

# mind North Kent

## Annual Report 2024 - 2025



# Board of Trustees

**During the year of 2024 - 2025 and up to the time of publication, our trustees were:**

Andrew Upstill  
Donald Macleod  
Jessica Hamill  
Sarah Gow  
Alex Stukalov-Stone  
Lyndsey Stukalov-Stone  
Dele Matilukuro-Olanuga

The board meet every 2 months and manage 1 sub-committee: Finance & Personnel. 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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## Chair's Report

I want to begin by paying heartfelt thanks to all our colleagues and volunteers. The dedication, compassion, and professionalism shown every day is extraordinary. Much of this work happens quietly and without fanfare, but it changes and saves lives. You continue to go above and beyond, often in challenging circumstances, and North Kent Mind is stronger because of you.

This year has also seen tangible improvements to our physical environment, most notably the renovations of the Almshouses and Medway buildings. These improvements are more than bricks and mortar. They represent our commitment to creating safe, welcoming, and supportive spaces not only for the people who access our services, but for the staff and volunteers who deliver them. Improved working environments matter. They support wellbeing, collaboration, and sustainability. We are proud of the progress made

As we grow, we also recognise that growth brings complexity. Like many charities, we are operating in an increasingly challenging landscape, with rising demand, funding pressures, workforce pressures, and higher expectations of governance and accountability. These challenges are real, but they are not insurmountable. It is how we face challenges that matters and how we work together to find solutions.

We are not standing still at North Kent Mind. We are adapting to external changes, investing in our people, strengthening our systems, reviewing how we work, and seeking innovative and collaborative solutions. We are having the right conversations, asking the right questions, keen to listen, and planning carefully to ensure North Kent Mind remains resilient, responsive, and true to its values. We are all on this journey together and share the same purpose: to be the best for those needing our services, where failure to care for those experiencing mental health challenges is never an option.

I have found myself in different positions within the charity sector, which gives me a unique perspective. A student, volunteer, team member, team lead, department head, trustee, and chair. I have learned that no matter the role, everyone is spinning many plates. The layers of an organisation work best when empathy is central and where we are all able to thrive and see that when things do not go to plan, they are growth opportunities. What brings us all together is our lived experience and the kindness that exists amongst us. Aiming for a culture to be proud of as an example to the community we serve will always remain an important focus at North Kent Mind.

I have always advocated for us to remain focused on our specialism, too, and care for all with a critical focus on those experiencing complex mental health issues. Fighting the shame and stigma people face is something we proudly do, often leading by example and educating others. I have seen firsthand how the mental health system can further destroy someone's sense of self. At North Kent Mind, we innovate to rebuild lives. This is what makes us unique, passionate, and determined

As I look ahead, I do so with confidence and hope for North Kent Mind's future. The organisation is well placed to continue adapting and making a meaningful difference, and I know it remains in very capable hands.



**Lyndsey Stukalov-Stone, Chair of Trustees**

## Chief Executive's Report

I would like to extend my sincere thanks to all our staff and volunteers for their continued dedication, energy, and commitment to North Kent Mind. I also warmly welcome everyone who has joined us recently. Your fresh perspectives, skills, and ideas strengthen our organisation, enrich our diversity, and enhance our collective ability to support the local community.

A defining theme in our recent journey has been transformative change, underpinned by our ability to adapt in an ever-evolving environment. We remain focused on developing and nurturing North Kent Mind's infrastructure to ensure our buildings, systems, and resources are not only fit for purpose but also inspiring and supportive spaces for all who use them.

This commitment is exemplified by the refurbishment of our Dartford Hub, beginning with the complete strip-back of the roof and progressing steadily towards full modernisation. This work represents more than a physical transformation—it reflects our long-term vision for delivering high-quality, innovative mental health support that is responsive to local needs and aligned with our values and person-centred approach.

Across the organisation, we continue to offer a wide range of services, including counselling and therapy, supported housing, children's and young people's services, adult support, and peer support. These diverse projects enable us to meet the varied needs of our community and provide holistic, accessible pathways to wellbeing.

Our values-led approach increasingly emphasises collaboration, coproduction, and meaningful involvement of the people who use our services. By engaging stakeholders in the design and delivery of support, we ensure our work remains relevant, inclusive, and grounded in lived experience. We also continue to diversify our services and income streams—both to strengthen long-term sustainability in a shifting landscape and to ensure we can meet the needs of an ever-more diverse community.

Globally, nationally, and locally, we face growing competition for increasingly limited resources. More people are experiencing hardship, and we are seeing a rise in conflict, pressure, and frustration within our communities. In the midst of these challenges, our commitment to generosity and collaboration becomes even more important. By supporting one another—by giving our time, paying attention, listening, and being fully present—we can help reverse these trends. Together, we can make a meaningful difference for those who feel isolated, overwhelmed, or alone.



**Richard Giles, CEO**

# Our Volunteers!

List as at February 2025

## Affordable Counselling Services

Sarah Beadle  
Caroline Bidder  
Ronnie Boyns  
Charlotte Cockerton  
Laura Day  
Joanna Ellis  
Mithila Faruque  
Danielle Frake  
Sianne Goddard  
Ella Hayes  
Brenda Hutchinson  
Kelly Johnson  
Julianah Kedienhon  
Karen Kitchen  
Kevin Light  
Laura Batchelor  
Charlotte Longworth  
Aimee Marsh  
Bernard Mukusha  
Tim O'Brien  
Elizabeth Oliver  
Courtney Richardson  
Natascha Ryan

Constanze Sen  
Sandeep Sidhu  
Emma Turner  
Kathy Welsh  
Carrie White  
Hannah Wilks

## Adult Support Services

Brian Barnes  
Martyn Dyer  
Darren Johnston  
Katy Lockyer  
Jummai Mari  
Alan Moore  
Grace Murray  
Awulatu Sanusi-Ibidun  
Marlissa Stewart  
Sophie Wood

## Housing

Ellie Foster

## Children and Young Peoples Service

Khadjia Gordon  
Katie Rolfe  
Sara Lone  
Amy Morley (BRAVE)

## Board of Trustees

Laura Burke  
Sarah Gow  
Donald MacLeod  
Dele Matilukuro-Olanuga  
Rory Smith  
Lyndsey Stukalov-Stone  
Andrew Upstill  
Jessica Hamill  
Kobe Akanmu



As a non-profit organisation, many of our services are dependent on the input of our volunteers.

