

 **Mind North Kent**

**Annual Report  
2022 - 2023**



# Board of Trustees

**During the Year 2022-2023 and up to the time of publication, our trustees were:**

Eleanor Collins (Resigned 1/02/24)

Sarah Gow

Donald MacLeod

Lyndsey Stukalov-Stone

Alex Stukalov-Stone

Andrew Upstill

Phil Vickery (Resigned 22/05/24)

Maria Burke

The board meet every 2 months and manage 2 sub-committees: Finance & Personnel and Quality Assurance. Constitutionally, the Board of Trustees are the highest authority at North Kent Mind and are elected at the AGM or co-opted by other trustees in the year before an AGM.

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Cover Photo: Housing Staff cooking for tenants at the summer barbeque held at one of the Supported Housing Properties

# Chair's Report

When reflecting on this year, loss and change come to the forefront of my mind. I have had the pleasure to meet with many staff at the tea with the trustees and heard how the loss of large contracts impacted individual colleagues. Not knowing what their future looked like and being unable to change the events left colleagues experiencing emotions similar to grief. What I also saw so vividly in every single person I have spoken to is how the support within our teams, the connections between colleagues and the unwavering respect for the charity and its mission is what got people through. I often say this, but North Kent Mind is not a place, a building or a strategy, it is a group of like minded people who feel passionately about making the lives of those experiencing mental health difficulties better. The human connection is what I saw makes the loss, change and stress bearable. For many it is this simple connection, relationship and sense of belonging which is needed. While there are losses, there are also opportunities ahead for delivering specialist and creative ways to further meet needs, and I am looking forward to seeing these developments.

I also want to take some time this year to think about the retirements of two key people, who have dedicated themselves to this charity, so that it now employs 68 people and has a turnover of around 2 million pounds. I want to thank Angie our Central Services Manager on behalf of everyone for her unwavering support to all, her hard work, kindness and for developing a culture where people feel they belong, are valued and heard. A little bit of her will always remain in this essence of the charity.

Justin, is due to retire in the Autumn. He has worked for 16 years for the organisation. A natural leader, an inspiring man and a person who has dedicated his time to improving local mental health provision and creating one of the larger branches of a local mind, which has expertly been steered through rough waters, to ensure longevity and a lasting legacy. This charity would not be what it is today without Justin, his brain and selfless nature. After all, it cannot have been the salary that motivated Justin! I hope he recognises how many lives he has impacted and indirectly saved, by giving this community a first class local Mind.

With this we will see a change in CEO next year by welcoming Richard, our current hardworking and dedicated deputy CEO, we will also hopefully be securing the purchase of the Almshouses, ensuring further security, longevity and a permanent home for the charity. I am excited about the future and call for you all to continue supporting this remarkable organisation and most importantly, outstanding group of people.

# Chief Executive's Report

As I compile this annual report, (the last I shall be doing!) I am struck by the vast variety of services we deliver. I have often received a certain type of feedback on the 3 -day training sessions or on introductory sessions for new workers or external organisations. This is the feedback that expresses surprise about what we actually do: "I never realised you ran so many services!" Quite often, I would try to come up with some weak witticism about the Almshouses and make a parallel point as to how people from the outside often don't realise how far back the property goes....

But now, in this report. I have had the same level of surprise as if for the first time I could see clearly the incredible range of our services. Yes, as you read on you will come across the demise of the NHS Talking Therapy Service and the unforeseen closure of the CPAS service, but you will also read about our working with Primary School Children, with rough sleepers, with people with a diagnosis of Emotionally Unstable Personality disorder, with young people struggling with parenthood and on and on and on.

I also really can see how the organisation has recently got into areas of work which stretch us, but where we have risen to meet these challenges: staff working on shift systems including weekends and bank holidays, staff working in conjunction with Kent and Medway Partnership Trust, staff running hearing voices groups, staff delivering specialised therapy to younger people, staff working across all the Local Minds in Kent and Medway: the list goes on.

