



Hammersmith
and Fulham

Annual Report and Accounts 2015-16



**The help offered
has given me back
control of my life.
I am so grateful.**



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Portrait photos posed by models.
Photos of HFM activities used with permission.

Chair Report

Jane Bullen



It is now two years since I was appointed as Chair of the Board of Trustees for Hammersmith and Fulham Mind and it remains an absolute privilege to head up and be part of this vital local resource. I am reminded consistently of the dedication and commitment our team of employees, volunteers and trustees bring to their respective roles which they undertake with the sole intent of enhancing, remedying, maintaining and protecting the mental health of the residents of Hammersmith & Fulham. Our people play such an important part in helping our service users towards better mental health and improved well being – thank you all most sincerely.

This year has seen the retirement of three of our trustees whose long service and contributions it is my pleasure to acknowledge publicly in my report. Our sincere thanks go to Diane Noel, Eddie Richards and Rebecca Deadman. We are also delighted to be joined by four new trustees, Claire Devine, Kat Hattersley, Johnathan James and Johanna Lennon, all of whom I know will bring new momentum and even greater expertise to our board.

Despite the fierce competition there is for funding, we have successfully overcome the financial challenges of 2014/2015 as our accounts for this year show. I will leave our treasurer, Claire Pettitt, to tell you more about our achievements in this regard but suffice it to say this reflects the fantastic work all our people do for HFM. Finance remains a challenge but it is one we are well placed to meet.

We have also continued to raise the profile not only of HFM but also for the services that we can offer to those residents of Hammersmith and Fulham who need our help in coping with the mental health issues they face and the hurdles they need to overcome on a regular basis. A key example of the very positive results this investment of time has produced is to have been selected as one of the Mayor of Hammersmith and Fulham's official charities for 2016. We are delighted and very proud to have been recognised in this way.

Communication is not just about what we tell the world about our work and our goals, it is equally important that we communicate properly across our organisation at all levels. In June 2016, we held another "Away Day" for employees and trustees which gave

us all the chance to learn more about what each of us contributes and our ambitions. It was a rewarding and interesting day involving both hard work and fun. The information we gathered and the ideas we generated will be an important component in our strategy for the next 12 months.

Our CEO, Alex Tambourides' report will explain more about what goes on within our projects "on the ground" and more detailed and specific examples of what has been achieved in the community are set out within this Annual Report for 2015-2016. So much of this is down to the energy and enthusiasm our teams (led by Alex) bring to their projects. I hope you enjoy reading about our successes of the last 12 months and hearing more about what we deliver on the ground to those who use our services.

Equally important, but perhaps less exciting than hearing about personal achievements, is the work that goes on in the background to make our operations ever more effective. As well as regular Board Meetings we now have four sub committees made up of trustees and employees which concentrate on finance, clinical issues, human resources and fundraising. These sub committees enable our trustees to provide regular advice, and the benefit of their professional experience, to our management team which helps move the charity forward and safeguards its well being (as well as that of its employees). It also allows the trustees to gain a better understanding of day to day issues. The contribution made by all to these forums, which then feed back information, ideas and proposals to the board of trustees, is very important and much appreciated.

In addition, this year a working party made up of trustees and senior management have created, and put into play, a new management structure which focusses on five key service areas. These are: Advice and Support; Your Voice; Community Services; Social Enterprise; and Central Services.

Each area has a senior manager who works closely with our CEO, keeping him up to date with the projects they oversee and the work their teams deliver. Our CEO, in turns, feed back information about the services and service users to the trustees as well as providing us with an insight into the challenges and opportunities he and his team face.

All of this reflects our continuing commitment, which I talked about last year, to creating and maintaining effective lines of communication throughout the organisation and to work together to deliver the widest and most useful range of services possible.

I look forward to the next 12 months and to HFM helping the residents of Hammersmith & Fulham to overcome mental health issues.



CEO Report

Alex
Tambourides



This year saw Hammersmith and Fulham Mind move ahead on all fronts. The charity has grown in size, reach, influence and range of services.

We continued to stand up for people with mental health problems both collectively, with User Involvement, and on a one to one basis with our Advocacy services. Building on our local inpatient and Community Advocacy services we developed and launched an Advocacy service in Wormwood Scrubs. Our User Involvement Service - HeadsUp (which now has a membership of over 1,000 people with mental health problems), went from strength to strength campaigning on issues around CPAs and patient/staff relationships. In the final quarter of 2015/16 we retained and doubled the range and size of this service through our partnership with Mind In Ealing and Hounslow. HeadsUp will now be replicated in Ealing achieving economies of scale and value for commissioners whilst increasing the collective voice for people with mental health problems. We gained funding from the borough to allow us to continue to support and stand up for the rights of carers. Moving into 2016/17 we will continue to ensure that their voice and influence is heard and not ignored.

Our 'Building Connections' day opportunity service built on its existing suite of wellbeing services and won funding to provide Digital Engagement workshops to prevent people with mental health problems from being marginalised in an increasingly digital world. In addition to this we ran expert patient programmes to empower local residents to self manage their conditions. We entered into partnership with the London Sports trust to provide running and other exercise activities. We reduced isolation for over 160 local residents through our befriending projects, and continue to work strategically with the borough on this matter through our work in various forums. Cityfix, continued to provide a fantastic means for the isolated to express themselves through training and crafting through woodwork. Cleaning Hit Squad continued to offer a dual benefit to both volunteer participants, and residents in the borough through cleaning and de-cluttering homes. We successfully linked this project in to our Hoarding service providing residents with improved living conditions and wellbeing.

We managed to secure continuation funding for In Education Support in partnership with West London College. This means students in this setting with mental health problems can continue to get the vital 1-2-1 and group support they need to safeguard their mental health. In addition to this we won funds to provide mental health awareness and resilience workshops in schools locally through a new service, 'Learn Well'. We continued to work strategically in the area of young people's mental health through the children and young persons mental health task force.

We continued to diversify and grow our income streams through our social enterprises. Well at Work, our training and consultancy service had its busiest year ever, across all industry sectors and hitting an income level of £76.8K up from £61.6K in the previous year. Our Counselling service, with the kind support of Doctor Edward Bishop Kings Fund continued to be able to offer paid, and free at point of access services to people with emotional difficulties. We continued to work in the area of mental health and employment through our successful partnerships with Ingeus and Ixion.

