

# Telford Mind Annual Report 2020 - 2021

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Welcome to our Annual Report for 1<sup>st</sup> April 2020 – 31<sup>st</sup> March 2021

## Mission Statement

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Telford Mind is an independent voluntary organisation that is affiliated to National Mind. It exists to promote and support better mental health in Telford and Wrekin and surrounding areas.

Telford Mind works to promote recovery, aiming to provide high quality services for people who are experiencing mental health issues and / or emotional distress. It also offers support to people undertaking caring roles.

Telford Mind works to promote independence and inclusion. It challenges stigma. It promotes self-confidence, self-reliance, and designs and delivers appropriate services and activities through service user participation in development and governance.

We are committed to Quality and hold the Mind Quality Mark (MQM). The MQM is a robust quality assurance framework and sets out the required baseline of best practice and legal compliance in all areas of a local Mind's governance and activities.

We promote wellbeing.

## Aims and Objectives

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### **Our Aims are to:**

- Reduce social isolation and distress
- Encourage independence
- Increase self-confidence, self-reliance and self-esteem
- Promote health and wellbeing
- Encourage participation in development and governance
- Develop service users' skills for self-help and mutual support
- Increase awareness and understanding of mental health
- Influence the way mental health services are planned and delivered

### **To achieve these aims we will carry out the following objectives:**

- Provide support through our Listening Service, Helping Hands project and wellbeing activities
- Provide access to advocacy support and independent external organisations
- Work in collaboration with relevant organisations
- Provide support groups
- Develop our work in response to changing needs

- Liaise with the local authority, clinical commissioning groups (CCG) and public commissioners to assist with planning and delivery of mental health services.

In all our work we promote autonomy, equality, knowledge, participation and respect.

# Organisational Structure

The Board of Trustees meet once a month along with the Chief Executive Officer to review performance and to monitor and authorise activity and expenditure.

Members of Telford Mind elect Trustees annually.

The day to day management is delegated to the Chief Executive Officer, Louise Heap, who reports directly to the Board of Trustees.

Gemma Coulman-Smith is the appointed Operations Manager. Jennifer Caldecott who was previously manager of Court Street Community took over the role of managing the Social Prescribers.

The Chief Executive oversees operational performance and service development and is supported by a small team of staff and volunteers.

## Board of Trustees

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<b>Name</b>		<b>Election Date</b>	<b>Resignation Date</b>
Sue Harris	Chairperson	05 November 2013	
Peter Featherstone	Trustee	20 June 2016	1 June 2020
Clive Elliott	Chairperson	20 November 2018	
Robert Coulman	Trustee	3 February 2018	
Jane Chaplin	Trustee	01 July 2019	
Zoe Davies	Trustee	20 March 2020	
Rachel Preece	Trustee	20 March 2020	

- **Trustee Recruitment**

Trustees are elected and appointed at our Annual General Meeting. Trustees may also be co-opted by the Board throughout the year.

## Overview

Telford Mind has been established for over thirty years and provides a wide range of invaluable services for people with mental health issues within Telford and Wrekin. The services include drop in listening support, community emotional health and wellbeing projects, peer support groups, both traditional and non-traditional social prescribing and calm cafes.

During 2020-21, Telford Mind was chosen as the Mayor's Charity by Councillor Amrik Jhavar. This raised £1800 for the organisation and helped to raise our profile with the council, the NHS and the wider public.

During this reporting period we saw the introduction of 'Making Headway' project, along with the introduction of our Calm Cafes and a Social Prescribing Service for the Southeast Telford Primary Care Network.

Demand for our services remains to be high, we continue to regularly deal with service users in crisis and we have seen an increase into our services from Statutory services.

