

# Bristol Mind

## Trustees Report and Financial Statements for the Year Ended 31 March 2025

A charitable company founded in 2001

Registered in England and Wales

Company Number: 04124744

Charity Number: 1085171



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## TRUSTEES REPORT

The Board of Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, presents its annual report together with the financial statements of the charity for the period 1 April 2024 to 31 March 2025. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019). The financial statements also comply with the Charities Act 2011 and the Companies Act 2006.

### REFERENCE AND ADMINISTRATIVE INFORMATION

Charity Name: Bristol Mind  
Charity Registration Number: 1085171  
Company Registration Number: 04124744  
Registered Office: To September 2024: St Brandon's House, 29 Great George Street, Bristol, BS1 5QT.  
From October 2024: 48 Fairfax Street, Bristol, BS1 3BL.  
Bank: Co-operative Bank, PO Box 250, Delf House, Southway, Skelmersdale, WN8 6WT  
Independent examiners: Francis Clark LLP, 90 Victoria Street, Bristol, BS1 6DP

### Trustees

The Trustees and officers serving during the year were as follows:

Dr Hayley Richards (Chair)  
Joanne Diamond (Vice Chair)  
Tony Whitlock (Treasurer)  
Victoria Davis (appointed 5 August 2024)  
Ana Miguel Lazaro (appointed 2 August 2024)  
Sally Mason  
Mo Morgan (appointed 8 August 2024)  
Alexander Alcock (resigned 3 July 2024)  
Grace Smith (appointed 23 July 2024, resigned 24 March 2025)  
Joanna Sunderland (resigned 31 July 2025)  
Thomas Wilson (resigned 11 August 2025)

### Chief Executive Officer

Emma Brech

## CHAIR'S REVIEW

I am pleased to present this year's report on behalf of the Board of Trustees. In the year April 2024-March 2025 Bristol Mind provided mental health and wellbeing services to over 2,600 people of all ages and backgrounds in and around Bristol.

Affiliated to National Mind, we are an independent charity working at the heart of our community. We deliver inclusive and responsive services including Mindline, Meeting Minds Counselling and Community Wellbeing projects.

Last year represented a key time for Bristol Mind as we recognised the social and economic pressures on our community, with a resultant increase in reported feelings of stress, anxiety, and depression.

Our Mindline and Infoline services -which underpin our other services as a 'first port of call' - received over 3,800 calls, voicemails, and e-mails, a 31% increase in engagement from the public compared to the previous year. With many clients citing challenges in accessing statutory counselling - where waiting times are at an all-time high - and the unaffordability of private counselling, we saw a 17% increase in referrals to our Meeting Minds service.

In response to community need, we made the decision to co-locate with Citizen's Advice Bristol and launched several pilots within our Community Wellbeing Service. These aim to reach people experiencing a range of challenges including low-income, debt, fuel poverty, and unemployment. At the same time, we intensified our support for minoritised groups, with targeted emotional support conversations and new £5 counselling places for people on low incomes, and those experiencing isolation, discrimination or hate crime.

The outcomes for our clients attest to the commitment and dedication within our teams: evaluation scores for improved mental health and wellbeing consistently showed over 80% across all of our services.

Navigating this increase in demand against a 22% decrease in our annual budget necessitated careful planning. I am proud of the work completed by staff and volunteers in achieving more with less: working together to increase our overall client numbers whilst cutting our cloth ever more finely.

Our year-end financial position in March 2025 shows a significant improvement on the previous year and sets a solid baseline from which to sustain and develop our organisation.

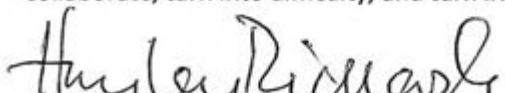
Whilst we remain moderate in size, two new systems-change projects last year, detailed in the Report on Charitable Activities in 2024/25 on page 13, proved that we have the leadership and voice to advance collaboration and compassion within our sector. These qualities remain key if we are to influence the provision of properly equitable and inclusive mental health services.

We are very grateful to our existing and new funders and donors who made this possible and who continue to support us in our mission to reach more people in need.