Our Pathways advice service provided advice and information to clients with mental health problems and in one quarter alone we helped clients get back £5,000 on benefits appeals. We continue to work in this area as the welfare changes continue to provide increased challenges for people with mental health problems. Pathways works in partnership with IAPT, and also with people who are transferring to primary, from secondary care, and building on this we launched the boroughs first Social Prescription service in partnerships with North End Road Medical Practice.

Aside from each service delivery we have continued to work strategically through: LBHF mental health steering groups, primary care mental health steering group, west London mental health trust transformation board and also Like Minded across north west London.

Financially, an Operational Surplus was made of £23K, before the adjustments necessary to reflect the Pension Scheme Liability which marks a return to a trend of growth and surplus after last years deficit.



At every stage of the process your staff were exceedingly helpful, considerate and reassuring.



Advice & Support

Pathways

Pathways continue to work diligently to provide an integrated service that ultimately reduces social exclusion and isolation through improving client's wellbeing and financial security.

In the last 12 months, we dealt with over 2,500 enquiries through drop-in, telephone, email and 1-1 intensive case work.

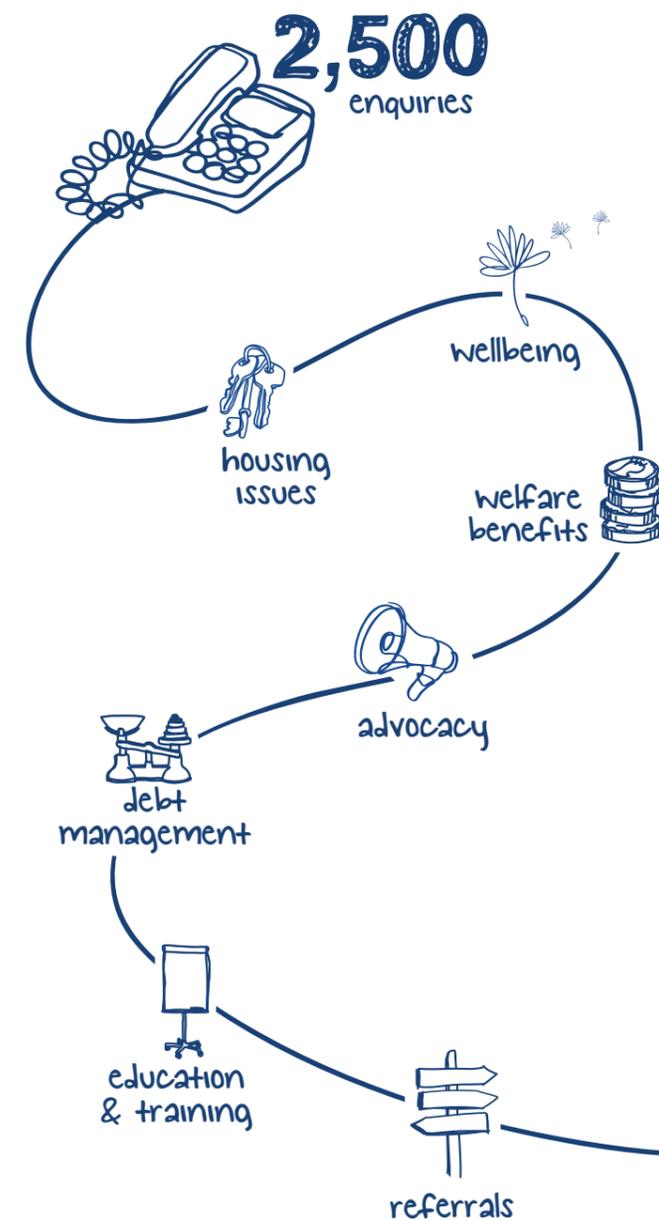
Clients access the service for a variety of issues including; welfare benefits, housing issues, debt management, education and training, wellbeing, advocacy and referral or signposting to other suitable organisations. The majority of enquiries relate to welfare benefits.

Our client group often report deterioration in their mental health due to money worries either because of job losses, not being on the right benefit or benefit migration. Debt can often lead to a loss of tenancy which in turn exacerbates their mental health condition and which can lead to social isolation.

With the support of our specialist advisors, we have been able to increase their financial status and resolved their housing issues.

We've had great success in welfare benefit support. We have assisted clients recover over £45,000 pounds in back payments.

“Empowering individuals towards greater independence and improved wellbeing.”



90% success rate in welfare benefit support

Advice & Support (cont.)

Social Prescription

The Social Prescription Service is a pilot project which offers up to six one-to-one sessions held within in a GP surgery (currently North End Medical Centre). The sessions focus on non-medical support for clients around areas such as: improving mental wellbeing, reducing social isolation, and/or signposting to relevant external agencies. The Project Lead works closely with local community and voluntary services to provide holistic support to the client via signposting and referring to appropriate services.

The referral numbers are currently above the predicted level; between March and late-June 2016 there were 50 referrals made into the project, which is a higher level of demand than was anticipated. To date the project has received positive feedback from a number of GPs, patients and external agencies. Following six sessions of setting goals and coproducing a social prescription, one client said "I feel happy again - it's such a relief".

Liam Hennessy became the Social Prescription Lead in January 2016 and he set up and runs the project.

Befriending

Befriending is a long standing service at Hammersmith and Fulham Mind that aims to offer clients with a mental health diagnosis the support and encouragement of a weekly befriending meeting for up to one year. The service works to build support networks, help clients set and reach personal goals, build confidence and reduce social isolation. The project has had a fantastic year helping over 40 clients, with many clients expanding their social networks and engaging in educational or vocational activities separate from HFM. Many people have supported the service