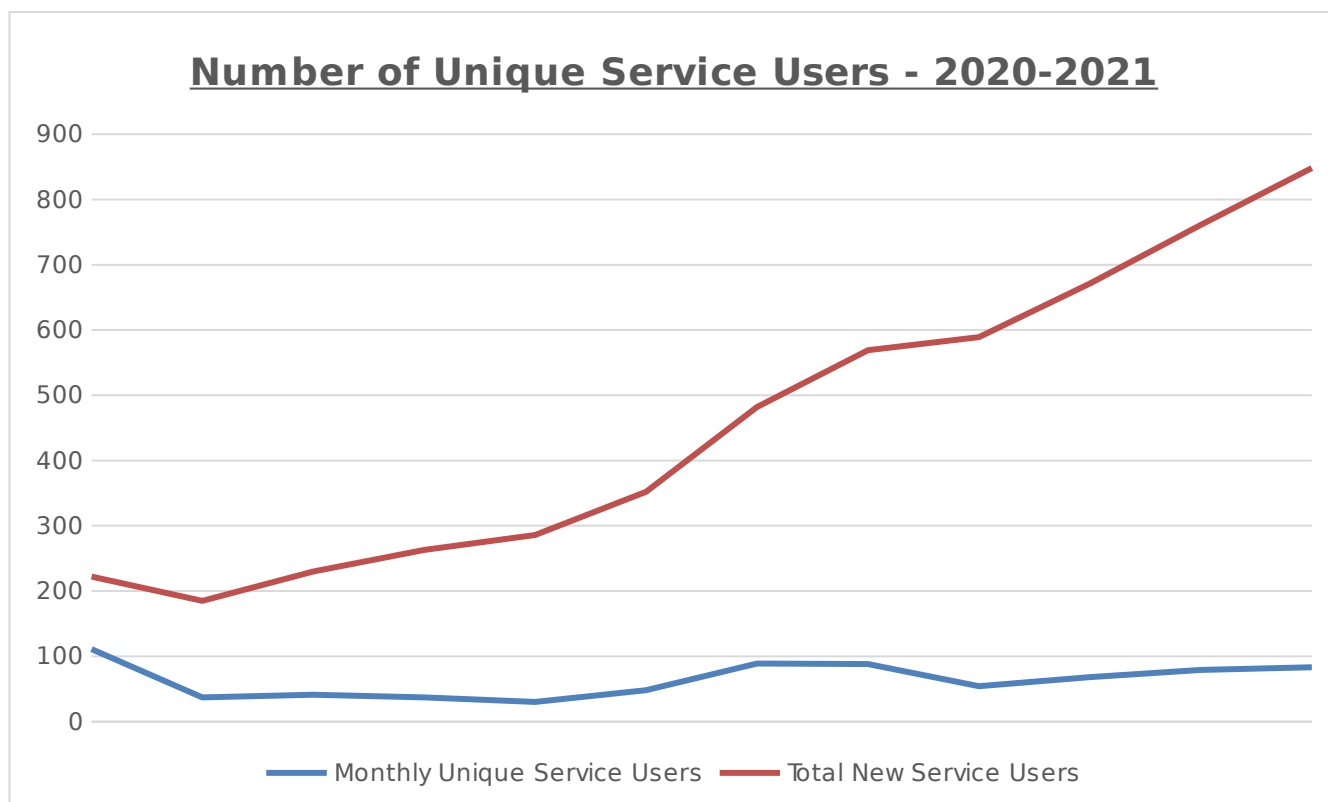


Fig. 1 - Number of Unique Service Users - 2020-2021

As Fig 1. Shows the number of unique service users (individuals supported one or more times) reached 765 during the year. With some service users requiring multiple interactions, this shows how many people Telford Mind actively supports. This number does not include those supported by our Social Prescribers or other Primary Care Network roles.

Telford Mind continues to go from strength to strength and during this reporting period we have seen the development of our Workplace Wellbeing offer and the introduction of three new services, 'Making Headway', calm cafes and Social Prescribing.

The CEO and Operations Manager have ensured they have developed and maintained their corporate relationship with Capgemini. A considerable amount of time has been spent working alongside CapGemini on some of their key events such as the Community Challenge and the HMRC Wellbeing tradeshow. By attending and supporting these events, it strengthens the partnership between both organisations.

Telford Mind continue to maintain, develop and create partnerships and are firmly established within Telford and Wrekin. We are experienced in using co-production principles and in using community centred, asset-based approaches in areas of service delivery.

Staff development remains a priority, with staff completing training in Safeguarding, Equality & Diversity, Transgender awareness.

As in previous years, we continue to concentrate on service user progress and development by introducing support groups, wellbeing activities and service user volunteer opportunities. This year has seen Telford Mind host the MPFT Involvement for Impact Group and which gives services users the opportunity to share their experiences of mental health services, identifying what works well and areas for improvement.

The Telford Mind website has become an excellent source of information for anyone wishing to find out about what Telford Mind does. The website gives a much more comprehensive overview of our services, how people can contact us and get involved.

This year saw the rapid and unexpected emergence of Covid with the well documented consequences for organisations such as Telford Mind. Working closely with Court Street Medical Practice and other partners, the team was able to quickly adapt to remote and online working whilst maintaining our key services. Through support from Telford & Wrekin Council, the CCG and national Mind, we were able to ensure all staff could effectively work from home.

## **Achievements, Performance and Progression**

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This reporting period has seen a rapid growth in the range of services offered by Telford Mind with a number directly related to Covid-19. Unfortunately, due to Covid, we were forced to close the Court Street Community project. We hope to reopen when things return to normal.

Our core services and existing contracts including Listening Support, Making Headway, Helping Hands and the Calm Café continue to operate in a largely virtual format with the introduction of others including Reaching Out, Bereavement Support and support groups with Telford College. Workplace Wellbeing continues to bring income into the organisation as does the additional of another Primary Care Network delivery contract for Social Prescribers.

In addition to Covid-related funding from national Mind, CAF, Severn Trent, Tesco and others, we continue to see income increasing. The challenge will be to maintain the level of income in line with provided services post-pandemic when, inevitably, some funding and its associated funding will cease. We also received funding from the Lloyds Foundation and were successful in securing funding for a Loneliness and Isolation Support Worker further enabling us to play a significant part in support for the public during the pandemic.