And something else to celebrate: We achieved the Mind Quality Mark last year in what is a fairly rigorous process, The assessment team particularly noted the organisation's leadership style, inclusion and influence of people with lived experience, and our information governance systems...



Soon I shall retire and leave NKMind, but I remain convinced it will continue to grow and thrive, even if at times it contracts prior to developing in new ways. Under the leadership of Richard, my long-standing deputy NKMind has a secure future, but I am also aware of other potential stars amongst the current staff, who in the fullness of time, should start to really come into their own. One of my regrets is that I shall not be here to witness this.

**Justin Bateman CEO .**

# Central Services

It's been a challenging year for Central Services staff. With the loss of the NHS Talking Therapies, central services had to be restructured to cope with the loss of income. Most of the staff found other roles with North Kent Mind, with only Janet Taylor choosing to retire. HR and volunteering staff have joined together to form a 'people management' team and the finance section has been reduced by half.

We've gained some new staff as well, most notably Gemma Maxted who will take over the role of Central Services Manager when I retire at the end of May 2024. Having now worked with Gemma for nearly two months during her induction, I just know that she's going to be a wonderful Central Services Manager and a massive asset to North Kent Mind. I couldn't have asked for a better person to take over from me. We now have a wonderful new group room at the Almshouses, thanks to Steph the Communications Officer who managed to get donations of furniture from Dunelm to kit out the room. It's been re-painted in the Mind colours and looks great, as you will see from the picture below. I'd like to thank all the staff working in Central Services for being dedicated to their roles, their helpfulness and making the offices such a wonderful place to work in.



**Angie Lawrence - Central Services Manager**

# Our Volunteers!

List as at May 2024

## Affordable Counselling Services

Kirsty Barrett  
Laura Batchelor  
Sarah Beadle  
Beth Bethall  
Ronnie Boyns  
Coralie Catto  
Jamie Clement  
Christopher Grey  
Nicole Hay  
Ella Hayes  
Liam Hudson  
Brenda Hutchinson  
Kelly Johnson  
Terry Kennedy  
Martina Kirkland  
Louise Morgan  
Nicholas Morwood  
Tawanda Mukusha  
Tim O'Brien  
Louise Pring  
Andrew Rewell  
Courtney Richardson  
Laura Rogers

Natascha Ryan  
Tina Soskind  
Alison Stewart  
Amanda Whitnell

## Wellbeing Services

Keith Carnie  
Laura Day  
Martin Dyer  
Darren Johnstone  
Katy Lockyer  
Alan Moore  
Sheba Owootomo  
Tom Sard  
Adam Scopp

## Children and Young Person's Service

Amy Derbyshire  
Nisa Han

We especially note those who are due a longterm service award:

Ella Hayes 6 years  
Keith Carnie 3 years  
Martin Dyer 6 Years  
Sarah Gow 3 Years

We estimate that our volunteers give us about 5,700 hours of unpaid work in a year, Probably equivalent to something like £85,500 pa.

We thank them all for their continued support and dedication!

# NHS Talking Therapies

Although at the time of writing North Kent Mind no longer runs these services, no Annual report would be complete without some reference to what we achieved over the course of 12 years.

It was the build up of the waiting list when the service was run purely by KMPT that first convinced the local NHS to invite applications from other organisations who also might provide a service, and in this North Kent Mind was successful.

This meant, we would be one of a number of “Any Qualified Providers” in the local area, and people requiring the service would be able to choose who would provide their therapy. Obviously, to run such a service one needed a volume of clients to make it commercially viable. Our service started to grow as we were popular. As to why we were popular, the fact that we offered sessions out of office hours was one factor, but I am also sure the particular caring and human approach of our therapists helped.

The figures we produced each month for the NHS showed the percentage of people who entered treatment and bothered to come back for a second session. Although nationally the target is 60%, consistently our figure was up in the 90s, indicating our workers really engaged with the client and gave them confidence to continue. Another consistent figure worth reporting is that we, in contrast to most services, showed better recovery rates amongst our BAME than their white British counterparts.