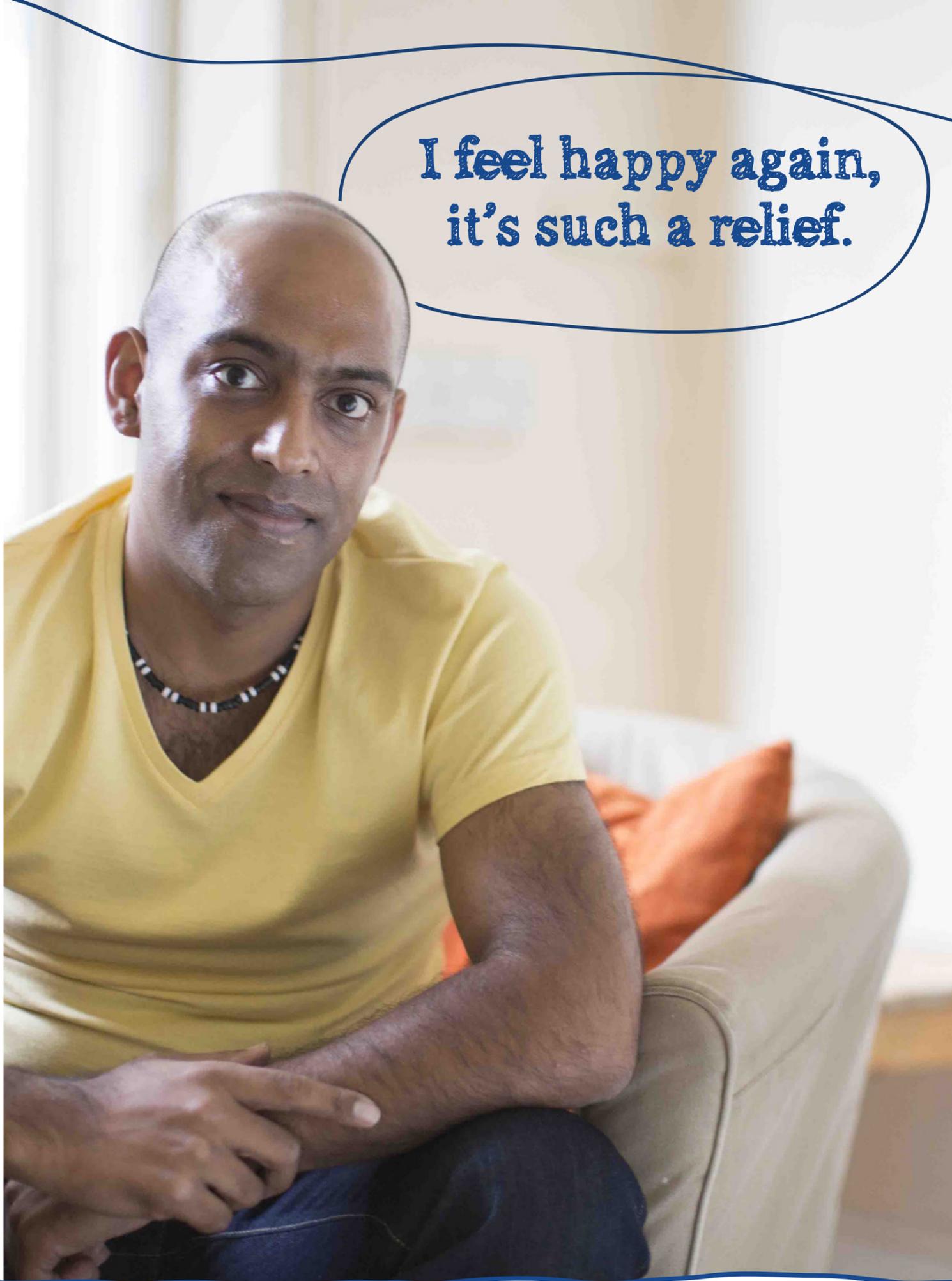
as volunteers and all have done a fantastic job in building meaningful and supportive relationships with clients. Our befriending coordinator Rich Green and volunteer Joy Goddard have worked hard to set up an anxiety and depression support group, which provides peer support to anyone who has experienced symptoms of anxiety and depression.

Befriending continues to offer a highly valued service to individuals in need, and will continue to do so in the future.

Beating Isolation

Due to lack of continuation of funding, 2016 has seen the end of the Beating Isolation project. Beating Isolation was a fantastic project funded for three years that used a six tiered approach to reach out to isolated individuals within the community and surrounding boroughs. Beating Isolation offered befriending in the home or community, weekly telephone support, skills workshops, peer support, social groups and activities. We would like to thank all of the volunteers who have given their time and efforts to support the Beating Isolation project over the past three years.

We have worked hard to ensure that our clients remain well supported during this period. Despite the closure of the service, reducing isolation remains a priority for Hammersmith and Fulham Mind and we will continue to work towards obtaining more funding for similar services in the future.

A photograph of a man with a shaved head, wearing a yellow V-neck t-shirt and a black and white beaded necklace. He is sitting on a light-colored sofa with an orange cushion. A blue speech bubble is positioned above him, containing the text "I feel happy again, it's such a relief." The background is a bright, indoor setting with a window.

**I feel happy again,
it's such a relief.**

Community Services

Building Connections Groups

Building Connections Groups continued to perform solidly with the three-stage social inclusion model with improved outcomes and high service satisfaction. Partnerships with local groups and organisations and support to service users to move on continued to develop.

More service users than ever before are;

- accessing and engaging with the service
- taking up new outside social activities
- better managing their health and wellbeing
- engaging in the community
- taking up voluntary and paid work.

Groups taking place at Blythe Road have included music appreciation, art, read and relax and Mindfulness. We are now providing more activities to encourage people to lead an active lifestyle, including Table Tennis delivered by a professional coach. The new Walking Football Group provided by London Sports Trust is happening every Tuesday. We have continued our partnership with Westway Sports Centre in delivering the Gym group. We have worked with Community Health Teams in delivering workshops to service users aimed at increasing knowledge and information.

Cityfix

The Cityfix Project continues to perform solidly to provide training in carpentry and joinery with beautiful examples of woodworking skills and craftsmanship being produced by its trainees.

The longstanding project based at Trussley Road provides a City & Guilds Level 1 accredited course, ideal for anyone interested in taking up or pursuing furniture-making and working with wood, whether as a hobby, or as the beginning of a practical and creative career.

Service users are carefully supported by staff to engage with the service and not only develop skills in carpentry and joinery, but also to build social skills and make friends.

The service operates Monday, Tuesday, Thursday and Friday. Many trainees also make furniture as a creative hobby, making beautiful pieces of useful furniture for their own personal use, as well as much-valued gifts for family and friends. The service is open to all residents of Hammersmith and Fulham who have mental health problems.