Whilst a real boost to the organisation, this also brings risks especially that of a financial cliff-edge when either funding ceases or demand grows so rapidly it cannot be catered for. As an organisation, management team and board, we adopt the stance that if a project ceases, we will first try to re-deploy staff instead of losing their knowledge, expertise and loyalty. Whilst this is not always possible, it remains a part of our core values.

## **Service Provision**

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The areas of service provision at Telford Mind continued to include the following areas:

- **Drop In One to One Listening Support**

The one to one listening service is available during our normal opening hours and can be accessed on a self-referral or referral basis.

The service is available to individuals in emotional distress, struggling to cope or need somebody to talk to. There is always a trained member of staff on duty during our opening hours to offer one to one support.

The one to one service gives individuals the opportunity to explore their thoughts and feelings in a non-judgemental, confidential and safe environment.

The service can also offer support with problem solving and signposting to relevant agencies if required.

- **Helping Hands out of Hardship**

The five-year project is funded by the National Lottery's Help through Crisis Fund. Four network partners, Citizens Advice Telford, Telford Crisis Support, Stay and Telford Mind are working together to provide an integrated advice and support service to help vulnerable people out of hardship to a more secure and sustainable financial future.

Individuals can self-refer to the project, referrals are also taken from agencies. As part of the project Telford Mind provides outreach drop in sessions in various Community Centres based in the South of Telford.

- **Calm Café**

Our Calm Cafes were launched in February 2020 and have gone from strength to strength. This service is funded by the CCG Winter Monies. The calm cafes offer a space for people in mental health crisis to access support in a relaxed and friendly setting. The cafes run in three different venues over four nights in Telford between the hours of 5pm and 8pm. The cafes provide a space to talk, listen and receive emotional and mental health support. Due to the Covid pandemic, the cafes have had to be adapted significantly, with most support being delivered remotely.

- **Making Headway**

Making Headway launched in January 2020 and is a National Lottery three-year project. Telford Mind is working in partnership with Stay to deliver the service. The service is available to Stay's clients offering a counselling and one to one listening service. The project helps vulnerable people to regain financial stability and peace of mind. People are able to access this support on a self-referral basis, and accepts referrals from partner agencies.

Telford Mind employ a one to one Listener and a Counselling Coordinator for the service. Both members of staff work on a part time basis.

- **Social Prescribing**

In February 2020, we began delivering a Social Prescribing service in the South East Telford Primary Care Network (SET PCN). The service now employs two full time Social Prescribers and is looking to expand beyond this. In addition, in October 2020, Newport and Central Primary Care Network commissioned us to deliver their Social Prescribing services. The main aim of this service is to support individuals to access community services, projects and activities to benefit their health and wellbeing. Telford Mind's Social Prescribing service enables GP's, nurses and other professionals to refer patients for support enabling them to take control of their wellbeing and live happier, healthier lives. We place an emphasis on

mental health and supporting people with their emotional health and wellbeing needs. The service takes a holistic approach to promoting and improving health and wellbeing.

## Finances

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Funding for the financial period April 2020-March 2021 funding has been received from the following:

- Citizens Advice Telford – ‘Helping Hands out of Hardship’ project
- Telford CCG – Calm Cafes
- National Lottery – ‘Making Headway’
- South East Telford Primary Care Network – Social Prescribing
- Capgemini – Corporate partnerships
- Donations
- Workplace Wellbeing Revenue
- Lloyds Foundation
- Charities Aid Foundation
- Severn Trent Water
- Tesco (Groundworks)
- Telford Rotary
- Telford & Wrekin Council
- Mind

In addition, we have seen an increase in donations, these have been received from a range of sources. Donations increased fourfold and this unrestricted funding contributes towards service delivery, particularly our one to one listening service which is at the heart of what we do but remains an unfunded service.

### Reserves

Telford Mind’s Board of Trustees agreed that the level of reserves that should be held are a minimum of three months’ expenditure.

Telford Mind hold £146,000 in reserves as at 31 March 2021

If the level of the reserves fund falls below the agreed level the trustees will review Telford Mind’s expenditure and look for opportunities to make savings. If this is not possible Telford Mind will add to its reserves, when the opportunity arises, until the agreed level of reserves is met.

## Volunteers

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Telford Mind continues to be supported by a team of passionate and dedicated volunteers. All volunteers are DBS checked to an enhanced level and have completed the Telford Mind mandatory induction training.

## Chairperson’s Report 2021

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Covid has provided a unique set of challenges for many organisations, Telford Mind included. The introduction of a national lock-down meant we had to adapt rapidly in order to continue to support our services users. With the help of a number of organisations, not

least national Mind, we received funding to enable all staff to work from home whilst maintaining a core management function in the medical practice.