Without them, we wouldn't be able to offer clients long-term 1:1 affordable counselling, or run a number of our groups.

We estimate that our volunteers give us about 140 hours of unpaid work per week. Many of these individuals work themselves, but chose to give their time to support the work we do. We thank them all for their continued support; time and dedication.

## Human Resources

The 2024/25 year saw yet another period of change across North Kent Mind, with Human Resources being no exception. The HR function will continue to develop into a standalone service. North Kent Mind has experienced significant growth over the past 12 months, with teams expanding and contracting as service needs change. The aim is to review all policies and procedures to ensure they remain fit for purpose as the needs of the charity evolve and continue to grow. The organisation has been impressed by the passion and commitment shown by staff throughout the year and remains focused on making North Kent Mind a truly great place to work. The past year has been an extremely busy time, with recruitment and ongoing change creating an ever-increasing workload for HR. Our HR Administrators have been key members of staff, and their hard work and dedication during a period of constant change are greatly valued. North Kent Mind has every confidence that HR will continue to be an integral part of the organisation's success as it grows and expands the services it provides.

## Administration & Facilities

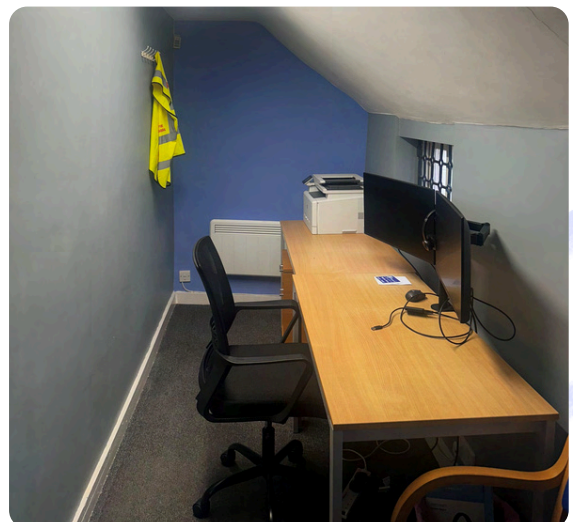
We are currently awaiting authorisation for the windows and doors through the planning department. The front and side-facing windows will be sensitively repaired and painted, with the addition of secondary glazing to reduce noise. The garden-facing windows will be replaced with like-for-like units, but with double glazing for improved insulation. All bars will be removed, and all doors will be repaired and repainted. Once these are approved, we aim to begin work in the Spring.

An additional garden room is in the works, with quotes currently being sought. This will provide more space for counseling rooms. The existing garden room will also undergo a revamp, including redecoration, new furnishings, and a fresh coat of paint on the exterior.

The plastering and decorating will continue, with the CEO and Deputy CEO rooms already completed. Next on the list are the group room, reception, and other smaller rooms. These areas will primarily be worked on during weekends and bank holidays. Once all decorating and window/door work is finished, new flooring will be installed. Internal doors will also be painted.

The exterior of the building will be rendered and repainted once the weather improves. The roof work is complete, electrical work is finished, and plumbing is nearly done—only awaiting reconnection to the mains via new piping. Due to continued organisational growth, we acquired the basement floor at the Medway site, significantly increasing office and operational space.

The completion of the basement offices is underway at Medway, with partition works already completed. Next, the focus will be on finishing the decorating upstairs. Afterwards, the Finance department will be moved upstairs. Once that is done, the layout for the basement, storage, and a general tidy-up of both the upstairs and downstairs areas will be assessed. Alongside these developments, we welcomed new members to the administration team, thereby strengthening our capacity and supporting enhanced service delivery.



# Development & Engagement

## Engagement, Events & Fundraising

This year has been one of real growth, development, and positive change for the Development and Engagement Team and North Kent Mind as a whole, and we are incredibly proud of what has been achieved in such a short space of time.

This year saw us strengthen our relationships across the community with a busy calendar of engagement and awareness events. We delivered presentations and training sessions to corporate partners, local businesses, community organisations, and local groups, helping to enhance the understanding of mental health, reduce stigma, and increase visibility of our services. We were also invited to take part in a number of media opportunities, including a particularly meaningful BBC News interview more recently for Movember 2025, helping raise awareness around men's mental health and the support available locally.

We have been blown away by the generosity of those around us and remain incredibly grateful to our donors, supporters, and fundraisers. This year brought a wide range of generous donations and creative fundraising efforts from both individuals and organisations, raising a total of over £26,000! Thanks to this support, we were able to continue delivering various self-funded projects and relaunch our highly successful Men's Group, something we are truly proud of. A special thanks goes to those who donate regularly, whose continued commitment directly strengthens the sustainability and impact of our services.



## Partnership Working & Collaboration

Partnership working remained at the heart of our activity. We found ourselves in more rooms with more partners than ever before: the Transformation Academy in Medway, the Voluntary Sector Alliance in DGS, and many other spaces where relationships grew, and ideas were shared. We were especially pleased to continue developing collaborations with fellow Local Mind Associations, culminating in the official branding of Mind in Kent. We also continued to work closely with funders and commissioners and were pleased to see positive outcomes from a number of funding applications, enabling us to expand our support and services in the community.

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## Service User Network (SUN)

One of our biggest examples and successes of partnership working and collaboration is the Service User Network (SUN) project, which we were delighted to have led Mind in Kent in being awarded the contract for, and began delivery in May 2024.

SUN is delivered collaboratively with fellow Local Mind Associations, alongside the Kent & Medway Mental Health NHS Trust, as part of Mental Health Together. Under the new transformation framework, this service is a pioneering, peer-support programme for adults with CED across Kent and represents a significant step forward in community-based mental health care.

North Kent Mind has a team of 4 Lived Experience Facilitators, led by our Lived Experience Manager, who support the provision of SUN groups for adults with Complex Emotional Difficulties across the whole of Kent and Medway.

SUN utilises a peer support model, tapping into individuals' experience and expertise of managing their mental health challenges, and places co-production and member involvement at the heart of its work. In the year 2024-25, SUN delivered groups in Gravesend, Maidstone, Margate, Canterbury, Gillingham, Sittingbourne, Ashford, Folkestone, and Online. Later in 2025, we also began an evening online group and a new group in Tonbridge, as well as planning for an 18-25 specific group.