The Cleaning Hit Squad

The Cleaning Hit Squad Project provides a much-needed service to vulnerable adults in Hammersmith and Fulham who, for whatever reason, are unable to clean or de-clutter their home.

The project continues to work closely with Hammersmith and Fulham Mind's Hoarding Support Group to provide de-cluttering support for people with hoarding issues. The service continues to work with people who were in hospital but could not be discharged because of health and safety issues in their home. By doing so, we help clients to return home sooner and reduce the cost of delayed discharges to the NHS. The service has helped to empower more clients to self-manage, clean their own homes and keep their homes clean and de-cluttered once the job is done by the service team.

The service continues to provide vocational training and supervision to people with mental health problems in cleaning, including providing a reference for those seeking employment which has helped trainees move into employment.

Employment Service

Hammersmith and Fulham Mind Employment Support service provides specialised one to one preemployment support for individuals with mental health needs to the INGEUS work programme. This is carried out across the London offices in Ealing, Kings Cross and Wembley. The work programme provides personalised support for people who need more help looking for and staying in work for the duration of two years.

HFM is part of the ACE Network within INGEUS work programme providing on-going one-to-one support sessions to help clients overcome the barriers that they are experiencing and supporting with reasonable adjustments, coping strategies, emotional support, self-management techniques, identifying triggers for individuals health, early intervention, advice and guidance with mental health disclosure to new employers and signposting to external organisations to support clients with their needs.

HFM Employment Support service also provides regular support to Employment Advisors to help them work effectively with their client's needs and aid advisors to reach their targets.

New developments within the Employment Service:

In January 2016, HFM started running Job search support/wellbeing workshops based at IXION-Hounslow work programme on a weekly basis.

The aims of the workshop was to offer additional job search support and wellbeing awareness to clients who are struggling with mental health conditions.

The workshop provides a stress-free and relaxed environment and increases their focus and concentration towards moving closer to work.

The Job search support workshop has recently introduced Mindfulness-colour, meditation – to help reduce the levels of stress and anxiety.

Feedback from workshop:

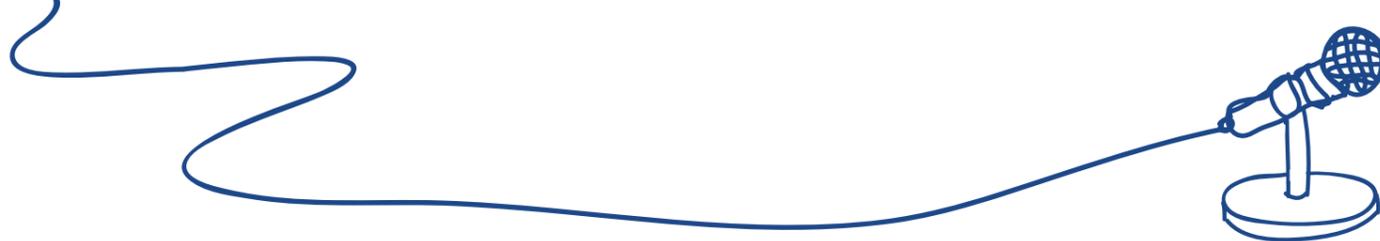
“A relaxing introduction to the difficulties of managing mental health problems and managing ways to improve.”

“Being able to understand other people's attitudes and viewpoints when talking about mental health.”

We've also introduced Learn My Way – a website which provides step by step training for people who struggle with understanding basic I.T training.

“This course comes in very easy and manageable units which eventually build so you can gain a certificate. This site has 11 courses ranging from Staying Healthy, Jobs and Skills, Skills for Job Applications, Keeping in Touch with the Family, Managing Money and The Basics Online. Every course on this website was enjoyable and informative.”

Your Voice



Hoarding

The Hoarding peer support group is open to residents of Hammersmith and Fulham who suffer with problems associated with Hoarding Disorder. The facilitated peer support group is a safe and non-judgemental environment for people to come together and meet others who understand their experience.

The group is structured and pragmatic and people make tangible steps in their recovery journey.

Group members feedback that they feel listened to, are met with empathy and understanding and that being part of the group is what has empowered them to take the first steps to de-cluttering their homes.

Carers

Providing specialist mental health carer's support continues to be a vital part of what we do at Hammersmith and Fulham Mind. It is vital that carers are recognised as an integral part of the recovery journey.

Many carers feel "used" by statutory providers; they feel that professionals take the vital information about those they care for and then close the door when carers have questions and concerns.

Carer engagement with professionals must be a reciprocal relationship. It is our aim to work with carers and statutory providers to implement and bed down the six key standards of the Triangle of Care.

The six key standards state that:

- 1) Carers and the essential role they play are identified at first contact or as soon as possible thereafter.
- 2) Staff are 'carer aware' and trained in carer engagement strategies.
- 3) Policy and practice protocols regarding confidentiality and sharing information, are in place.
- 4) Defined post(s) responsible for carers are in place.
- 5) A carer introduction to the service and staff is available, with a relevant range of information across the care pathway.
- 6) A range of carer support services is available.

Advocacy

Hammersmith and Fulham Mind have been providing mental health advocacy for their residents since the mid 1990s. Georgia Rapsomatioti and Hudda Abukar provide advocacy to patients detained in the psychiatric unit in Charing Cross Hospital. Chika Nwokorie provides advocacy to people with mental health issues who live in the community, in partnership with our community partners Hammersmith Mencap and Hammersmith Action on Disability. Together our advocates make up the Independent Mental Health Advocacy (IMHA).

During the last year the IMHA service has supported 720 people, has carried out 1,364 interventions and spent 2,107 hours working on their behalf. This has enabled vulnerable people in the borough to take a more active part in decisions affecting their care and treatment.

The advocacy service has also helped patients obtain information they need, and to make the decisions that potentially prevent their health from deteriorating.

In the last year we have continued to provide Care Act Advocacy for people who need support to understand the process for social care assessments.

The contract to provide advocacy in HMP Wormwood Scrubs was renewed for 12 months until the end of March 2017.