Being sited in a medical practice gave us access to PPE and to the right advice in real time which enabled us to react in a timely manner to changes in circumstances. Staff showed incredible resilience and compassion by the way in which they adapted and continued to support services users.

As chair, I would like to place on record my thanks for Telford Mind staff and volunteers who continued to support people under very difficult circumstances. In addition, the senior management team without whom the organisation could not have functioned and continued. They showed great leadership and commitment to the organisation and are to be commended for this.

**REPORT OF THE TRUSTEES AND**  
**UNAUDITED FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**  
**FOR**  
**TELFORD MIND**

Hollingsworth & Co Ltd  
Coppice House  
Halesfield 7  
Telford  
Shropshire  
TF7 4NA

**TELFORD MIND**

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**FOR THE YEAR ENDED 31 MARCH 2021**

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**TELFORD MIND**

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2021**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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) (effective 1 January 2019).

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

The charity is controlled by its governing document, a deed of trust and constitutes an unincorporated charity.

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Charity number**

516444

**Principal address**

Court Street Medical Practice  
Court Street  
Madeley  
Telford  
Shropshire  
TF7 5EE

**Trustees**

A Woods Trustee  
P Featherstone Trustee  
C B Elliott Trustee  
N Brunton Trustee  
R Coulman Trustee

**Independent Examiner**

Hollingsworth & Co Ltd  
Coppice House  
Halesfield 7  
Telford  
Shropshire  
TF7 4NA

**Bankers**

Lloyds Bank PLC  
25 Gresham Street  
London  
EC2V 7HN

Approved by order of the board of trustees on 10 January 2023 and signed on its behalf by:

C B Elliott - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF  
TELFORD MIND**

**Independent examiner's report to the trustees of Telford Mind**

I report to the charity trustees on my examination of the accounts of Telford Mind (the Trust) for the year ended 31 March 2021.

**Responsibilities and basis of report**

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Mr J Hollingsworth  
FCA  
Hollingsworth & Co Ltd  
Coppice House  
Halesfield 7  
Telford  
Shropshire  
TF7 4NA

10 January 2023

**TELFORD MIND**

**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	2021 Unrestricted fund £	2020 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies		169,522	19,665
<b>Charitable activities</b>			
Helping Hands		19,382	22,730
Listening Services / Work It Out		-	7,999
Stay Mindful		29,791	18,577
Calm Cafe		17,000	28,813
Summer Ball		-	7,715
Mental Health Awareness		11,435	15,192
Social Prescribing		94,127	-
Counselling Income		7,843	-
Peer Support		46,000	-
Investment income	2	10	3
<b>Total</b>		<u>395,110</u>	<u>120,694</u>
<b>EXPENDITURE ON</b>			
Raising funds	3	216	354
<b>Charitable activities</b>			
Helping Hands		14,042	9,029
Listening Services / Work It Out		48,536	5,615
Stay Mindful		16,289	3,513
Calm Cafe		27,596	5,876
Summer Ball		-	5,462
Mental Health Awareness		7,009	5,806
Social Prescribing		99,821	4,194
Counselling Income		3,958	-
Peer Support		1,228	-
Other		79,153	61,068
<b>Total</b>		<u>297,848</u>	<u>100,917</u>
<b>NET INCOME</b>		97,262	19,777
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward		48,747	28,970
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>146,009</u></u>	<u><u>48,747</u></u>

The notes form part of these financial statements

**TELFORD MIND**

**BALANCE SHEET**  
**31 MARCH 2021**

		2021 Unrestricted fund £	2020 Total funds £
<b>FIXED ASSETS</b>			
Tangible assets	Notes 7	10,342	2,689
<b>CURRENT ASSETS</b>			
Debtors	8	3,035	11,679
Cash at bank		173,232	49,553
		<u>176,267</u>	<u>61,232</u>
<b>CREDITORS</b>			
Amounts falling due within one year	9	(40,600)	(15,174)
		<u>135,667</u>	<u>46,058</u>
<b>NET CURRENT ASSETS</b>			
		146,009	48,747
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			
		<u>146,009</u>	<u>48,747</u>
<b>NET ASSETS</b>			
		<u>146,009</u>	<u>48,747</u>
<b>FUNDS</b>	10		
Unrestricted funds		146,009	48,747
<b>TOTAL FUNDS</b>		<u>146,009</u>	<u>48,747</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 10 January 2023 and were signed on its behalf by:

C B Elliott - Trustee

A Woods - Trustee

P Featherstone - Trustee

The notes form part of these financial statements

**TELFORD MIND**

**CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	2021 £	2020 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	133,808	30,468
Net cash provided by operating activities		<u>133,808</u>	<u>30,468</u>
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets		(10,139)	(2,689)
Interest received		10	3
Net cash used in investing activities		<u>(10,129)</u>	<u>(2,686)</u>
<b>Change in cash and cash equivalents in the reporting period</b>		<u>123,679</u>	<u>27,782</u>
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<u>49,553</u>	<u>21,771</u>
<b>Cash and cash equivalents at the end of the reporting period</b>		<u><u>173,232</u></u>	<u><u>49,553</u></u>