### What members think about SUN:

**How “valuable the SUN group has been in their personal journey”, since they have been attending for just over a year.**

**Members praised the group environment for being “non-judgmental and validating”**

**They described the experience as “transformative, helping them work through ongoing issues on a daily basis”**

**“SUN brings together different kinds of people with different reasons for getting support but are unified by valuing giving/receiving support and having other people in the space who can understand really makes a difference.”**

**“SUN champions the lived experience voices of both staff and members to empower and support people throughout their mental health journey.”**

**“SUN is a driving point of change that allows us to shape the care we receive and provide”**

**“SUN working collaboratively to change the mental health landscape, empowering members to participate in their care”**

### The SUN team self portraits



**Katalina**



**Angela**



**Myles**



**Emma**

## Dartford Business Awards

We were proud to receive an award at the 2024 Dartford Business Awards, in recognition of our outstanding contribution and positive impact on the local community. This award reflects the dedication, compassion, and professionalism of our staff, volunteers, and trustees, whose collective efforts continue to make a meaningful difference in the lives of individuals and families across North Kent.



## Kent Charity Trek

In support of Mental Health Awareness Week, we took part in the Kent Charity Trek in May 2024. We joined the 25km and 50km walks across the Kent countryside, embracing the physical challenge while raising awareness of the importance of mental health and wellbeing.

By participating in this trek, we aimed to highlight the positive impact of physical activity on mental health and to promote the vital support services available to those experiencing mental health challenges. The event also provided an opportunity to bring supporters together, strengthen community connections, and raise funds to help us continue our essential work.



## Volunteers Fair

To mark National Volunteers' Week (3–7 June 2024), We attended the Medway Voluntary Action Volunteer Fair in Rochester. The event provided an important opportunity to engage with members of the public and connect with other local organisations, helping to strengthen partnerships across the community.

The fair enabled the team to promote our volunteering opportunities and raise awareness of the wide range of mental health services available. Through these conversations, we were able to highlight the vital role that volunteers play in supporting our work and extending the reach of our services across the local area.



## Dartford Pride 2024

North Kent Mind attended Dartford Pride, a vibrant community event held at Acacia Hall, which saw increased attendance and engagement compared to the previous year. The event provided a valuable opportunity to connect with residents, engage with community groups, and promote open conversations around mental health and wellbeing.

Throughout the day, staff engaged with attendees, shared information about our services, and strengthened links with local partners and community representatives.

Events such as Dartford Pride play an important role in raising awareness of mental health support, promoting inclusion, and reinforcing North Kent Mind's visible presence within the community.



## No Bad Days Barbershop: Free Mental Health Training for Barbers

In June 2024, North Kent Mind collaborated with No Bad Days Barbershop to deliver free mental health awareness training for local barbers. This initiative aimed to equip barbers with the skills and confidence needed to recognise signs of mental health struggles among their clients and to provide appropriate support.

The one-day training course focused on improving listening and communication skills, helping participants to engage in supportive conversations and guide individuals towards relevant support services. The training also addressed the importance of self-care, providing barbers with tools and strategies to look after their own mental health and well-being.

By working together, North Kent Mind and No Bad Days Barbershop sought to strengthen community-based mental health support, recognising the unique role barbers play as trusted figures who can help break down stigma and encourage open conversations about mental health.



## Medway Pride Aug 2024

In August 2024, we were proud to support and attend Medway Pride, where we joined the local community in celebrating diversity, equality, and inclusion.

Being present at the event allowed us to connect directly with the community, provide open conversations around mental health, and highlight the importance of inclusive, accessible support for all.

It was a very positive day that reflected our ongoing commitment to standing alongside our community and ensuring that everyone feels seen, supported, and able to access mental health services when they need them.



## Radiant Star Lodge 8967 Donation

In November 2024, we were honoured to be selected as the nominated charity of Radiant Star Lodge 8967. Our staff were invited to attend the lodge's fundraising event in Dartford, where they shared information about the vital work of North Kent Mind and met members of the local community offering their support.

Funds raised from the event, alongside a generous donation from the lodge, totalled £1,000, which was donated in full to support our services. This contribution helped us continue delivering essential mental health support across our community.

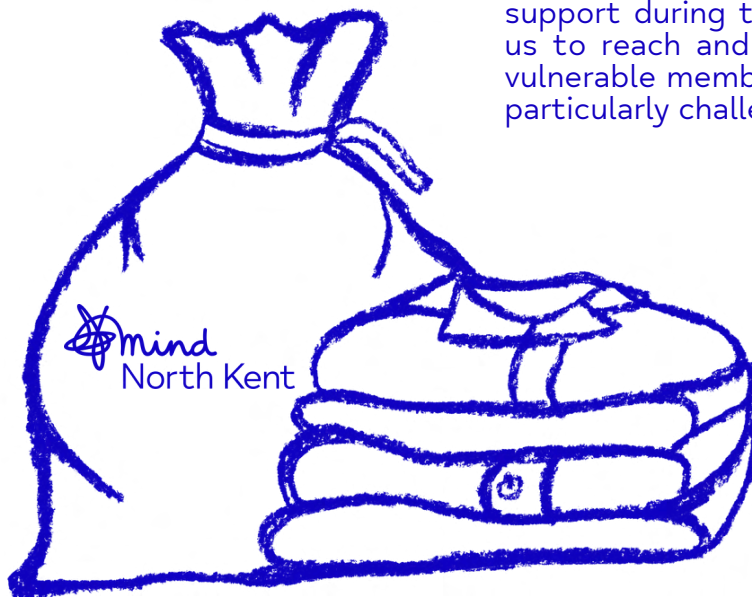


## Storm Darragh Donation

In December 2024, North Kent Mind continued to receive generous support from Radiant Star Lodge 8967. Despite the adverse weather conditions caused by Storm Darragh, members of the lodge met with our staff to donate essential goods to support the organisation's hostel and rough sleepers projects.

Members of Radiant Star Lodge 8967 and the Widows Sons Band of Brothers Grand Chapter donated a wide range of items, including toiletries, hats, gloves, scarves, socks, coats, and other essential supplies for hostel residents and individuals experiencing homelessness.

These donations provided vital practical support during the winter period, enabling us to reach and assist some of the most vulnerable members of the community at a particularly challenging time of year.



## PLP Fire Protection

In February 2025, we were honoured to be selected as PLP Fire Protection's Charity of the Year. Throughout the year, PLP demonstrated its commitment to supporting mental health by organising a range of fundraising activities, including bake sales and charity pub games nights.