HeadsUp bi-borough

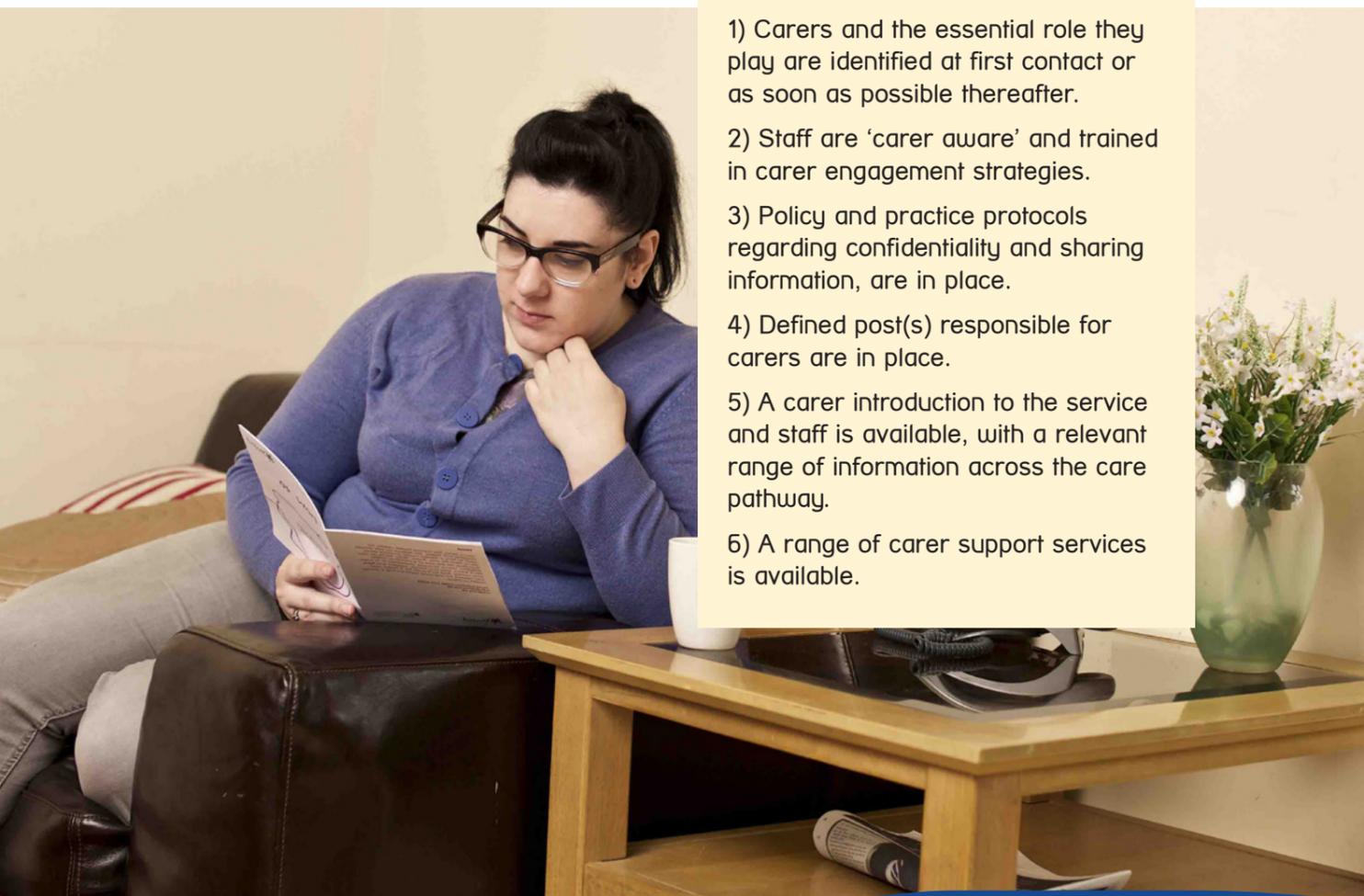
It has been fantastic year for HeadsUp! After lots of hard work and a bucket load of support from the network, we were successful in our bid to win the bi-borough contract to facilitate user involvement across the boroughs of H&F and Ealing

We would like to say a massive thank you to the service users from both boroughs who sprang into action in December 2015 and attended the conversation café to co-develop the model that was used to win the contract. At less than a weeks' notice and in the run up to Christmas, you guys gathered together at Blythe Road. Some of you travelled all the way from Southall to get there!

The room was full of people, we ran out of chairs and people were sitting on sofa arms and the edges of tables but as we looked around the room, nobody was complaining... every one of you was hard at work planning the future of user involvement.

I would also like to say thank you to our facilitator at the December Conversation Café; Peter Sheath.

The work of the network did not end there; a week from the tender presentation (a big deal) the HeadsUp committee told us we needed a film. Thank you to the Ealing and Hammersmith and Fulham service users who at a moments notice and with no script dedicated themselves to a day of filming. Thank you also to Julia Brown who took the day off work to film and then spent her evenings editing so the film would be ready in time for the presentation.



Social Enterprise

In Education Support (IES)

The In Education Support service has rounded off the three years on a high note with each year successfully building on the next. Thanks to the funding provided by John Lyons for this three year pilot project, Hammersmith and Fulham Mind and Ealing, Hammersmith & West London college have been able to work together to provide a preventative service to students between 14-25 years.

Over the three years; 121 sessions, workshops, class talks and events have taken place which has raised awareness, tackled stigma and provided support to over 2,521 students.

220 staff members have been trained on mental health awareness and how to support students with their mental health.

“As a staff member the training I received on mental health and well-being by the Advisor has been very useful. I am fully aware what the meaning of what mental health is and how the mental health advisor can help our learners. I am more aware of early signs and I can confidently refer our learners to the advisor.”

The success of IES over the past three years has resulted in Ealing, Hammersmith and West London College taking steps to ensure its working relationship continues with HFM and IES by funding the service to continue for another year with the hope for a more long term plan.

Learn Well

As a result of funding received from Hammersmith United Charities & Hammersmith and Fulham CCG, IES has recently been joined by Learn Well and we welcomed Claudia Denington, our Learn Well advisor to the team.