We stuck with the service the local NHS decided unilaterally to reduce payment by 10%. We stuck with the service when NHS payment systems delayed payment so much that we had to borrow money to compensate. We stuck with the local NHS when they contemplated handing the commissioning of the service to a “Strategic Partner” who knew next to nothing about the service. It is therefore somewhat galling that the recent re-procurement gave all of the service in Kent and Medway to a private company, instead of the voluntary organisations who had delivered it for so long.

Overall, the service was lacking enough practitioners even before the change of provider. With significant numbers of therapists leaving rather than work for the new provider, it is reasonable to fear that once again the service will be beset by long waiting lists. As a local Mental Health organisation who cares and campaigns for better services, North Kent Mind will be watching how this unfolds and prepared to speak up when necessary.

# Wellbeing Services

Wellbeing Services continue to flourish with our wide portfolio of groups and services. We have introduced **'individual support'**, a new intervention directed at supporting service users on a one to one basis and creating bespoke support plans, aiming to teach coping strategies and maintain their wellbeing through psychoeducational evidence-based materials and resources. What makes this service so unique and successful is that our service is able to reach clients wherever they need the intervention, meeting within the local community or their homes.

## Service User Christmas Drop In



With each year, we have recognised how difficult Christmas can be for those who use our services and yet do not have the contacts to make their own Christmases a social event. In the last years we have introduced a Christmas Drop-in, on the 27th December. This has been a huge success and a special moment for us all to celebrate together and give back to all our service users who have supported us: as the picture on the right shows, we were also able to give all participants a Christmas Gift Bag.

## Psychoeducational and psychosocial group interventions

Across Dartford, Gravesham and Swanley, we continue to run our highly successful psychoeducational and psychosocial group interventions. Spanning 6 weeks, our groups provide a safe environment for those suffering from a mental health issue to access support, learn about triggers, understand symptoms and their interrelationship with emotions, thoughts and behaviours. They are able to learn what can be done to challenge negative thoughts and tips to staying well and maintaining mental wellbeing.

Our groups include Mindfulness, Self Esteem, Assertiveness and Confidence, Managing Depression, Managing Anxiety, Stress Management and Relaxation, and Mental Wellbeing Matters. Around 97% of those attending have reported an improvement in wellbeing, confidence and feel better able to

**“I am finding all of this support extremely helpful. The ‘Stress Bucket Model’ always sticks in my head. Just being able to talk and problem solve together helps”**



## Peer Led Condition Based Groups

Within Medway, we have begun offering ‘peer-led condition based groups’, which are 12 week interventions focussed on depression, social anxiety and agoraphobia, and hearing voices. Each intervention offers those attending the opportunity to learn more about their condition, and how to manage it.

## Men’s Group

We are particularly pleased by the way the “Men’s Group” was successfully relaunched in January 2024, aimed at providing a warm and safe space for men to discuss topic-based subjects around their mental health. including such issues as toxic masculinity, coping with conflict and financial stress. The group has gone from strength to strength, and now supports 12 – 15 individuals who attend weekly. .

“I have been really enjoying coming along to this group. Everyone is so supportive of each other ... I have found my relationships at home and at work have improved and I enjoy feeling as though I am part of something and can help others as well as myself”

## Creative Minds

Our ‘Creative Minds’ drop in sessions are funded by us, and provide arts and crafts in a safe space at the Nuclear Arts Café in the heart of Chatham.

## Time For Change /Peer Support

Our 12 week recovery programmes are based on a weekly 2-hour session focused on coping strategies, breaking negative thought patterns, improving self-esteem and resilience. These sessions are then followed by a 2 hour activity session, such as going bowling or having a meal together, chosen by those attending. Quite often, people who have attended continue to meet up after the group has finished.

In the Dartford, Gravesend and Swanley area, we continue to offer 3hr drop in sessions. Within which 2 hours are for activities such as Tai Chi, music or open discussions around wellbeing, followed by a 1 hour ‘wellbeing space’, where we will offer more bespoke support around mental health support needs. We also provide refreshments such as teas, coffees and sandwiches. Our goal is to help reduce social isolation, provide peer support that promotes connectedness, inclusion and a sense of community.