These events not only raised vital funds but also helped increase awareness of mental health within their workplace and wider community.

We were delighted that some of our staff were able to attend and support these events, helping to build a strong partnership and reinforce our shared commitment to positive mental wellbeing.



## Dartford Half Marathon

We were proud to be selected as Charity of the Year for the Dartford Half Marathon, delivered in partnership with RunThroughSouth. This opportunity helped raise both vital funds and awareness of mental health across the local community.

Samuel Jones, our Wellbeing Support Worker, ran the Dartford Half Marathon in support of our work, showing exceptional dedication to our cause.

Through his efforts, Samuel successfully raised £510, with all funds directly supporting North Kent Mind's services and our ongoing work to promote positive mental wellbeing across North Kent.



## Deane Donation

In March 2025, we received a generous donation of £2,500 from the Deane family, given in memory of their loved ones.

The donation was raised through a fundraising music event hosted by the family at the Irish Club in Dartford, which brought the community together to raise funds and increase awareness around suicide prevention.

We are deeply grateful to the Deane family for their support and for choosing to honour their loved ones by helping others through our work.



## More recent events we've been part of:



**For Mental Health Awareness Week, we partnered with Bluewater Shopping Centre, Ego Free, and DLaw Fitness to host a special fitness session highlighting the powerful connection between physical activity and mental health!**

**North Kent Mind supported a charity football match, that raised £1,200!**



**We attended the Royal Engineers Association's 150 Years Festival of Football, where we raised awareness of our work and were honoured to receive a generous £13,000 donation in support of our services!**



**Our Adult Support Services team attended the Sticks 'n' Stones Wellbeing Festival to engage with the community and promote our mental health support services!**



## Digital Innovation & Communications

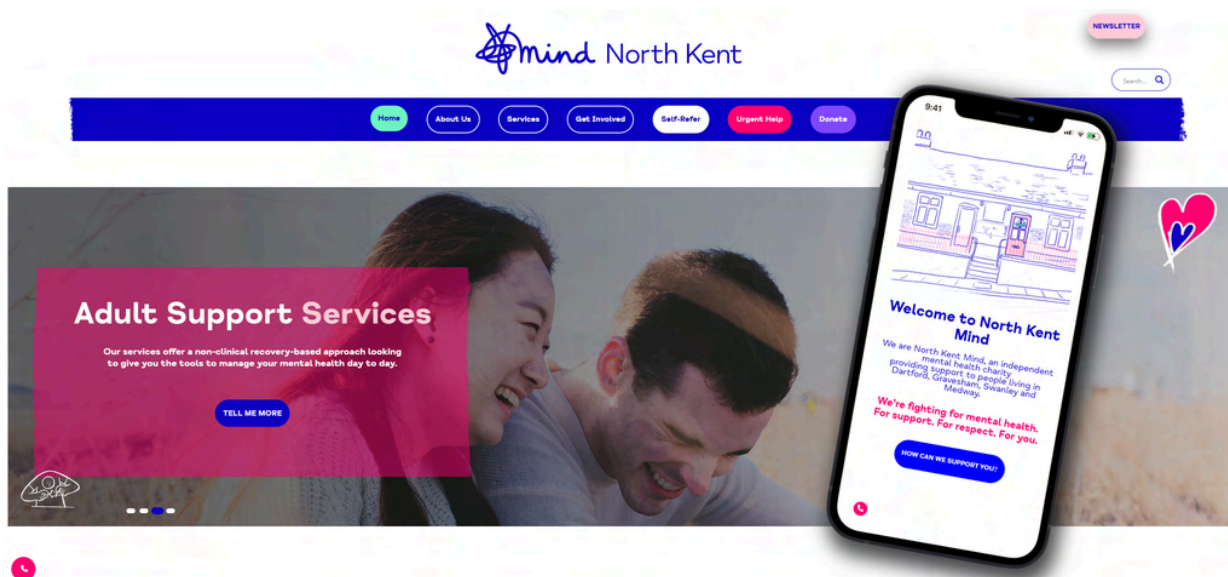
As the organisation experienced rapid growth, particularly following changes to our service provision in April 2024, we focused on strengthening the systems that support our teams. Behind the scenes, significant work was undertaken to modernise IT infrastructure, increase reliability, and enhance digital security.

Over the past year, we have moved away from manual and outdated processes and towards more reliable, joined-up digital ways of working. Delivering against the 2025–26 strategic plan, core administrative functions, such as room bookings, health and safety alerts, and internal reporting, have been modernised, while essential infrastructure has been refreshed and stabilised, including a complete upgrade of all fixed equipment to keep pace with technological changes.

More recently, a long-awaited highlight was finally being able to secure a Wi-Fi upgrade, improving connectivity and making day-to-day operations run more smoothly. We have also begun investing in improvements to our HR and staff training systems, which will help ensure we have the right digital tools to support our expanding teams and deliver services effectively in the years ahead. All these improvements mean staff can now spend less time navigating cumbersome systems and workarounds, and more time supporting the people who use our services.



We also reached an exciting point in our digital transformation with the launch of our new website. Designed with accessibility at its centre, the site now offers a clearer, easier, and more inclusive way for our communities to access support. Many elements were co-produced with service users and staff, ensuring the site truly reflects their needs and experiences.



Alongside this, our communications and publicity materials underwent a rebrand and refresh, giving us a clearer, more modern, and consistent identity. Our social media platforms also continued to grow, with Instagram now nearing 1,000 followers, helping us build strong and meaningful community engagement.



**Development & Engagement: Looking ahead!**

**Now, as a newly formed department as of September 2025, we are all looking forward as a team to support the organisation through more growth, development, and engagement, driven by creativity, innovation, co-production, collaboration, and hard work!**

# Adult Support Services

Adult Support Services (AdSS) was established as a new department in September 2025 to bring together various Adult Services we deliver, including Wellbeing Services, Employment Services, and other exciting projects. This integration has allowed us to offer more joined-up and accessible support, helping people get the help they need in a way that's easier and more efficient. By working closely together, we're able to provide a stronger, more comprehensive support offer that truly benefits our community, and we're pleased to share the highlights of these services from 2024-2025.

## Live Well Kent and Medway

We are proud to continue to be a part of Live Well Kent and Medway (LWKM) - a network of organisations and partners delivering collaborative and accessible community support. This year, we saw an increase in referrals across all of our LWKM services from Wellbeing Services to Employment and Money Management Support, highlighting the ongoing needs locally.