The notes form part of these financial statements

**TELFORD MIND**

**NOTES TO THE CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2021	2020
	£	£
<b>Net income for the reporting period (as per the Statement of Financial Activities)</b>	97,262	19,777
<b>Adjustments for:</b>		
Depreciation charges	2,486	-
Interest received	(10)	(3)
Decrease/(increase) in debtors	8,644	(4,480)
Increase in creditors	25,426	15,174
<b>Net cash provided by operations</b>	<u>133,808</u>	<u>30,468</u>

**2. ANALYSIS OF CHANGES IN NET FUNDS**

	At 1.4.20	Cash flow	At 31.3.21
	£	£	£
<b>Net cash</b>			
Cash at bank	49,553	123,679	173,232
	<u>49,553</u>	<u>123,679</u>	<u>173,232</u>
<b>Total</b>	<u>49,553</u>	<u>123,679</u>	<u>173,232</u>

**TELFORD MIND**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**1. ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

**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 at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 33% on cost

**Taxation**

The charity is exempt from 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.

**Hire purchase and leasing commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

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

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

**TELFORD MIND**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**2. INVESTMENT INCOME**

	2021	2020
	£	£
Deposit account interest	10	3
	<u>10</u>	<u>3</u>

**3. RAISING FUNDS**

**Raising donations and legacies**

	2021	2020
	£	£
Subscriptions	216	216
Support costs	-	138
	<u>216</u>	<u>354</u>

**4. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

**5. STAFF COSTS**

	2021	2020
	£	£
Wages and salaries	269,521	74,701
Other pension costs	6,084	1,646
	<u>275,605</u>	<u>76,347</u>

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

	2021	2020
Charity management	2	2
Calm Cafe	5	3
Helping Hands	1	1
Listening Service & Work It Out	5	2
Social Prescribing	8	2
Stay Mindful	2	2
Workplace Wellbeing	1	1
	<u>24</u>	<u>13</u>

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

**TELFORD MIND**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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

	Unrestricted fund £
<b>INCOME AND ENDOWMENTS FROM</b>	
Donations and legacies	19,665
<b>Charitable activities</b>	
Helping Hands	22,730
Listening Services / Work It Out	7,999
Stay Mindful	18,577
Calm Cafe	28,813
Summer Ball	7,715
Mental Health Awareness	15,192
Investment income	3
<b>Total</b>	<u>120,694</u>
<b>EXPENDITURE ON</b>	
Raising funds	354
<b>Charitable activities</b>	
Helping Hands	9,029
Listening Services / Work It Out	5,615
Stay Mindful	3,513
Calm Cafe	5,876
Summer Ball	5,462
Mental Health Awareness	5,806
Social Prescribing	4,194
Other	61,068
<b>Total</b>	<u>100,917</u>
<b>NET INCOME</b>	19,777
<b>RECONCILIATION OF FUNDS</b>	
Total funds brought forward	28,970
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u><u>48,747</u></u>

**TELFORD MIND**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**7. TANGIBLE FIXED ASSETS**

		Computer equipment £
<b>COST</b>		
At 1 April 2020		2,689
Additions		<u>10,139</u>
At 31 March 2021		<u>12,828</u>
<b>DEPRECIATION</b>		
Charge for year		<u>2,486</u>
<b>NET BOOK VALUE</b>		
At 31 March 2021		<u>10,342</u>
At 31 March 2020		<u>2,689</u>

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

	2021	2020
	£	£
Trade debtors	<u>3,035</u>	<u>11,679</u>

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

	2021	2020
	£	£
Trade creditors	8,245	8,385
Taxation and social security	24,327	4,951
Other creditors	8,028	1,838
	<u>40,600</u>	<u>15,174</u>

**10. MOVEMENT IN FUNDS**

	At 1.4.20	Net movement in funds	At 31.3.21
	£	£	£
<b>Unrestricted funds</b>			
General fund	48,747	97,262	146,009
	<u>48,747</u>	<u>97,262</u>	<u>146,009</u>
<b>TOTAL FUNDS</b>	<u>48,747</u>	<u>97,262</u>	<u>146,009</u>

**TELFORD MIND**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**10. 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	395,110	(297,848)	97,262
	<u>395,110</u>	<u>(297,848)</u>	<u>97,262</u>
<b>TOTAL FUNDS</b>	<u>395,110</u>	<u>(297,848)</u>	<u>97,262</u>

**Comparatives for movement in funds**

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
<b>Unrestricted funds</b>			
General fund	28,970	19,777	48,747
	<u>28,970</u>	<u>19,777</u>	<u>48,747</u>
<b>TOTAL FUNDS</b>	<u>28,970</u>	<u>19,777</u>	<u>48,747</u>