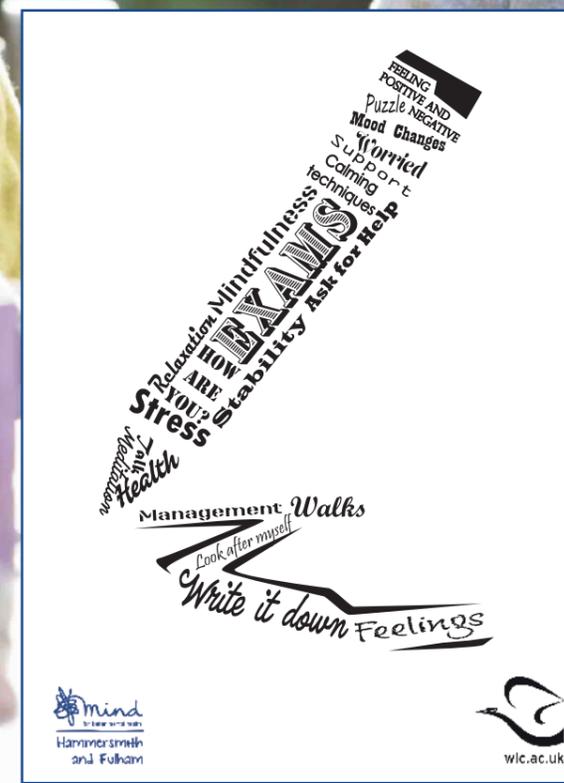
The aim of Learn well is to improve young (11-16) people’s psychological wellbeing by helping to build resilience, promote positive practices, develop adaptive coping skills and raise awareness of how to get help if their mental health deteriorates.

By delivering a programme consisting of six psychoeducational modules, lunch time drop ins and staff and parent training sessions in secondary schools across the borough, Learn Well aims to increase students’ confidence in accessing support services and tackle the stigma associated with mental health.

After the success of the first two programmes, the third is now underway at Fulham Cross Girls School with further Learn Well programmes planned for Fulham Boys School, Lady Margaret’s School, Burlington Danes, Hurlingham Academy and Phoenix after school club.

It has been an exciting year of growth for our youth services and in partnership with Kensington & Chelsea Mind and Westminster & Wandsworth Mind we have recently led on securing funding from CAMHS to expand our offer of mental health services to young people across the tri-borough.

I have learnt that we all need to appreciate ourselves, care for others, look after and be there for friends and family, give others space when they need it, don’t judge others.



Poster designed by student

Social Enterprise (cont.)

Well at Work

Well at Work is an training and consultancy service, delivering mental health awareness and sustainable wellbeing programmes to organisations. Clients range from SMEs to large corporate blue chip businesses across the public and private sector.

Our services include training, individual support and consultancy. This year we have launched the Mental Health & Leaders Programme, Mindfulness Based Stress Reduction and Sixty Minute Taster Sessions across a wide range of areas. We have also implemented an Employee Assistance Programme (EAP), one-to-one coaching support and are setting up an Employee Champion Network.

Our wellbeing partnerships continue to grow. This year we have joined forces with the London Healthy Workplace Charter, a free self-assessment framework that recognises and rewards employers for investing in workplace health and wellbeing. We offer heavily subsidised Mental Health and Wellbeing training for organisations signing up to this framework.

We have also partnered with City and Hackney Mind and are delivering a large volume of training under the Blue Light Programme for the emergency services in central London, including mental health for line managers training, resilience programmes and mental health policy implementation.

Ongoing wellbeing partners include Allianz, Financial Ombudsman, Joseph Rowntree Foundation, Kantar Worldpanel and National Crime Agency.

We stand out from our competitors for two main reasons:

- All of our trainers and consultants have lived experience of mental health problems, extensive experience in line manager training and have undergone business psychology training
- One hundred percent of profits go back into the charity to further fund specialised support projects for the community, from preventative programmes in schools to interventions with in-patients in hospitals.



“Probably the best seminar I’ve attended in 30 years’ service. Useful, full of info, thank you”

Met Police

Time to Talk

Time to talk is a low fee long term therapy service that has been providing mental health treatment in the borough for over twenty years.

We currently have 25 volunteer therapists and assessors who provide psychotherapy to those working or living in the borough of Hammersmith and Fulham. We currently offer integrative, psychodynamic and person centred therapy at Hammersmith and Fulham Mind.

We had a good year in which we worked with many individuals seeking therapeutic support on a long term basis. We have taken on new counsellors and assessors to ensure the waiting is minimised for people to access the counselling service.

We are aiming to expand in the coming year by taking on more clients and working more collaboratively with other organisations in the borough.

Time to Talk takes on clients who self-refer as well as referrals from other organisations and the NHS.



After months of waiting for counselling, I found Mind and was pleasantly surprised at how quickly my appointments were set up. I am very happy with the service I received and would like to thank my counsellor (Claire) for helping me find myself again.



Treasurer's Report & Financial Review

Claire Pettitt



2015/16 saw recovery and growth for the finances of Hammersmith and Fulham Mind following the challenging circumstances of the previous financial year. The charity has grown in size, reach and influence as we've increased our diverse range of services.

Income rose by from £944k to £995k, an increase of £50k from 2014/15, as we gained new projects and extended our range of Well at Work training and consultancy programmes in Commercial Organisations. Expenditure has reduced from £1.02m to £972k. The balance sheet shows net assets of £344k before the pension liability (2014/15: £321k) as a result of reducing debtor balances offset by an increasing cash balance.

These new income streams and tighter controls over costs have resulted in a surplus for the year of £23k before movements in the pension liability (2014/15: A deficit of £77k). New focus is being placed on strategic growth and development to ensure that we will continue along this positive trajectory.

Reserves

Under the requirements of the Statement of Recommended Practice on Accounting and Reporting by Charities, Hammersmith and Fulham Mind segregates its funds into those which are restricted and those which are unrestricted. A further description of these funds and how they are further segregated to include the General Reserve is included within Note 18 to the accounts. Total funds for the Charity as at 31 March 2016 were £106k, down from £152k at 31 March 2015. (Restricted funds have fallen from £127k to £38k; unrestricted funds have increased from £26k to £68k.)

These figures have been significantly impacted by the FRS102 Pension Reserves Adjustment, which has required us to change the way we account for our pensions deficit this year. These changes have lowered our stated unrestricted reserves by the liability on pensions detailed in note 16 to the accounts (approximately £238k at 31 March 2016). The net present value of the deficit repayments have also been restated in the prior year accounts. The Trustees are aware that the deficit on the scheme will fluctuate with changing market conditions and that their responsibility is to meet the required contribution rates, which are built into the annual budgetary processes of the Charity and which the trustees are confident that cashflows will be able to meet.