## Individual Peer Support

Delivered by peer workers with lived experience, this project creates a safe, non-judgemental space where individuals feel understood and able to engage at their own pace. Support is provided one-to-one, in the community, and through group sessions, tailored to the type of support the individual is looking for.

## Peer-led Groups

Our Peer Support Group, Moving Forward, is a 12-week programme in DGS that combines psychoeducational content with practical activities to support personal growth and social inclusion. The programme focuses on befriending, recovery, and making positive life changes. Following each session, participants have the opportunity to engage in one-to-one support.

In Medway, Time for Change is an 8-week recovery programme designed for individuals who need additional support on their recovery journey. Each session focuses on building coping strategies, breaking negative thought patterns, improving self-esteem and resilience, and making positive changes to enhance daily life.

For both of these groups, after the educational session, participants engaged in a 2-hour activity of their choice, promoting social inclusion and improving social skills. Some of the activities our clients chose this year include: going for a coffee, sharing a meal, bowling, and watching a film together. Recognising the challenges of the cost-of-living crisis, all activities are fully funded to ensure accessibility. These interventions have been very well received, with many attendees continuing to meet up even after the programme concludes.



**“Without this group, I wouldn't have been able to progress the way I have.”**

In Medway, we have continued to deliver Peer-Led Condition-Based Groups, a 12-week intervention series that focuses on specific conditions such as depression, social anxiety, agoraphobia, and hearing voices. These groups offer participants a chance to learn more about their conditions, manage their wellbeing, and explore the links between emotions, thoughts, and behaviours. The sessions also provide practical coping strategies for managing daily routines and fostering self-awareness and empowerment. As peer-led groups, participants share their personal experiences, learning from each other and discussing how they've overcome challenges, creating a supportive environment for recovery.

## Recovery Based Activity Groups

Delivered weekly in Dartford, Gravesend, and Swanley, our drop-in Recovery Based Activity Groups remained very popular. With sessions comprising 2 hours of activities, including creative and self-expression sessions, and followed up with a 1-hour 'wellbeing space', where we offer more bespoke support around mental health support needs, and how we can signpost into different courses we have available.

We also continued to deliver our Medway-based Creative Minds group, a drop-in community-based weekly group where attendees can connect with others and express themselves through creativity!

In December, we were proud to host a Christmas Meal for the regular attendees of our drop-in groups. These service users had spent the year meeting each week to play games, create art, and socialise with each other, all with the common aim of supporting their mental wellbeing. The facilitators of these groups planned the event in order to give the attendees a fun Christmas celebration with their support network. As well as a full meal, they enjoyed a quiz and a raffle and had a great time with their friends!



## Psychoeducational and Psychosocial Group Interventions

In Dartford, Gravesham, and Swanley, we continued to run highly successful psychoeducational and psychosocial group interventions. Over the course of six weeks, these groups provide a supportive environment for individuals experiencing a mental health crisis. Participants learn to identify triggers, understand symptoms, and explore the connections between their thoughts, emotions, and behaviours. We also teach strategies for challenging negative thought patterns and maintaining mental well-being.

## IPS & Inspirations Employment Support

Our Individual Placement and Support (IPS) Employment Service continued to support people with mental health challenges to move towards, gain, and retain meaningful employment. Working closely with the DWP Jobcentre and community partners, our support workers provided personalised, practical support based on each person's goals rather than predetermined programmes

Support included CV development, interview preparation, confidence building, employer liaison, and in-work support once employment was secured. The IPS approach focuses on rapid job searching and matching individuals to roles that suit their preferences and strengths, helping people rebuild identity, routine, and independence through work.

We were pleased to also be awarded some UK Shared Prosperity Funding to build on our Employment Support offer. Our Inspirations employment group ran in Gravesend and Medway, offering structured group sessions focused on confidence, motivation, and employability skills. This provided an additional supportive step for those not yet ready for direct job searching.

Throughout the year we supported individuals into paid employment, volunteering and training opportunities, while also helping many remain in work during periods of poor mental health. Participants frequently reported improvements in confidence, wellbeing and sense of purpose because of the service.

## Men's Group



Our 'Men's Group' drop-in service was successfully relaunched in January 2024, aimed at providing a warm and safe space for men to discuss topic-based subjects around mental health, our own experiences, reducing isolation, and creating new friendships in a peer-led support group setting.

We currently run our sessions at local community venues and provide refreshments whilst facilitating on 12 weeks psychoeducational course content focused on toxic masculinity, anxiety, depression, suicide prevention, communication and relationships, anger management and coping with conflict, neurodivergence, financial stress, and money management.

As this is a peer-led group, we tailor our sessions around what those attending would find most beneficial. Our 'Men's Group' has gone from strength to strength, with us now supporting 12 – 15 individuals who attend weekly, and we are working towards introducing a secondary 'peer support' Men's group service!

In October 2024, we attended Kent's Wellbeing Awards and won an award for our community outreach!

**“I have been really enjoying coming along to this group. Everyone is so supportive of each other and it's great to be able to talk about things I have struggled with. I have found my relationships at home and at work have improved and I enjoy feeling as though I am a part of something and can help others as well as myself.”**



## Money Guidance

The Money Guidance service continued to support people across Dartford, Gravesham, Swanley, and Medway to feel more informed, confident, and in control of their finances. Many individuals accessing our wider services experience significant financial anxiety, and the team plays an important preventative role in reducing stress that can impact mental well-being. Money Guiders provided practical guidance around budgeting, benefit entitlement, and applications, including support with Personal Independence Payment and Universal Credit. They also worked with individuals to understand income and expenditure, develop manageable plans, and access signposting and further support where required. By increasing financial understanding and stability, the service helps individuals feel more secure and better able to focus on recovery, housing, employment, and wider life goals.

## Ecology Island

Ecology Island was delivered in partnership with North West Kent Countryside Partnership and is a project supporting wellbeing through nature-based activities, helping participants build confidence, social connection, and practical skills.

September 2025 sadly marked the conclusion of our involvement in the Ecology Island project. We are proud of the positive impact this award-winning project had on those involved and grateful to the partners and participants who contributed to its success.



At Christmas, Service Users and staff got to have a go at creating their own wreath!

## Peer Partnership Project

Following the Crisis Peer Alternative Service coming to an end in March of 2024, we were delighted to have received confirmation of funding from the National Lottery in early 2025 for the Peer Partnership Project. This is a new service which began in April 2025 to provide a vital alternative pathway for individuals experiencing significant mental health issues across DGS, particularly those who often fall between primary care and statutory services.