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	120,694	(100,917)	19,777
	<u>120,694</u>	<u>(100,917)</u>	<u>19,777</u>
<b>TOTAL FUNDS</b>	<u>120,694</u>	<u>(100,917)</u>	<u>19,777</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	At 31.3.21 £
<b>Unrestricted funds</b>			
General fund	28,970	117,039	146,009
	<u>28,970</u>	<u>117,039</u>	<u>146,009</u>
<b>TOTAL FUNDS</b>	<u>28,970</u>	<u>117,039</u>	<u>146,009</u>

**TELFORD MIND**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**10. MOVEMENT IN FUNDS - continued**

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	515,804	(398,765)	117,039
<b>TOTAL FUNDS</b>	<u>515,804</u>	<u>(398,765)</u>	<u>117,039</u>

**11. RELATED PARTY DISCLOSURES**

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

**TELFORD MIND**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2021**

	2021 £	2020 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	82,176	19,665
Grants	87,346	-
	<u>169,522</u>	<u>19,665</u>
<b>Investment income</b>		
Deposit account interest	10	3
<b>Charitable activities</b>		
Activity income	225,578	101,026
<b>Total incoming resources</b>	<u>395,110</u>	<u>120,694</u>
<b>EXPENDITURE</b>		
<b>Raising donations and legacies</b>		
Subscriptions	216	216
<b>Charitable activities</b>		
Wages	3,958	-
Rent and rates	3,022	2,880
Telephone	-	32
Postage and stationery	-	45
Sundries	4,377	89
Summer ball event costs	-	5,462
	<u>11,357</u>	<u>8,508</u>
<b>Other</b>		
Computer equipment	2,486	-
<b>Support costs</b>		
<b>Management</b>		
Staff salaries	265,563	74,701
Staff pensions	6,084	1,646
Rent and rates	-	8,639
Insurance	1,654	942
Training	430	117
	<u>273,731</u>	<u>86,045</u>
<b>Finance</b>		
Bank charges	120	138

This page does not form part of the statutory financial statements

**TELFORD MIND**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2021**

	2021 £	2020 £
<b>Finance</b>		
<b>Information technology</b>		
Computer software costs	1,938	895
<b>Other</b>		
Photocopier rental	1,723	1,879
Postage and stationery	1,067	299
	<u>2,790</u>	<u>2,178</u>
<b>Governance costs</b>		
Accountancy and professional	5,210	2,937
Total resources expended	<u>297,848</u>	<u>100,917</u>
<b>Net income</b>	<u><u>97,262</u></u>	<u><u>19,777</u></u>

This page does not form part of the statutory financial statements

**REPORT OF THE TRUSTEES AND**  
**UNAUDITED FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**  
**FOR**  
**TELFORD MIND**

Hollingsworth & Co Ltd  
Coppice House  
Halesfield 7  
Telford  
Shropshire  
TF7 4NA

**TELFORD MIND**

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**FOR THE YEAR ENDED 31 MARCH 2021**

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**TELFORD MIND**

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2021**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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) (effective 1 January 2019).

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

The charity is controlled by its governing document, a deed of trust and constitutes an unincorporated charity.

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Charity number**

516444

**Principal address**

Court Street Medical Practice  
Court Street  
Madeley  
Telford  
Shropshire  
TF7 5EE

**Trustees**

A Woods Trustee  
P Featherstone Trustee  
C B Elliott Trustee  
N Brunton Trustee  
R Coulman Trustee

**Independent Examiner**

Hollingsworth & Co Ltd  
Coppice House  
Halesfield 7  
Telford  
Shropshire  
TF7 4NA

**Bankers**

Lloyds Bank PLC  
25 Gresham Street  
London  
EC2V 7HN

Approved by order of the board of trustees on 10 January 2023 and signed on its behalf by:

C B Elliott - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF  
TELFORD MIND**

**Independent examiner's report to the trustees of Telford Mind**

I report to the charity trustees on my examination of the accounts of Telford Mind (the Trust) for the year ended 31 March 2021.

**Responsibilities and basis of report**

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Mr J Hollingsworth  
FCA  
Hollingsworth & Co Ltd  
Coppice House  
Halesfield 7  
Telford  
Shropshire  
TF7 4NA

10 January 2023

**TELFORD MIND**

**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	2021 Unrestricted fund £	2020 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies		169,522	19,665
<b>Charitable activities</b>			
Helping Hands		19,382	22,730
Listening Services / Work It Out		-	7,999
Stay Mindful		29,791	18,577
Calm Cafe		17,000	28,813
Summer Ball		-	7,715
Mental Health Awareness		11,435	15,192
Social Prescribing		94,127	-
Counselling Income		7,843	-
Peer Support		46,000	-
Investment income	2	10	3
<b>Total</b>		<u>395,110</u>	<u>120,694</u>
<b>EXPENDITURE ON</b>			
Raising funds	3	216	354
<b>Charitable activities</b>			
Helping Hands		14,042	9,029
Listening Services / Work It Out		48,536	5,615
Stay Mindful		16,289	3,513
Calm Cafe		27,596	5,876
Summer Ball		-	5,462
Mental Health Awareness		7,009	5,806
Social Prescribing		99,821	4,194
Counselling Income		3,958	-
Peer Support		1,228	-
Other		79,153	61,068
<b>Total</b>		<u>297,848</u>	<u>100,917</u>
<b>NET INCOME</b>		97,262	19,777
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward		48,747	28,970
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>146,009</u></u>	<u><u>48,747</u></u>