# Crisis Peer Alternative Service

This service, operating across the whole of Medway, Dartford Gravesham and Swanley for most of the last 2 years, was a pilot service delivered by North Kent Mind, with funding and support from the NHS and Porchlight,

CPAS provided 12-16 weeks of 1:1, and psychoeducational group support for individuals over the age of 18, who were getting over a mental health crisis, or required a service as a crisis prevention measure. We worked with over 250 individuals in total. Remarkably, the service had no exclusion criteria nor waiting list, meaning anybody requiring this specialist support can access it quickly.

As a peer-led service, all staff had had their own experiences of mental health issues, and used their lived experiences, passion for supporting others, and extensive training to provide synergy, helping clients feel safe and understood, and to reduce stigma surrounding mental health.

With a person-centred approach, support has been flexible via telephone, zoom and/or in-person working, and is completely client led.



Peer workers have also supported clients by advocating for them and collaborating and liaising with external organisations such as the CMHT, local councils and other charities to provide holistic support. Outcomes from this include assisting clients who were homeless to be housed.

Upon completing the service, clients have reported improved confidence, self-esteem, and feeling better able to manage their mental health. Individuals who, previously, regularly presented to A&E or the crisis team have also needed to utilise these services less, if at all.

The service received an award from Health Watch, and as is clear from the picture on the left, this was a matter of well-deserved pride from team members.

The value of this innovative service was recognised by participants who said:

**“Thank you not just for saving my life, but helping me live it for the first time too”**

**“I think this resource is life changing for people, and I believe that so many would benefit from having this service. It would make them feel more comfortable in their skin, feel more content and reassured that they aren’t alone in their struggles. I am endlessly grateful.”**

**“It was nice to feel welcomed in a non-judgement environment with peer supporters that understand how I feel. I am so grateful to the Peer Support Workers for running the group with no judgement and so much kindness. Have learned a lot of coping strategies.”**

The CPAS service was particularly good at helping those who were rejected from primary care services as they had been told they were 'too high risk' for them, but 'not high enough risk' for statutory care. Some of them had been passed from service to service many times and were lacking trust in professionals, feeling they were stigmatised, especially those diagnosed with EUPD.

One offshoot of the CPAS service is the development of North Kent Mind's Peer Support Podcast, which has the aim of addressing stigma and inequalities in an accessible way, and is available through our website.

With the full support of the commissioner, who clearly valued the CPAS service, we were in discussions about expanding this service throughout Kent, or having it linked to more out-of-hours work, when the news came through that the funding had been cut, as from April 2024.

This was a surprise to us all, but like the loss of the NHS Talking Therapies Service (see later), illustrates the need for voluntary organisations in the 21st century to remain agile, flexible and not take any funding for granted.



# Development Services

Development Services is a new department in North Kent Mind, created to take care of the remaining employment services, as well as some of the smaller projects, but at the same time having the capacity to spearhead new developments.

## Employment Services



Over recent years, we continued to run our range of successful employment services, bolstered by increased funding from the DWP for a number of Employment Advisors as part of the NHS Talking Therapy Service. However, the re-procurement of the latter meant that we lost these staff to the new provider, and our service now comprises the Individual Placement Support Service and Money Guidance Services. The photo shows the service running a publicity stall in St. George's Centre, Gravesend.

## Co-Production Panel

We are committed to continually improving our services through quality, review and feedback. We strongly believe that people with lived experience of mental health issues should play a vital role in influencing the way our services are planned and delivered.

The Co-production Team meets regularly to discuss different topics and themes related to the organisation to steer decisions and change. The aim of the team is to develop, innovate and challenge all aspects of how we deliver our services, and influence change throughout. Anyone connected with North Kent Mind who has lived experience of mental health problems can become part of our Co-production Team and through our shared, lived experience, we can bring a wealth of knowledge, strength and understanding. Service Users, Trustees, Volunteers, and Employees who access or facilitate North Kent Mind's services, are invited to become Co-producers, and together our aim is to deliver a sustainable, empowered, dynamic partnership!