Since starting in April 2025, Peer Support Workers for the service have been able to provide flexible, person-centred support for adults recovering from crisis or attempting to prevent escalation. Support options include one-to-one, community-based, and group sessions, tailored to each individual.

Feedback so far has been incredibly positive, with participants stating how important it is to feel truly heard by someone who understands.



## Coming Soon: All Kinds of Mind's!

All Kinds of Mind's is our upcoming neurodiversity peer support group, aimed at supporting individuals aged 17+ who may or may not have a diagnosis of neurodiversity, including autism, ADHD, dyslexia, dyspraxia, dyscalculia, and Tourette syndrome. This initiative aims to address the lack of tailored mental health support for this community by promoting inclusion, self-advocacy, and independence. The project seeks to empower neurodivergent clients through strength-based approaches, fostering positive mental well-being and reducing barriers to support. By doing so, we aim to enhance autonomy, build upon community connection, and create a more inclusive support landscape within North Kent.

## Anger Management

Anger Management is a unique fee-paying service that provides psychoeducational support to those struggling with anger management issues. Delivered in a group setting (with up to 10 participants), this approach has proven to be highly effective in helping individuals manage their anger. The course is open to anyone aged 18+ and within the North Kent location. Many clients have provided feedback on how beneficial it has been not only to their own well-being, but also for their loved ones.



**Red Lion raised over £7000 for us during their annual Herofest Music Festival!**



**Samuel Jones and Jessica Silver attend Kent Mental Health Awards following Men's Group win!**

## Housing Services

The past year has marked a period of significant change and growth for our housing service, as we continue to provide essential support to some of the most vulnerable members of the community.

### Supported Housing

One of our key highlights this year was the opening of Jubilee Court, another property that we gained from the 1<sup>st</sup> April 2024 in Gravesham.

Jubilee Court consists of 7 self-contained one-bedroom flats across 2 levels, all of which we freshly cleaned, decorated, and furnished. There is a large communal area with a kitchen attached, which has allowed us to run various groups from. There is also a large communal garden, which is perfect for the tenant's annual BBQ!

Thanks to Amazon's ongoing kind donations, we were able to create hampers for all new tenants moving in, which included items such as laundry and cleaning products, as well as various toiletries!

This expansion means we now support 35 tenants across six properties in Dartford, Gravesham, and Swanley, as an ongoing commitment with Hyde and Southern Housing. This ensures individuals have safe, secure, and supportive environments while gaining independence and life skills.



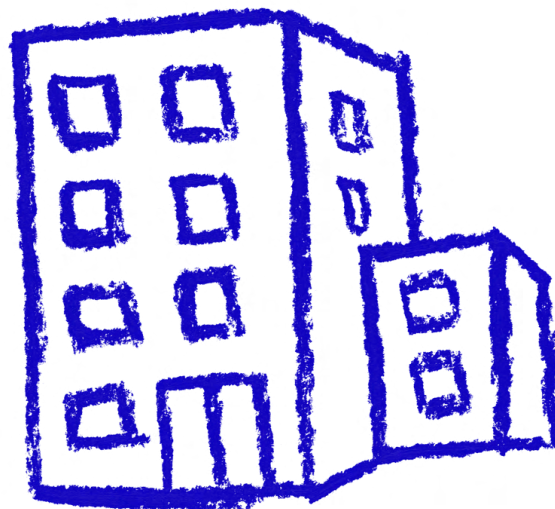
This year, we also completed some major building works at Old Road East, giving the flats a much-needed update to ensure there were no voids or disruption to tenants.

### Heal House

This year, as always, Heal House (previously known as Wrotham Road) has remained busy, with 29 clients who have lived and been supported in our accommodation within the year. As another year passes, we are pleased to say we have secured a further one-year contract, highlighting the growing demand for our service. Our focus continues to be the same on supporting former rough sleepers with mental health conditions and complex needs.

At Heal House, we offer wrap-around services to ensure the best possible outcomes for everyone. Many of our clients are engaged with multiple services, so fostering strong relationships on a multiagency level is essential to achieve the highest levels of engagement. Over the past year, we have started collaborating closely with some new agencies. We now have a new Social Worker with KCC, an allocated Mental Health Nurse, and a Consultant Psychiatrist with the NHS, all working together under the Rough Sleepers Initiative Team. This has enabled us to better engage clients who previously faced barriers to support, such as long waiting times and a lack of continuity.

Overall, it has been a positive year for Heal House, and we are all looking forward to seeing what the new year brings and to helping as many people off of the streets as possible!



## Housing First

More recently, another key highlight has been the successful acquisition of a new contract with Medway Council's Rough Sleepers Initiative, something we are incredibly excited about and proud of!

Launching in October 2025, the Housing First program is an initiative designed to assist vulnerable adults who have previously experienced homelessness and are facing additional challenges, such as substance abuse, alcohol dependency, and mental health struggles.

Housing First represents a forward-thinking approach to tackling homelessness, focusing on providing permanent, stable housing and offering ongoing support tailored to individual needs. Clients are placed in secure housing, either through Medway Council's Housing Department or with MHS Homes. They are then provided with the necessary support to maintain their tenancies and regain independence. This person-centred approach ensures that our clients are not just given a place to live but are also supported every step of the way to thrive in their new homes.

The Housing First team consists of a Housing First Coordinator and two support workers. The team's role is vital in helping individuals navigate the challenges they face, ensuring they have the resources and assistance needed to live independently and with dignity.

We are thrilled to be taking this initiative forward and working with new partners in Medway, and we look forward to providing more updates next year!



**Thank you cards from  
Wrotham Road/HEAL  
house tenants in  
Augusts 2024**



## Opening day!

We celebrated with a small gathering to allow managers and staff to visit and view our new Jubilee Court building.



## Jubilee Court Garden

We were grateful to receive some funding from the B&Q Foundation, which helped us buy garden furniture and decorations.



## Children & Young Persons Services

It has been another busy and rewarding year for our Children and Young Persons Service. From continuing our existing support programmes to securing further funding to expand what we can offer, it has been a year of growth and opportunity. We are very proud of BRAVE Service being announced as a Winner at the recent Kent Mental Wellbeing Awards.

