,935	11,046
Professional fees	<u>13,012</u>	<u>8,889</u>
	<u>78,049</u>	<u>69,653</u>

**Other**

	2021 Charitable activities £	2020 Total activities £
Depreciation of tangible fixed assets	<u>402</u>	<u>-</u>

**Governance costs**

	2021 Charitable activities £	2020 Total activities £
Accountancy and legal fees	<u>1,752</u>	<u>1,643</u>

**10. NET INCOME/(EXPENDITURE)**

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

	2021	2020
	£	£
Depreciation - owned assets	402	-
Independent examination	1,752	1,643
Leasing of photocopier	<u>7,920</u>	<u>2,970</u>

**Wiltshire Mind**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2021**

**11. TRUSTEES' REMUNERATION AND BENEFITS**

No trustees were remunerated in the year, there was one trustee remunerated for covering a YIM Group, £52, for the year ended 31 March 2020.

**Trustees' expenses**

There was a total of £160 reimbursed to 1 trustee in relation to training costs and reimbursement of the cost of purchasing an asset for £416 to 1 trustee during the year ended the year ended 31 March 2020.

**12. STAFF COSTS**

	2021 £	2020 £
Wages and salaries	93,911	128,319
Social security costs	-	1,270
Other pension costs	<u>785</u>	<u>1,172</u>
	<u>94,696</u>	<u>130,761</u>

The average monthly number of employees during the year was as follows:

	2021	2020
Average head count	<u>12</u>	<u>13</u>

No employees received emoluments in excess of £60,000.

The key management personnel of the charity comprise the Chief Executive Officer, Counselling Lead and Charity Shop Manager. The total employee benefits paid to the key management personnel were £49,473 (2020: £66,722).

**13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and voluntary income	125,454	11,030	136,484
<b>Charitable activities</b>			
Charitable activities	18,454	4,327	22,781
Other trading activities	72,718	-	72,718
Investment income	<u>2,100</u>	<u>-</u>	<u>2,100</u>
<b>Total</b>	218,726	15,357	234,083
<b>EXPENDITURE ON</b>			
Raising funds	43,967	-	43,967
<b>Charitable activities</b>			
Charitable activities	110,266	26,368	136,634
<b>Total</b>	<u>154,233</u>	<u>26,368</u>	<u>180,601</u>
<b>NET INCOME/(EXPENDITURE)</b>	64,493	(11,011)	53,482
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	<u>202,639</u>	<u>21,987</u>	<u>224,626</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>267,132</u>	<u>10,976</u>	<u>278,108</u>

Wiltshire Mind

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2021

**14. TANGIBLE FIXED ASSETS**

		Computer equipment £
<b>COST</b>		
At 1 April 2020		915
Additions		<u>1,607</u>
At 31 March 2021		<u>2,522</u>
<b>DEPRECIATION</b>		
At 1 April 2020		915
Charge for year		<u>402</u>
At 31 March 2021		<u>1,317</u>
<b>NET BOOK VALUE</b>		
At 31 March 2021		<u>1,205</u>
At 31 March 2020		<u>-</u>

**15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2021 £	2020 £
Other debtors	983	941
Prepayments and accrued income	<u>972</u>	<u>1,973</u>
	<u>1,955</u>	<u>2,914</u>

**16. CURRENT ASSET INVESTMENTS**

	2021 £	2020 £
Hampshire Trust bank account	-	85,000
United Trust Bank account	<u>140,000</u>	<u>140,000</u>
	<u>140,000</u>	<u>225,000</u>

**Wiltshire Mind**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2021**

**17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2021	2020
	£	£
Social security and other taxes	274	1,007
Accruals and deferred income	<u>21,015</u>	<u>30,959</u>
	<u>21,289</u>	<u>31,966</u>

**18. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Unrestricted funds	Restricted funds	2021 Total funds	2020 Total funds
	£	£	£	£
Fixed assets	1,205	-	1,205	-
Current assets	200,315	13,558	213,873	310,074
Current liabilities	<u>(21,289)</u>	<u>-</u>	<u>(21,289)</u>	<u>(31,966)</u>
	<u>180,231</u>	<u>13,558</u>	<u>193,789</u>	<u>278,108</u>