We are also indebted to our community partners, and to the many volunteers who join us each year on Mindline and as counsellors within Meeting Minds; without their lived experience, passion, and expertise, we simply would not be able to deliver our high-quality services.

Our plans for 2025/26 continue to build on our Community Wellbeing and Counselling offers, with increased partnership work and outreach services to more deprived Bristol wards and surrounding areas.

I am particularly excited about our upcoming focus on lived experience and how we might create better pathways from service-user to volunteering, training and paid work within the sector. It is this potential to connect, collaborate, turn into difficulty, and turn lives around which makes Bristol Mind a special place.



Dr Hayley Richards  
Chair of Trustees

## OBJECTIVES AND SERVICES

### Public benefit

In setting objectives and planning for activities, the Trustees have given due consideration to the general guidance published by the Charity Commission relating to public benefit.

Our Memorandum of Association sets out the organisation's principal organisational objectives which are for the public benefit and are compatible with section 17 of the Charities Act 2011. These are:

- 1) To promote the preservation of good mental health by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition.
- 2) To relieve the needs of people with mental health problems by working to increase the understanding of mental health and mental health problems by gathering and disseminating information and working to raise awareness, promote understanding and challenge stigma and discrimination.

Bristol Mind's charitable activities focus on the provision of inclusive and accessible mental health services for people in and around Bristol. Our activities are of public benefit insofar as they promote individual and community resilience, helping people not only to find the right support for themselves, but to actively engage in volunteering opportunities which contribute to a mentally healthy, inclusive society.

### Vision, Mission and Values

Our *Vision* is to support everyone in and around Bristol in achieving the best mental health possible.

Our *Mission* uses the power of our local community to create inclusive activities based on lived experience: most of our volunteers have lived experience, alongside many of our Trustees and staff.

Our *Values* are:

- › **Compassion** – responding to each other with empathy and consideration.
- › **Equity** - recognising different circumstances and tailoring opportunities for success.
- › **Respect** – upholding the dignity of others, observing humility, advancing collaboration; and,
- › **Integrity** – modelling transparency and accountability in everything we do.

Our Services are designed to support people wherever they are on their journey to better mental health.

- › Our '**Infoline**' - open four mornings a week - helps people take the first steps to finding the right support, whether from our own services or those of other local organisations.
- › **Mindline**- our free confidential telephone service gives emotional listening support from volunteers with lived experience five evenings a week. We answer up to 2,000 calls annually, most people call more than once.
- › **Meeting Minds** - our 1:1 counselling service offers at least four months of weekly sessions with qualified and / or trainee counsellors (trainees are supervised). Clients pay £5 - £35 per session, dependent on their income.
- › **Community Wellbeing** services for minoritised and low-income communities:
  - 1:1 emotional support and advocacy for victims of discrimination & hate crime
  - 1:1 / group psychoeducation for people living in poverty, debt and / or long-term sickness absence.
  - Counselling, emotional support, signposting, walks, cooking and gardening for asylum seekers
- › **Workplace Wellbeing**: training / consultancy for local companies including mental health first aid.

## REPORT ON CHARITABLE ACTIVITIES IN 2024-25

### The mental health context in and around Bristol

Over the last year our community continued to experience remote and isolated lifestyles, increased levels of personal and social anxiety, and high levels of stress caused by the ongoing cost-of-living crisis.

Last year, over half of calls to Mindline were from regular callers who used Mindline several times a week or month as an integral part of their well-being strategy for the social connection and emotional support we provide. Many of these callers are known to have a mental health diagnosis and/or history of trauma including sexual abuse, self-harm and suicidal ideation.

The most common issue discussed on Mindline calls was anxiety and stress (40%), then isolation (35%), depression (23%) and suicide or self-harm (21%). 16% of callers mentioned accommodation or housing issues, 15% cited physical health concerns or chronic pain and 7% mentioned abuse or hate crime. 52 safeguarding incidents/concerns were recorded; these were successfully managed or de-escalated with only 16 of these requiring an onward referral to crisis teams or emergency services.