The dedication and hard work of our team do not go unnoticed. Every day, they make a real difference in the lives of local children and young people, and we are immensely grateful for their commitment and passion. We are also thankful for the continued support from our partners, funders, and the community, who allow us to provide the essential services so needed by young people in our area. Whether it's coaching, therapy, or wellbeing activities, the positive impact of our work is clear and far-reaching.

### Short Intervention Therapy (SIT)

We are now in our second year of delivering the SIT Service, with the exciting news that the contract has been extended again until 31<sup>st</sup> March 2026 by Medway Council. This project provides support for children and young people in Medway aged 5 to 18 (up to 25 with SEN or care leavers), dedicated to those who have social worker involvement and are classed as looked after or care leavers.

The service focuses on helping those experiencing emotional dysregulation and related behaviours through group or individual therapy, including Cognitive Behavioural Therapy, Dialectical Behavioural Therapy, and Creative Therapies.



## Building Resilience & Validation Emotions (BRAVE)

Building on our SIT offer, we were also commissioned by Medway Council in November 2024 to deliver the BRAVE programme through to 31st March 2026. BRAVE supports children and young people in Medway aged 5 to 18 (and up to 25 for those with SEN) who are experiencing low mood, anxiety, or self-harming behaviours. This service is open to all, enabling us to reach even more young people beyond those already accessing our SIT provision. Support is offered through both group and individual therapy, using a range of approaches including Cognitive Behavioural Therapy, Dialectical Behavioural Therapy and Creative Therapies.



## Growth. Learning. Optimism. Wellbeing (GLOW)

We are also excited to begin delivering our GLOW service, which has been funded by the Colyer-Fergusson Charitable Trust until January 2027. GLOW is open to children and young people aged 11 to 25 across both Medway and Dartford, Gravesham, and Swanley. This project is dedicated to those who are classed as young carers or receiving support from social care/ early help. Through individual sessions and group activities, young people have the chance to build confidence, improve self-esteem, and get support with engagement in school or education, or taking their next steps into training, volunteering, or work.

## School Coaching Service

Our school practitioner offer continues to grow through working with students in both local primary and secondary schools across Medway, Dartford, Gravesham, and Swanley in both individual and group sessions. Through tailored, age-appropriate support, young people are given the space to build self-awareness, confidence, and emotional resilience. Using solution-focused conversations, psychoeducation, and guided activities, students are supported to explore challenges linked to school, friendship, and personal wellbeing in a safe and supportive environment. Our drop-in sessions also remain popular, offering students easy access to advice, emotional support, and signposting when they need it most.

## Time to Mind

Thanks to continued funding from Kent Community Foundation through the Richard Watts Fund, our Time to Mind programme continues to deliver personalised individual and group support across a dedicated school in Medway. This programme gives students the opportunity to explore their wellbeing, develop a better understanding of mental health, and access the right support at the right time. By offering early, tailored interventions, Time to Mind is helping young people build resilience, confidence, and the skills they need to manage their mental health now and in the future.

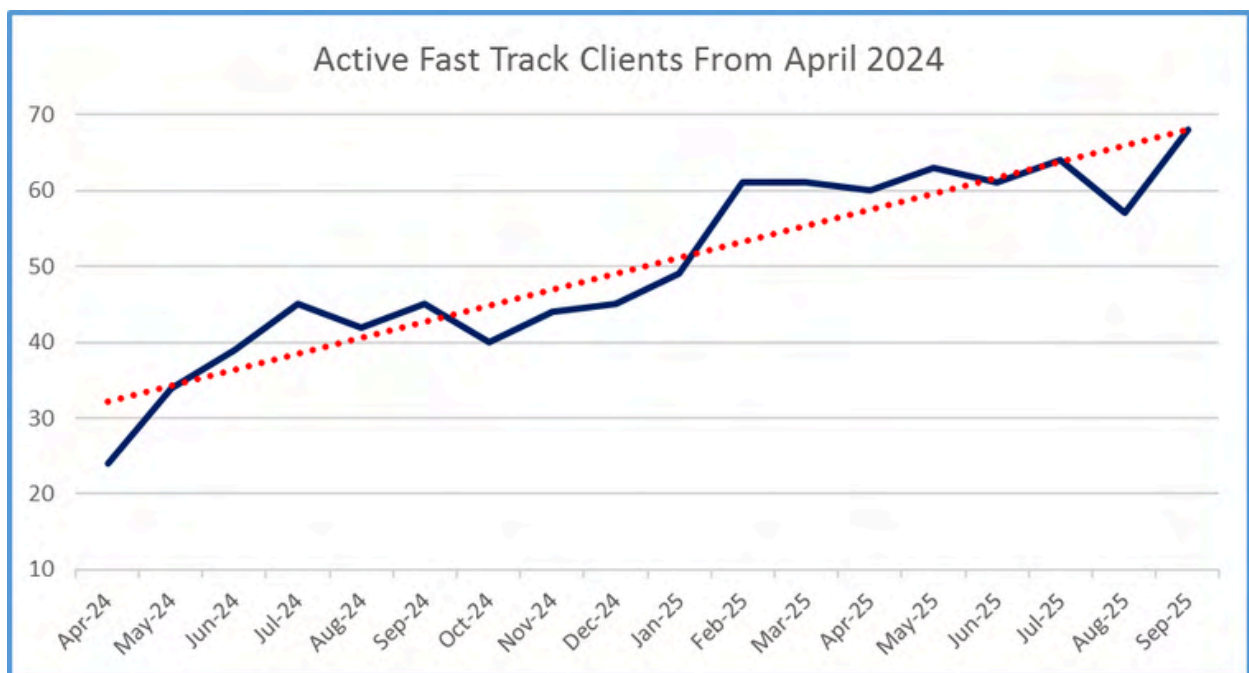
**Looking ahead, we are excited to continue developing our services, reaching more children and young people and responding to the ever changing needs of our community. We are pleased to announce we have been awarded the Medway Therapeutic Alliance (presentation to be delivered) and welcome our new NHSE Recruit to train programme: Growing Minds to our service.**

## Counselling and Therapy Services

The period from April 2024 to March 2025 has marked a year of remarkable growth for our Counselling and Therapy Services. We are pleased to report significant expansion in both our team and services, as well as an increase in the number of counsellors on both our affordable and fast-track services.