The notes form part of these financial statements

**TELFORD MIND**

**BALANCE SHEET**  
**31 MARCH 2021**

		2021 Unrestricted fund £	2020 Total funds £
<b>FIXED ASSETS</b>			
Tangible assets	Notes 7	10,342	2,689
<b>CURRENT ASSETS</b>			
Debtors	8	3,035	11,679
Cash at bank		173,232	49,553
		<u>176,267</u>	<u>61,232</u>
<b>CREDITORS</b>			
Amounts falling due within one year	9	(40,600)	(15,174)
		<u>135,667</u>	<u>46,058</u>
<b>NET CURRENT ASSETS</b>			
		146,009	48,747
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			
		<u>146,009</u>	<u>48,747</u>
<b>NET ASSETS</b>			
		<u>146,009</u>	<u>48,747</u>
<b>FUNDS</b>	10		
Unrestricted funds		146,009	48,747
<b>TOTAL FUNDS</b>		<u>146,009</u>	<u>48,747</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 10 January 2023 and were signed on its behalf by:

C B Elliott - Trustee

A Woods - Trustee

P Featherstone - Trustee

The notes form part of these financial statements

**TELFORD MIND**

**CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 MARCH 2021**

Notes	2021 £	2020 £
<b>Cash flows from operating activities</b>		
Cash generated from operations      1	133,808	30,468
Net cash provided by operating activities	<u>133,808</u>	<u>30,468</u>
<b>Cash flows from investing activities</b>		
Purchase of tangible fixed assets	(10,139)	(2,689)
Interest received	10	3
Net cash used in investing activities	<u>(10,129)</u>	<u>(2,686)</u>
<b>Change in cash and cash equivalents in the reporting period</b>	<u>123,679</u>	<u>27,782</u>
<b>Cash and cash equivalents at the beginning of the reporting period</b>	<u>49,553</u>	<u>21,771</u>
<b>Cash and cash equivalents at the end of the reporting period</b>	<u><u>173,232</u></u>	<u><u>49,553</u></u>

The notes form part of these financial statements

**TELFORD MIND**

**NOTES TO THE CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2021	2020
	£	£
<b>Net income for the reporting period (as per the Statement of Financial Activities)</b>	97,262	19,777
<b>Adjustments for:</b>		
Depreciation charges	2,486	-
Interest received	(10)	(3)
Decrease/(increase) in debtors	8,644	(4,480)
Increase in creditors	25,426	15,174
<b>Net cash provided by operations</b>	<u>133,808</u>	<u>30,468</u>

**2. ANALYSIS OF CHANGES IN NET FUNDS**

	At 1.4.20	Cash flow	At 31.3.21
	£	£	£
<b>Net cash</b>			
Cash at bank	49,553	123,679	173,232
	<u>49,553</u>	<u>123,679</u>	<u>173,232</u>
<b>Total</b>	<u>49,553</u>	<u>123,679</u>	<u>173,232</u>

**TELFORD MIND**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**1. ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

**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 at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 33% on cost

**Taxation**

The charity is exempt from 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.

**Hire purchase and leasing commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

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

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

**TELFORD MIND**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**2. INVESTMENT INCOME**

	2021	2020
	£	£
Deposit account interest	10	3
	<u>10</u>	<u>3</u>

**3. RAISING FUNDS**

**Raising donations and legacies**

	2021	2020
	£	£
Subscriptions	216	216
Support costs	-	138
	<u>216</u>	<u>354</u>

**4. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

**5. STAFF COSTS**

	2021	2020
	£	£
Wages and salaries	269,521	74,701
Other pension costs	6,084	1,646
	<u>275,605</u>	<u>76,347</u>

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

	2021	2020
Charity management	2	2
Calm Cafe	5	3
Helping Hands	1	1
Listening Service & Work It Out	5	2
Social Prescribing	8	2
Stay Mindful	2	2
Workplace Wellbeing	1	1
	<u>24</u>	<u>13</u>

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

**TELFORD MIND**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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