In line with current best practice, the Trustees have, in reviewing Hammersmith and Fulham Association for Mental Health's Reserves Policy, considered the financial impact of those risks identified as part of the on-going risk management process. The Board of Trustees has agreed that the Association, in addition to any restricted or designated reserves and commitments to, and investment in, tangible fixed assets, should have unrestricted general fund reserves equal to three months of operating costs. This equates to some £255k. Given the variety of funding streams, the Trustees have determined that this would be sufficient to enable the Association to manage any likely eventuality.

The current unrestricted general fund reserves are £68k (2014/15: £26k), a difference of £187k below the reserves target. The Board of Trustees will allocate any future surplus (unrestricted net income) to unrestricted general fund reserves until the level is reached.

Plans for future periods

- Growing new community related projects that build on our existing strengths such as befriending and advocacy.
- Expanding our engagement and partnerships with schools and colleges to improve early intervention.
- Increasing our reach by building partnerships with local organisations and locally-based larger organisations.
- Increasing our capacity to deliver through working effectively with volunteers.
- Consolidating our position within the Shifting Settings of Care to ensure effective working with GPs and primary services as both commissioning and care continues to move in that direction.
- Increasing our diversity of funding streams and looking at new business opportunities to increase our financial resources within both Hammersmith and Fulham and the wider West London field.



Accounts

Statement of Financial Activities (Incorporating income and expenditure account)

For the year ended 31 March 2016

	Unrestricted Funds 2016 (£)	Restricted Funds 2016 (£)	Total Funds 2016 (£)	Total Funds 2015 (£)
Income from:				
Donations and legacies	8,848		8,848	2,111
Charitable activities				
Day Services	9,625	246,316	255,941	254,619
Cityfix/CHS		92,606	92,606	118,789
Advocacy – Hospital	3,149	122,909	126,058	124,532
Advocacy – Wormwood		57,700	57,700	14,925
Education & Employer Engagement	106,103	19,527	125,630	124,383
Advice and Information	42,948	73,579	116,527	76,166
User Involvement Project	18,000	93,271	111,271	104,431
Counselling	45,765		45,765	63,080
Other trading activities	54,453		54,453	61,238
Investments	339		339	202
Other				
Total income	289,230	705,908	995,138	944,476
Expenditure on:				
Charitable activities				
Day Services		254,427	254,427	246,681
Cityfix/CHS		95,649	95,649	167,824
Advocacy – Hospital		131,360	131,360	131,072
Advocacy – Wormwood		57,663	57,663	14,925
Education & Employer Engagement	100,855	19,505	120,360	105,128
Advice and Information	26,616	75,935	102,551	116,733
User Involvement Project		104,171	104,171	88,802
Counselling	52,312		52,312	63,524
Other	53,213		53,213	86,637
Total expenditure	232,996	738,710	971,706	1,021,326
Net income / (expenditure) before Movement on Pension Provision	56,234	(32,802)	23,432	(76,850)
Movement on Pension Provision	(70,000)		(70,000)	8,000
Net income / (expenditure) for the year	(13,766)	(32,802)	(46,568)	(68,850)
Transfers between funds	56,068	(56,068)		
Net movement in funds	42,302	(88,870)	(46,568)	(68,850)
Reconciliation of funds:				
Total funds brought forward	26,058	126,543	152,601	221,451
Total funds carried forward	68,360	37,673	106,033	152,601

Balance Sheet

As at 31 March 2016

	(£)	2016 (£)	(£)	2015 (£)
Fixed assets				
Tangible assets		2,578		3,719
Current assets				
Debtors	183,175		280,849	
Cash at bank and in hand	367,080		245,040	
Liabilities:				
Creditors: amounts falling due within one year	(208,800)		(209,007)	
Net current assets / (liabilities)		341,455		316,882
Total assets less current liabilities		344,033		320,601
Provision of Pension Liability		(238,000)		(168,000)
Total net assets / (liabilities)		106,033		152,601
The funds of the charity				
Restricted funds		37,673		126,543
Unrestricted funds:				
Designated funds	2,578		3,719	
General funds	303,782		190,339	
Pensions reserve	(238,000)		(168,000)	
Total unrestricted funds		68,360		26,058
Total charity funds		106,033		152,601

Our People

Central

Chief Executive	Alex Tambourides
HR Manager and Company Secretary	Jayne Davey
Finance Manager	Judith Shepherd

Community Services

Head of Community Services	Natalie Edwards (outgoing) Brenda Otto (incoming)
Team Leader Building Connections	Idil Hassan
Groups Worker, Building Connections	Dominic Madueke
Cityfix Trainer	Mark Minton
Cleaning Hit Squad Co-ordinator	Cynthia John

Advice and Support

Head of Advice and Support	Isatu Deen
Primary Care Mental Health Advisors	Keith Mallinson Elaine Handy
Social Prescription Lead	Liam Hennessy
Beating Isolation Project Manager	Rhiannon Whipps
Befriending Project Coordinator	Richard Green
Beating Isolation project Coordinator	Taylor Smart
Groups Volunteers	Gabriela Fabrowska Rosie Trustram

Your Voice

Head of Service Development	Eleanor Mitchell
Advocacy Manager	Paul Moore
Independent Mental Health Advocate	Georgia Rapsomatioti
IMHA Advocate	Hudda Abukar
Community IMHA & Wormwood Advocate	Chika Nwokorie
HeadsUp Manager	Nicole Rice
HeadsUp Project Workers	Anna Drescher Harry Rigney Isabel Wood

The summarised accounts on the previous page may not contain sufficient information to allow for a full understanding of the financial affairs of the charitable company and group. For further information the full annual accounts, the auditors report on those accounts and the Trustees' Annual Report should be consulted. Copies of these can be obtained from the Company Secretary at the address shown on the back page of this report. The accounts were approved on 26 September 2016, and will be submitted to the Charity Commission and the Registrar of Companies.

Auditors Statement on Summarised Financial Statements

We have examined the summarised financial statements which comprise the Statement of Financial Activities and Balance Sheet.