## The SUN Project

This project — short for Service User Network - is significantly breaking new ground in the Mental Health scene.

In the first place, it represents the first-ever contract in which the 5 local Minds in Kent are working in collaboration:

North Kent Mind

West Kent Mind

MidKent Mind

South Kent Mind

Mind in Bexley and East Kent

North Kent Mind holds the two contracts which together cover the whole of the Kent and Medway area (in itself no mean feat!) and has an arrangement with the other local Minds that they will host our staff working in these other areas.

Secondly, the service delivery is a collaboration between us in the voluntary sector and Kent and Medway Partnership Trust in the statutory area. We believe this is the first occasion that KMPT has actually been involved in this type of partnership arrangement, and we can report that lessons are being learnt on both sides.....

Thirdly, the service focusses on the needs of people who could be described as having Emotionally Unstable Personality Disorder; a group of people for whom there have traditionally been scant resources.

Starting in April 2024, we hope this will be a service funded for more than just the initial year. Certainly, given all the innovative issues with which it is dealing, it should be assumed it will need time to settle in

## Ecology Island

Ecology Island is our award winning, innovative weekly conservation project, promoting wellbeing and empowerment for those attending. Meeting weekly at Darenth Country Park, our service users and facilitators work together to enjoy being together and having discussions around wellbeing whilst also conserving and developing the local community park. The original site of this - effectively an island in a local River - was vandalised some time ago, but we are working to relocate to that restored venue soon.



# Housing Services

During the last 2 years the Housing Services have gone from strength to strength and now, of all the North Kent Mind Services, bring in the greatest income to the charity.

## Supported Housing Schemes

We have for over 30 years provided a supported housing service comprising of 27 independent units for people who have experienced mental health problems and now need support to learn to manage their own accommodation. To this existing stock we have now added a further 8 units, bringing the total to 35.



The circumstances which brought this about were largely the decision of the local authority, though its strategic partners, to cease to fund supported housing. This caused several housing providers to have to pull out of delivering local services, or even disband. Fortunately - and with some foresight- North Kent Mind had already been engaged with alternative funding mechanisms via the Intensive Housing Management scheme, and so was able to both survive and increase its stock form properties left by the previous providers.



For some years, new tenants have been given 2 year tenancies to stay in our accommodation, and then move onto more independent settings.

However, we still do have a proportion of tenants who were granted assured tenancies in the 1980's. As this number decreases, we find that the role of maintaining properties grows with the more rapid turnover of tenants in more units: for instance each unit is redecorated in between tenants. In an effort to help maintenance staff deal with the increasing workload, we have invested in the first vehicle ever owned by the charity: our very own maintenance van,

## Grant from Sevenoaks Council

With the above grant, we were able to do up the communal rooms in our property in Swanley. Tenants chose the décor for their activity room, shown in following photos.



Eagle-eyed readers who received the Annual Report last year might recognise the picture of a colourful dog which tenants were then working on: now proudly displayed on the wall.

## Wrotham Road Accommodation

From March 2022, North Kent Mind started providing the day support service of residents in this supported accommodation for rough sleepers in the area of Gravesend, Monday - Sunday, 365 days a year. The accommodation provides safe beds for up to 10 people on short hold tenancies and 4 emergency accommodation beds. This project is a multiagency initiative; we work in partnership with Servco Ltd and Gravesham Council. We support around 20-25 clients a year who transition through this service.

This work has created new challenges for our staff: in the first place, there is the added management stress to maintain a rota which covers weekends and bank holidays: in recognition of this work-pattern we did get Christmas hampers delivered to all who are on the rota. Secondly, staff were on a steep learning curve to understand approaches to people for whom drugs and alcohol are a significant part of their life-style; this led to some difficult scenarios at the beginning, but with clarified house rules things are now more safely managed.