	Unrestricted fund £
<b>INCOME AND ENDOWMENTS FROM</b>	
Donations and legacies	19,665
<b>Charitable activities</b>	
Helping Hands	22,730
Listening Services / Work It Out	7,999
Stay Mindful	18,577
Calm Cafe	28,813
Summer Ball	7,715
Mental Health Awareness	15,192
Investment income	3
<b>Total</b>	<u>120,694</u>
<b>EXPENDITURE ON</b>	
Raising funds	354
<b>Charitable activities</b>	
Helping Hands	9,029
Listening Services / Work It Out	5,615
Stay Mindful	3,513
Calm Cafe	5,876
Summer Ball	5,462
Mental Health Awareness	5,806
Social Prescribing	4,194
Other	61,068
<b>Total</b>	<u>100,917</u>
<b>NET INCOME</b>	19,777
<b>RECONCILIATION OF FUNDS</b>	
Total funds brought forward	28,970
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u><u>48,747</u></u>

**TELFORD MIND**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**7. TANGIBLE FIXED ASSETS**

		Computer equipment £
<b>COST</b>		
At 1 April 2020		2,689
Additions		<u>10,139</u>
At 31 March 2021		<u>12,828</u>
<b>DEPRECIATION</b>		
Charge for year		<u>2,486</u>
<b>NET BOOK VALUE</b>		
At 31 March 2021		<u>10,342</u>
At 31 March 2020		<u>2,689</u>

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

	2021	2020
	£	£
Trade debtors	<u>3,035</u>	<u>11,679</u>

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

	2021	2020
	£	£
Trade creditors	8,245	8,385
Taxation and social security	24,327	4,951
Other creditors	8,028	1,838
	<u>40,600</u>	<u>15,174</u>

**10. MOVEMENT IN FUNDS**

	At 1.4.20	Net movement in funds	At 31.3.21
	£	£	£
<b>Unrestricted funds</b>			
General fund	48,747	97,262	146,009
	<u>48,747</u>	<u>97,262</u>	<u>146,009</u>
<b>TOTAL FUNDS</b>	<u>48,747</u>	<u>97,262</u>	<u>146,009</u>

**TELFORD MIND**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**10. 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	395,110	(297,848)	97,262
	<u>395,110</u>	<u>(297,848)</u>	<u>97,262</u>
<b>TOTAL FUNDS</b>	<u>395,110</u>	<u>(297,848)</u>	<u>97,262</u>

**Comparatives for movement in funds**

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
<b>Unrestricted funds</b>			
General fund	28,970	19,777	48,747
	<u>28,970</u>	<u>19,777</u>	<u>48,747</u>
<b>TOTAL FUNDS</b>	<u>28,970</u>	<u>19,777</u>	<u>48,747</u>

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	120,694	(100,917)	19,777
	<u>120,694</u>	<u>(100,917)</u>	<u>19,777</u>
<b>TOTAL FUNDS</b>	<u>120,694</u>	<u>(100,917)</u>	<u>19,777</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	At 31.3.21 £
<b>Unrestricted funds</b>			
General fund	28,970	117,039	146,009
	<u>28,970</u>	<u>117,039</u>	<u>146,009</u>
<b>TOTAL FUNDS</b>	<u>28,970</u>	<u>117,039</u>	<u>146,009</u>

**TELFORD MIND**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**10. MOVEMENT IN FUNDS - continued**

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	515,804	(398,765)	117,039
<b>TOTAL FUNDS</b>	<u>515,804</u>	<u>(398,765)</u>	<u>117,039</u>

**11. RELATED PARTY DISCLOSURES**

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

**TELFORD MIND**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2021**

	2021 £	2020 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	82,176	19,665
Grants	87,346	-
	<u>169,522</u>	<u>19,665</u>
<b>Investment income</b>		
Deposit account interest	10	3
<b>Charitable activities</b>		
Activity income	225,578	101,026
<b>Total incoming resources</b>	<u>395,110</u>	<u>120,694</u>
<b>EXPENDITURE</b>		
<b>Raising donations and legacies</b>		
Subscriptions	216	216
<b>Charitable activities</b>		
Wages	3,958	-
Rent and rates	3,022	2,880
Telephone	-	32
Postage and stationery	-	45
Sundries	4,377	89
Summer ball event costs	-	5,462
	<u>11,357</u>	<u>8,508</u>
<b>Other</b>		
Computer equipment	2,486	-
<b>Support costs</b>		
<b>Management</b>		
Staff salaries	265,563	74,701
Staff pensions	6,084	1,646
Rent and rates	-	8,639
Insurance	1,654	942
Training	430	117
	<u>273,731</u>	<u>86,045</u>
<b>Finance</b>		
Bank charges	120	138

This page does not form part of the statutory financial statements

**TELFORD MIND**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2021**

	2021 £	2020 £
<b>Finance</b>		
<b>Information technology</b>		
Computer software costs	1,938	895
<b>Other</b>		
Photocopier rental	1,723	1,879
Postage and stationery	1,067	299
	<u>2,790</u>	<u>2,178</u>
<b>Governance costs</b>		
Accountancy and professional	5,210	2,937
Total resources expended	<u>297,848</u>	<u>100,917</u>
<b>Net income</b>	<u><u>97,262</u></u>	<u><u>19,777</u></u>

This page does not form part of the statutory financial statements