Respective responsibilities of the Board of Trustees and Auditors

The Board of Trustees is responsible for preparing the Annual Review and Summary Financial Statements. Our responsibility is to report to you our opinion on the consistency of the summarised financial accounts with the full annual report and financial statements. We also read the other information contained within the Annual Review and Summary Financial statements and consider the implications of our statement if we become aware of any apparent misstatements or material inconsistencies with the summarised financial statements.

Basis of Opinion

We have carried out the procedures we consider necessary to ascertain whether the summarised financial statements are consistent with the full accounts from which they have been prepared.

Opinion

In our opinion the summarised financial statements are consistent with the full annual accounts of Hammersmith and Fulham Association for Mental Health for the year ended 31 March 2016.

Kathryn Burton (Senior Statutory Auditor)

For and on behalf of haysmacIntyre

Chartered Accountants and Statutory Auditor

26 Red Lion Square

London

WC1R 4AG

Stakeholders

Hammersmith and Fulham Mind wish to thank the following organisations for their continued support:

5e	John Lyons
Allianz	Joseph Rowntree
Action on Disability	Kantar World Panel
Allteks	LBHF Adult Education
Bechtel	London Borough of Hammersmith & Fulham
Big Lottery Fund	London Catalyst
Bishop Creighton House	London Healthy Workplace Charter
Brook Green Surgery	Living Wage Foundation
Bush Doctors	Metropolitan Housing Trust
City Bridge Trust	MHA MacIntyre Hudson
Comic Relief	Mind Food
Desta Consortium	Mind in Ealing and Hounslow
Dr Edwards & Bishop King's Fulham Charity	National Mind
Ealing, Hammersmith & West London College	National Crime Agency
Fulham Good Neighbours	NatWest Bank
Hammersmith and Fulham CCG	NHHT
Hammersmith and Fulham Link	PATHS Team
Hammersmith and Fulham Volunteer Centre	QPR in the Community
Healthside Pharmacy	Reaching Communities
Hammersmith United Charities	Sterndale Road Surgery
Hammersmith and Fulham Mencap	Supporting People
HSBC	The Reader Organisation
Ingeus	Westway Sports Centre
Ixion	West London Centre for Counselling
Job Centre Plus (Access to Work)	WLMHT

Social Enterprise

Head of Social Enterprise
Employment Officer
In Education Services Manager
Learn Well Advisor
Well at Work Manager
Well at Work Officer

Ciaran Biggins
Rebecca Edmondson
Christina French
Claudia Denington
Mark Hashimi
Elizabeth Barnes

Counselling Service

Therapeutic Service Clinical Lead
Counselling Administrator
Clinical Supervisors

Farya Barlas
Emma Powell
Frank Bock
Kim McConnell
Bob Grant
Farya Barlas

Trustees and Officers

Patron
Chair
Vice Chairs
Treasurer
Company Secretary
Trustees

Dr Liz Miller
Jane Bullen
Tim Newton & Claire Pettit
Claire Pettit
Jayne Davey
Melanie Carlebach
Nicola Labuschagne
Tim Newton
Kay Hatterslie
Katherine Hattersley
Claire Devine
Johanna Lennon
Johnathan James

Volunteers

And of course we couldn't survive without our amazing group of volunteers! A huge thank you to you all.

Pathways Volunteers

Muskaan Khurana
Malwina Dropik
Claire Hunter
Beth Carley
Elizabeth Okpeh
Sheikh Bayoh

Cecilia Macdougald
Carolyn Dunn
Kristina Amerllahi
Alice Conteh
Sabrina Osmani

Groups Volunteers

Gabriela Fabrowska

Rosie Trustram

Beating Isolation Volunteers

Ada Mkparu
Alkistis Leontari
Assidolah Siam
Ayesha Saidfuden
Becky Pearson
Benat Ibrahim
Bram Davies
Charlotte Ness
Chrysoula Nousiou
Claire Gold
Emily Purches
Georgina Pratt
Gerry Lopez
Hanna Schleimer
Harry Rigney
Ian Godfrey
Ilona Bondar
Julia Chalfen
Kieran Carty
Laura Marsh
Lee Viesnik
Lisa Kalinowska

Manjinder Bhatti
Maya Lall
Mary Rose (Rosie) Shand
Matthew Leach
Melissa Lotmore
Naomi O'Connor
Becky Pearson
Owen Price
Ouma Cazaril
Roberta (Bertie) Bogdanovic
Robin Waterhouse
Rosie Flanagan
Saaimir Ansari
Sabrina Monterege
Tara Harris Brown
Umara Ali
Zainab Khan
Edward Utubor
Kirstyn Bailey
Katie Denyer
Pamela Sander
Silvana Soares

Telephone Befrienders

Ada Mkparu
Chrysoula Nousiou
Umara Ali
Georgina Pratt

Ian Godfrey
Hanna Rosling
Lee Viesnik
Cat Skilton

Befriending Volunteers

Alycia Szeto
Amina Cooper
Andrea Arrindell
Chris Murrell
Daniella Bakic
David Holmes
Ed Kitt
Fergus Johnston
Henry Botham
Ieva Ciurlionyte
Jason Codrington
Joe Naud
Jonny Knowles

Karla Conway
Lily Alexander
Lisa Drake-Brockman
Maria-Jose Blanco
Naomi O'Connor
Norman Moss
Oz Zerzavatci
Paul Johnston
Peter Harkness
Robin Waterhouse
Rupert Goodman
Soufi Orsini
Stuart Ketchell

Volunteer Counsellors

Alexandra Glatman
Ariele Noble
Christine Fontaine
Claire Summerfield
Helen Rayner
Lucy Parsons
Richard Swann
Shabnam Hessami
Shaun Brewer
Suzie Chick

Virginia Geffroy
Mark Maclean
Ben Dustin
Lucy Roberts
Richard Pomfret
Giulia Di Clemente
Mark Hashimi
Felicia Mockett
Sam O'Connell
Ed Simons

Contact Us

Our Offices

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Tel: 020 7471 0580 Tel: 020 7602 2336

Online

Web: www.hfmind.org.uk
Email: enquiries@hfmind.org.uk

Recruitment

Email: recruit@hfmind.org.uk

Volunteering

Email: volunteering@hfmind.org.uk

Social Media

 Hammersmith and Fulham Mind
 @HFMind



Hammersmith and Fulham Association for Mental Health

Registered Charity no. 801259.
Company limited by guarantee no. 2257523.