A key milestone in our success was the establishment of a full CTS administrative team in October 2024. This has enabled us to efficiently manage the steady rise in monthly referrals, ensuring that every referral receives a response within 5 working days. Our service, which remains highly affordable at just £15 per session, continues to meet a critical need in our community, and the demand for it shows no signs of slowing. Despite a waiting list that remains at 4-6 months, we are proud to have kept this list open for two consecutive years without the need to close it due to overwhelming demand.

Our Fast-Track Service, launched in January 2024, has also seen steady and successful growth. Thanks to the vital administrative support of our full dedicated Counselling and Therapies team have been able to maintain quick access to this service, with waiting times of just 1-2 weeks from the initial referral. This service has proven to be invaluable for those seeking immediate support, and its continued success has been made possible by the commitment and hard work of our administrative team.



The demand for trainee counsellor placements has remained strong, and we continue to benefit from the invaluable support they provide in delivering the affordable service. Furthermore, we have seen great success in recruiting Fast-Track counsellors from within our own trainee pool, offering them opportunities to advance their careers once qualified and with experience, in a trusted and supportive environment.

Looking ahead, we are placing a strong emphasis on gathering valuable feedback from our clients to improve our services further. We also aim to raise awareness of the Fast-Track Service within our community, with the hope of growing this service further.

## Treasurer's Report on the Accounts for the year ended 31<sup>st</sup> March 2025

2024-25 was predicted to be a year of change and consolidation, following the end of our Psychological Therapies contract with the NHS. Further changes during the year added to the challenge, with the retirement at the beginning of the year of our long-serving Company Secretary, Angie Lawrence, followed in September by the well-earned retirement of our Chief Executive Officer Justin Bateman.

The purchase of The Almshouses in Dartford finally went through in January, enabling us to focus on the much-needed repair and improvement required to preserve this historic building. Thanks to our new CEO, Richard Giles, we were able to negotiate a grant from Dartford Borough Council to finance this project.

Despite these hurdles, and thanks to the guidance of our CEO and all the staff involved, we now find ourselves in a far stronger position financially, enabling us to continue to provide the services required. As a result, we can report a surplus for the year amounting to £75,519 – compared with a deficit of £55,285 in the previous year. Part of this is thanks to the generosity of individuals and local businesses who all continue to donate both funds and in-kind.

The table shows an extract of Accounts over the last three years. A full set of Accounts can be obtained from the Company Secretary, or online from The Charity Commission.

Of the £1,273k total funds shown above, £130k is restricted in use, as the funds have been assigned to specific purposes by the Donors. A further £11k has been designated for a particular purpose by the Management, and a further £441k is held in Fixed Assets – including the freehold Building, although part of this is financed by a long-term loan. £943k is available as “Free Unrestricted Reserves”. The Trustees consider that they need to maintain Free Unrestricted Reserves at a level to cover at least three months Expenses together with a contingency for any unexpected costs.

**Donald MacLeod – Treasurer**



## Treasurer's Report For Year ended 31st March 2025

### Extract of Account over the last 3 years

	£ to 31.3.2025	£ to 31.3.2024	£ to 31.3.2023
<b>Surplus for year - unrestricted</b>	23,544	(79,595)	46,313
<b>- restricted</b>	51,975	24,310	(32,437)
<b>Total funds surplus (deficit)</b>	75,519	(55,285)	13,876
<b>Fixed Assets</b>	441,307	4,143	6,151
<b>Debtors</b>	251,802	655,397	752,294
<b>Cash at bank and in hand</b>	984,624	675,470	768,804
<b>Creditors</b>	(152,195)	(132,182)	(247,136)
<b>Long term loan</b>	(252,191)		
<b>Total Funds</b>	1,273,347	1,197,828	1,253,113

## STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an income and expenditure account)

For the year ended 31 March 2025

		Unrescited funds 2025 £	Unrescited funds 2025 £	Unrescited funds 2025 £	Unrescited funds 2025 £
<b>Fixed assets:</b>	<b>Notes</b>				
Grant and donations	<b>3</b>	40,874		40,874	40,874
Charitable activities	<b>4</b>	1,935,872	58,772	1,994,644	3,109,534
Investment Income	<b>5</b>	24,894		24,894	18,783
<b>Total Income</b>		<b>2,001,640</b>	<b>58,772</b>	<b>2,060,412</b>	<b>3,172,061</b>
<b>Expenditure on:</b>					
Raising funds		9,814		9,814	2,532
Charitable activities	<b>6</b>	1,959,880	15,199	1,975,079	3,224,814
<b>Total expenditure</b>		<b>1,989,694</b>	<b>15,199</b>	<b>1,984,893</b>	<b>3,227,346</b>
<b>Net income/(expenditure) for the year</b>		<b>31,946</b>	<b>43,573</b>	<b>75,519</b>	<b>(55,285)</b>
Transfers between funds		(8,402)	8,402		
<b>Net movement in funds</b>		<b>23,544</b>	<b>51,975</b>	<b>75,519</b>	<b>(55,285)</b>
<b>Reconciliation of funds</b>					
Total funds brought forward	<b>16</b>	1,119,902	77,926	1,197,828	1,253,113
<b>Total funds carried forward</b>		<b>1,143,446</b>	<b>129,904</b>	<b>1,273,347</b>	<b>1,197,828</b>

**All of the above results are derived from continuing activities**

**There were no other recognised gains or losses other than those stated above.**

**The attached notes form part of these financial statements.**

**North Kent Mind  
Balance Sheet  
As at 31 March 2025**

		2025 £	2025 £	2024 £	2024 £
<b>Fixed assets:</b>	<b>Notes</b>				
Tangible assets	10		441,307		4,143
<b>Current assets:</b>			58,772		
Investments	11	346,635		333,819	
Debtors	12	251,802		655,397	
Cash at bank and in hand		637,989		341,651	
		<u>1,236,426</u>		<u>1,330,867</u>	<b>3,172,061</b>
<b>Liabilities</b>					
Creditors: amounts falling due within one year	13	<u>(152,195)</u>		<u>(132,182)</u>	
<b>Net current assets</b>			<b>1,084,231</b>		<b>1,193,685</b>
Creditors: amounts falling due after on year	14		<b>(252,191)</b>		
<b>Total net assets</b>			<u><b>1,273,347</b></u>		<u><b>1,197,828</b></u>
<b>Funds</b>					
Restricted funds	16		129,901		77,926
Unrestricted funds					
General fund	16		1,143,446		1,119,902
<b>Total funds</b>			<u><b>1,273,347</b></u>		<u><b>1,197,828</b></u>





**North Kent Mind**

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