**19. MOVEMENT IN FUNDS**

	At 1.4.20	Net movement in funds	Transfers between funds	At 31.3.21
	£	£	£	£
<b>Unrestricted funds</b>				
General fund	247,824	(61,084)	(21,509)	165,231
Redecoration	15,000	-	-	15,000
Young people counselling	<u>4,308</u>	<u>(11,001)</u>	<u>6,693</u>	<u>-</u>
	267,132	(72,085)	(14,816)	180,231
<b>Restricted funds</b>				
Chippenham you-in-mind fund	4,218	(2,016)	-	2,202
Devizes you-in-mind fund	370	(2,465)	2,095	-
Malmesbury you-in-mind fund	(1,647)	(1,806)	3,453	-
Melksham you-in-mind fund	(1,270)	(1,958)	3,228	-
Salisbury you-in-mind fund	2,499	(293)	-	2,206
Trowbridge you-in-mind fund	(2,865)	(2,116)	4,981	-
Trowbridge Polish project	7,967	-	-	7,967
Melksham evening group	723	-	-	723
Tidworth you-in-mind fund	981	(521)	-	460
YIM Virtual	<u>-</u>	<u>(1,059)</u>	<u>1,059</u>	<u>-</u>
	<u>10,976</u>	<u>(12,234)</u>	<u>14,816</u>	<u>13,558</u>
<b>TOTAL FUNDS</b>	<u>278,108</u>	<u>(84,319)</u>	<u>-</u>	<u>193,789</u>

**Wiltshire Mind**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2021**

**19. MOVEMENT IN FUNDS - continued**

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	97,067	(158,151)	(61,084)
Young people counselling	<u>663</u>	<u>(11,664)</u>	<u>(11,001)</u>
	97,730	(169,815)	(72,085)
<b>Restricted funds</b>			
Chippenham you-in-mind fund	108	(2,124)	(2,016)
Devizes you-in-mind fund	67	(2,532)	(2,465)
Malmesbury you-in-mind fund	373	(2,179)	(1,806)
Melksham you-in-mind fund	41	(1,999)	(1,958)
Salisbury you-in-mind fund	494	(787)	(293)
Trowbridge you-in-mind fund	65	(2,181)	(2,116)
Tidworth you-in-mind fund	-	(521)	(521)
YIM Virtual	<u>1,000</u>	<u>(2,059)</u>	<u>(1,059)</u>
	<u>2,148</u>	<u>(14,382)</u>	<u>(12,234)</u>
<b>TOTAL FUNDS</b>	<u><u>99,878</u></u>	<u><u>(184,197)</u></u>	<u><u>(84,319)</u></u>

**Comparatives for movement in funds**

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
<b>Unrestricted funds</b>			
General fund	177,639	70,185	247,824
Redecoration	15,000	-	15,000
Young people counselling	<u>10,000</u>	<u>(5,692)</u>	<u>4,308</u>
	202,639	64,493	267,132
<b>Restricted funds</b>			
Chippenham you-in-mind fund	5,306	(1,088)	4,218
Devizes you-in-mind fund	3,084	(2,714)	370
Malmesbury you-in-mind fund	81	(1,728)	(1,647)
Melksham you-in-mind fund	117	(1,387)	(1,270)
Salisbury you-in-mind fund	4,717	(2,218)	2,499
Trowbridge you-in-mind fund	71	(2,936)	(2,865)
Trowbridge Polish project	6,826	1,141	7,967
Melksham evening group	1,785	(1,062)	723
Tidworth you-in-mind fund	<u>-</u>	<u>981</u>	<u>981</u>
	<u>21,987</u>	<u>(11,011)</u>	<u>10,976</u>
<b>TOTAL FUNDS</b>	<u><u>224,626</u></u>	<u><u>53,482</u></u>	<u><u>278,108</u></u>