## In Memoriam

Staff planting a tree in one of our properties in Gravesend in memory of Simon Ralph, one of our tenants who lived there for 26 years. Simon was one of the tenants who, coming from a long-stay hospital back in the 90's would have been offered an assured tenancy.



# Children and Young Persons Services

## School Services

With continued support from Richard Watts Charity and with schools themselves being prepared to come up with funding we have been able to provide ongoing support to local schools over the last year. Operating in both primary, secondary and college aged provisions working with 5 to 18 year olds. Our school-based practitioners use solution-focused activities to help achieve the young people's goals in one to one sessions and provide psychoeducational groups to improve understanding of mental health and wellbeing.



Bricks and Trees: The Bricks image was created by CYP thinking about what makes them strong and resilient, and where their sources of support come from. The tree contains leaves that young people customised by writing on them what they are thankful for, why their wellbeing is important and positive affirmations

## The Pilot Scheme

Kent County Council have continued to fund the pilot project for another year to July 2024. We have some optimism that this will be renewed, given the success of previous cohorts of young people having positive outcomes. This service is open across Kent in both primary and secondary schools for young people who have social worker involvement due to being a looked after child.

Combining the Schools Service and Pilot Scheme, we currently work in 15 educational settings: 3 Primary and 11 Secondary Schools, and one College.



## Short Intervention Therapy Service

Our newest CYP service has recently been awarded an additional year of funding due to the current success of the project, meaning it will be operating at least until September 2025. The SIT service is exclusive to the Medway area for CYP aged 5 – 18 (up to 25 with Special Educational Needs), who have social worker involvement or early help worker or who are classed as a looked after child or a care leaver.

The service offers 6 to 12 weeks of Cognitive Behavioural Therapy, Dialectical Behavioural Therapy and Creative Therapy in both one to one sessions and groups. Running this service has meant that for the first time, North Kent Mind is involved in employing and supporting qualified therapists to work with children.

Some of the things Children and Young People have said or written about the SIT service are:

“I can tell my therapist isn’t just at work, she really cares and connects with me”

“Compared to other therapists/counsellors, you have set the bar so high. You have really helped change me for the better and helped me become a more complete person.”

## The Young Carers’ Service

We have continued with our Medway based partnership working with Carers First to deliver family intervention for young carers. Sessions run on a monthly basis to provide wellbeing support for both the young carers and their parents before joining at the end for a group cooking session to build the family dynamic.

## Other Services

The CYP service remains poised to take on additional work as required. In the recent past, we have co-facilitated **Wellbeing Workshops** for school children over the summer period, piloted a **Perinatal Service** at the request of KCC, and held **Parents’ Support Sessions** when requested.

We look forward to similar challenges, including piloting Counselling and Coaching for CYP as part of the Counselling and Therapy Services expansion into paid “fast track” services.

# Counselling and Therapy Services

These Services, formerly known as Fee-paying Services, have been as busy and popular as always.

The overwhelming demand for the affordable service has meant that waiting times historically increased to the point where we needed to cap the waiting list completely. To manage this situation, we introduced a 2 year maximum length of service for all clients with an annual review required to help establish their needs moving forward and the option of an additional year of support. This helps to reduce waiting times, lessens the amount of times we need to close the waiting list, and also helps more clients access this service.

To help with the volume of work we have reduced the number of counselling placements that we can now offer to trainee counsellors from 40 to 36. This has helped us to manage the workload within the budget available for staffing levels. The now well-established, tried and tested direct debit system has dramatically reduced the number of unpaid sessions and helped create a more financially viable service.

The Affordable service (at £15 per session) is now delivering 90% of sessions in-person rather than on zoom, in accordance with the directive of the BACP (British Association for Counselling and Psychotherapy) the professional body, that trainees must see their clients face to face. We can still facilitate zoom sessions as an exception so that we are inclusive for those who may struggle to attend any of our locations.

The Tuesday group therapy service has now been disbanded after being delivered for over 4 years to the same group of clients and the anger management course has been consistently delivered around 3 times a year, proving to still be a popular and unique course for clients.

Moving forward, we have been working hard to develop a Fast Track service, in which clients, for a fee of £40-£45 per session can have access to qualified counsellors with waiting times as little as a couple of weeks.

To help deliver this new service we have a new administrator and a group of self-employed qualified counsellors. This is still a lot of hard work in progress but it is going well and leaves the Counselling and Therapy Services with exciting times ahead, new challenges, increased growth and the ability to reach more clients across North Kent. Above all, it is a service that is not dependant on the vagaries of statutory funders.

# Reminiscences

It's been suggested that two members of staff retiring in this current year should entertain you with some of their reminiscences, so here goes:

Since starting with North Kent Mind on 1st August 1995, I've seen a lot of change and met a lot of wonderful people. The organisation was actually called Dartford & Gravesham Mind back then and I can remember my first day. I was set to work, by Sandi Lowing, the Manager at the time, shortlisting for an administrative assistant to help me in what I was about to take on! Little did I know what I was about to take on! In a couple of years my role had grown from Admin. Officer to taking the lead in preparing for quality systems, HR and devising performance indicators for the services.

Back then I did most of the finance work as well, although we did have only about 16 employees. I would do all the inputting and produce reports and the then Treasurer, Keith Saunderson would prepare the accounts for the Board, on paper!! Working for a charity, there seems to be a pattern of starting with one set of tasks and then finding that you take on more and more. I'm sure a lot of staff will understand what I'm saying.

Over the years Managers came and went, some good, some bad. During one particularly difficult time in 2008, the Chair at the time Phil Matthews and I approached Justin Bateman, to see if he would be prepared to help us get out of the difficulties we found ourselves in. We knew Justin, as he'd been a member of the Board until a couple of years before. Justin said that he would come on board and I can remember saying to him 'You'll need to get in by 9am every day to set an example to the staff' and he said he would, although I'm not sure he always did!!! Anyway that started what I consider to be a great working relationship between us. Justin is the best boss I've ever had because he is so human and thoughtful. I particularly liked his concept of a 'no blame culture', which is something I think we've both tried hard to filter through North Kent Mind. If you do something wrong, own up to it, learn from it and it will be sorted out, whatever it is.

I feel sad but excited to be retiring, I don't think I'll miss the responsibility and the work that needs to be done, but I will miss the people. Working for an organisation where you mix with like-minded people is the best thing ever. I'd particularly like to thank Sandi Lowing who taught me so much and Justin for just being Justin.

**Angie Lawrence**

# Reminiscences

My reminiscence dates from a time when I was not a part of NKM, but worked in the local Social Services, I had a role in contracting with other organisations. As we were funding DGS Mind, as it was then, my boss wanted to have a full understanding of who used their services, I asked if I could have a list of people who attended the drop-ins and their addresses and was told that they didn't keep such things. "Could I just have the names perhaps?" I asked, and was told that attenders didn't have to give their names if they didn't want to!" How things have changed..

**Justin Bateman**

# Fundraising

A massive thank-you to all individuals and organisations who donated to us in the audited year to March 2023. These include:

Sevenoaks District Council | The Oddfellows | The Coop | Adam and Ashley Fundraiser | Work for Good Ltd | In Memoriam Elliot Holmes | Rush Fest | Primark | In Memoriam Charles Cabella | NCS Group | Charities Trust | Kent Fire and Rescue | Tub Men's Mental Health | Asda Foundation

This is only to name a few of our donors, as we received many from individuals who we are unable to name due to data privacy regulations.



We are also most grateful to those who raise money by getting sponsorship for engaging in various activities. Like, for example, climbing up Snowden overnight...

# Treasurer's Report

## For Year Ended 31st March 2023

For a third year in succession the Charity had a surplus for its unrestricted activities. The surplus for 2023 amounted to £96,370 – following a surplus for the previous year of £182,207. These have been added to previous accumulated surpluses to bring our total unrestricted funds balance up to £1,246,434. Although the Restricted (income donated for a specific purpose, therefore restricted in use) activities show a small deficit of £35,557 this is covered by the funds received in a previous year, leaving a restricted fund balance at the year-end of £53,616.