**Wiltshire Mind**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2021**

**19. MOVEMENT IN FUNDS - continued**

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	214,241	(144,056)	70,185
Young people counselling	<u>4,485</u>	<u>(10,177)</u>	<u>(5,692)</u>
	218,726	(154,233)	64,493
<b>Restricted funds</b>			
Chippenham you-in-mind fund	2,626	(3,714)	(1,088)
Devizes you-in-mind fund	965	(3,679)	(2,714)
Malmesbury you-in-mind fund	1,930	(3,658)	(1,728)
Melksham you-in-mind fund	2,158	(3,545)	(1,387)
Salisbury you-in-mind fund	2,565	(4,783)	(2,218)
Trowbridge you-in-mind fund	609	(3,545)	(2,936)
Trowbridge Polish project	2,395	(1,254)	1,141
Melksham evening group	109	(1,171)	(1,062)
Tidworth you-in-mind fund	<u>2,000</u>	<u>(1,019)</u>	<u>981</u>
	<u>15,357</u>	<u>(26,368)</u>	<u>(11,011)</u>
<b>TOTAL FUNDS</b>	<u><u>234,083</u></u>	<u><u>(180,601)</u></u>	<u><u>53,482</u></u>

**Restricted Funds**

Chippenham You in Mind/Peer Support Group	Grants from previous years to be used for the benefit of clients of Chippenham You in Mind group.
Devizes You in Mind/Peer Support Group	Grants from Devizes Town Council to be used for the benefit of clients of Devizes You in Mind group.
Salisbury You in Mind/Peer Support Group	Grants from previous years to be used for the benefit of clients of Salisbury You in Mind group.
Tidworth You in Mind Group	Started meeting in the second half of the year. Peer Support Grants from previous years to be used for the benefit of clients of Tidworth You in Mind group.
Melksham Evening Group	Ran until the end of March 2020 and then some clients joined the You In Mind virtual group.
You In Mind Virtual Group Support	Started in December 2020. A grant from Melksham Town Council to be used for the benefit of clients of the You In Mind virtual group.
Trowbridge Polish Counselling Project	Ran until the impact of Covid 19 at the start of the financial year then put 'on hold' as it is currently.

**Designated funding**

The charity's income includes funds that are designated by the charity for use on particular activities and projects. Money designated at the end of last year for young people's counselling was spent during the year. As at the end of March 2021 the only designated fund retained was £15,000 for redecoration of office premises.

**Wiltshire Mind**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2021**

**20. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2021.

**Wiltshire Mind**

**Detailed Statement of Financial Activities**  
**for the Year Ended 31 March 2021**

	2021 £	2020 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and voluntary income</b>		
Donations	49,728	120,789
Grants	<u>31,981</u>	<u>15,695</u>
	81,709	136,484
<b>Other trading activities</b>		
Shop income	8,014	25,125
Other Income	-	6,730
Training income	<u>1,500</u>	<u>40,863</u>
	9,514	72,718
<b>Investment income</b>		
Deposit account interest	3,547	2,100
<b>Charitable activities</b>		
Support groups	324	4,327
Counselling	<u>4,784</u>	<u>18,454</u>
	<u>5,108</u>	<u>22,781</u>
<b>Total incoming resources</b>	99,878	234,083
<b>EXPENDITURE</b>		
<b>Raising donations</b>		
Wages	857	17,279
Administration costs	<u>7,104</u>	<u>105</u>
	7,961	17,384
<b>Other trading activities</b>		
Wages	13,229	15,134
Social security	-	710
Pensions	173	184
Shop expenditure	<u>11,831</u>	<u>10,555</u>
	25,233	26,583
<b>Charitable activities</b>		
Wages	50,924	53,391
Social security	-	560
Pensions	612	988
Other staff costs	11,030	2,339
Sessional workers	590	4,225
Volunteer costs	499	(79)
Premises costs	360	1,518
Administration costs	30	16
Professional fees	<u>6,755</u>	<u>2,380</u>
	70,800	65,338
<b>Support costs</b>		
<b>Management</b>		
Wages	28,901	42,515
Carried forward	28,901	42,515

This page does not form part of the statutory financial statements

**Wiltshire Mind**

**Detailed Statement of Financial Activities**  
**for the Year Ended 31 March 2021**

	2021 £	2020 £
<b>Management</b>		
Brought forward	28,901	42,515
Volunteer costs	-	(350)
Premises costs	8,201	7,553
Administration costs	27,935	11,046
Professional fees	<u>13,012</u>	<u>8,889</u>
	78,049	69,653
<b>Other</b>		
Computer equipment	402	-
<b>Governance costs</b>		
Accountancy and legal fees	<u>1,752</u>	<u>1,643</u>
Total resources expended	<u>184,197</u>	<u>180,601</u>
<b>Net (expenditure)/income</b>	<u>(84,319)</u>	<u>53,482</u>