The total of these funds has been applied party to acquire fixed assets, and partly remains in debtors. Consequently at 31<sup>st</sup> March 2023 only £768,804 was immediately available to spend. The results achieved by North Kent Mind up to March 2023 has put the organisation in a strong position to deal with the difficulties and opportunities going forward. Among the challenges facing us have been:

- The loss of the NHS Talking Therapies Services at the end of March 2024 – which had been a major component of incoming funds
- Anticipated deficits over the short term, as we implement changes to ensure re-growth of the organisation
- The funding requirements for the possible purchase of the freehold at the Almshouses, Dartford.

### Extract of Accounts over last 3 years

	£ to 31.3.2023	£ to 31.3.2022	£ to 31.3.2021
Surplus for year - unrestricted	96,370	182,207	353,753
-restricted	(35,557)	43,275	32,284
Total funds surplus	60,813	225,482	386,037
Fixed Assets	6,151	0	1
Debtors	772,231	656,701	469,232
Cash at bank and in hand	768,804	832,730	695,246
Creditors	(247,136)	(250,194)	(150,724)
Total Funds	1,300,050	1,239,237	1,013,755

## North Kent Mind Statement of Financial Activities and Income and Expenditure Account For Year Ended 31st March 2023

	2023	2023	2023	2022
	Unrestrict- ed Funds	Restricted Funds	Total Funds £	Total Funds as restated £
	£	£		£
<b>INCOME FROM:</b>				
Donations	82081	-	82081	138,235
Investments	4,424	-	4,424	100
Charitable Activities	2,911,518	277,649	3,189,167	2,607,208
<b>TOTAL</b>	<b>2,998,023</b>	<b>277,649</b>	<b>3,275,672</b>	<b>2,745,543</b>
<b>EXPENDITURE ON:</b>				
Fundraising	4934	-	4934	-
Charitable Activities	2,899,690	310,086	3,209,776	2,519,868
Interest Payable	149	-	149	193
<b>TOTAL</b>	<b>2,904,773</b>	<b>310,086</b>	<b>3,214,859</b>	<b>2,520,061</b>
Transfers Between Funds	3,120	(3,120)	-	-
Net Movement In Funds	96,370	(35,557)	60,813	225,482
Total Funds Brought Forward	1,150,064	89,173	1,239,237	1,013,755
<b>Total Funds carried Forward</b>	<b>1,246,434</b>	<b>53,616</b>	<b>1,300,050</b>	<b>1,239,237</b>

The statement of financial activities includes all gains and losses recognised in the period. All income and expenditure derives from continuing activities.

# North Kent Mind

## Balance Sheet as at 31st March 2023

	2023	2023	As restated	As restated
	£	£	2022 £	2022 £
<b>FIXED ASSETS</b>				
Tangible Fixed Assets		6,151		
<b>CURRENT ASSETS</b>	772,231		656,701	
Debtors				
Cash at bank and in hand	768,804		832,730	
	<b>1,541,035</b>		<b>1,459,431</b>	
<b>CREDITORS</b>				
Amounts falling due within one Year	(244,984)		(245,116)	
<b>NET CURRENT ASSETS</b>		1,296,051		1,244,321
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		1,302,202		1,244,321
Creditors: Amounts Falling due after more than 1 year		(2,152)		(5,084)
<b>TOTAL NET ASSETS</b>		<b>1,300,050</b>		<b>1,239,237</b>
<b>Unrestricted Funds</b>		1,246,434		1,150,064
<b>Restricted Funds</b>		53,616		89,173
<b>TOTAL CHARITY</b>		<b>1,300,050</b>		<b>1,239,237</b>



**North Kent Mind**

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**<https://northkentmind.co.uk>**

**Registered In England company No.5093370**

**Limited by Guarantee Registered Charity No.1103790**