In our 'Meeting Minds' counselling service last year, we received over 400 referrals, a 17% increase on last year (342 YE24), due to increased demand and with a spike in January after the launch of our new website. 38% of clients accepted for counselling showed 'severe' score ratings for depression and anxiety in their first assessment (compared to 33% in YE24). This coincided with more people citing refusal by statutory (primary care/ CBT) services as their reason from approaching our service. Issues that they presented with ranged from anxiety and loneliness through to grief associated with suicide, trauma and abuse.

We have seen more people requesting extensions beyond our 16 weeks offer, and more people revealing trauma/more complex needs once in therapy. We have also noticed an increase in mental health challenges in young adults aged 18-25, a generation deeply affected by COVID-19. These clients cited loss of confidence and identity confusion, greater isolation, and over-reliance on online lifestyles; coupled with increased stress and anxiety from the overwhelming social, economic and environmental problems facing them as they enter adult life.

### Achievement and performance

In the year ending March 2025, Bristol Mind supported 2,620 unique beneficiaries across all services, a 23% increase on our prior year (YE24 - 2,123 beneficiaries).

Our services help people to find the right support at the right time, free from stigma or discrimination. Central to our offer is the principle that good mental health and wellbeing is a community endeavour, enabling people to feel safe in expressing about how they feel, what they need and want in terms of support, and what they can offer as unique and valuable individuals.

- › Our 'Infoline' helped 1,438 people find support, of whom a fifth were referred into our own services. 25% of calls were signposted to other charities, 16% were referred to statutory services such as the NHS.
- › Our Mindline volunteers offered emotional support to 726 people on 1,861 calls (61% called more than once). 21% of calls involved suicidal ideation or self-harm; the majority were successfully de-escalated.
- › In our 'Meeting Minds' counselling service, we supported 336 clients. Based on a 15% sample of pre and post results; 90% of clients reported a reduction in feelings of depression and hopelessness, and 86% reported a reduction in anxiety by the end of their sessions.
- › In our Community Wellbeing services, we supported 1,469 people (798 YE24) via:
- › Wellbeing Support & Signposting to asylum seekers in Initial Accommodation Hotels: 1,206 people were supported via drop-in sessions delivered in partnership with Borderlands; a huge increase on 2024 due to an additional commission being awarded in October to support asylum seekers at a third Hotel. Within this, 37 newly arrived residents participated in our pilot delivery of six 1:1 emotional support sessions with dedicated staff. Early findings

indicate a reduction in feelings of being overwhelmed, isolated and distressed.

- › Greenspace: 111 asylum seekers engaged in cooking, gardening and walking groups, and based on a 26% sample, 100% reported improved happiness and decreased isolation.
- › 1:1 counselling for female asylum seekers: 73 women were supported and 83% reported that they had improved coping skills resulting in being able to get through the day.
- › Hate crime & discrimination victim support: 19 people benefited from our one-to-one service, of whom 85% reported being better equipped to cope, more confident to report and safer within their community because of our support. A further 120 people were reached via Bristol Hate Crime and Discrimination Service workshops and events.

134 skilled and dedicated volunteers were crucial in the delivery of these outcomes for our clients, representing over 10,500 hours of volunteering time. We simply could not deliver our services without the support of our volunteers and thank them for their dedication and commitment. Most of our volunteers and staff have lived experience of mental health issues, and we are working towards a Lived Experience Pathway, offering a route from volunteer to counselling trainee.

#### **Feedback from volunteers and trainee counsellors with lived experience**

*"A large part of wanting to volunteer on MindLine was having lived experience of mental illness and knowing how isolating that can be. I wanted to help provide others with the support, empathy and understanding that is so vital when going through challenging times. On a more personal level, I also felt that volunteering for MindLine could help me reframe very difficult times in my own life by using the knowledge gained to help callers. Bristol Mind's emphasis on volunteer wellbeing and the comprehensive support/ supervision systems in place were also a factor in applying to volunteer."*

*"I loved my time on Mindline, and it was instrumental in both my personal recovery from mental health issues, and in my decision to retrain as a counsellor. I'm now finding the Meeting Minds placement very rewarding, and extremely useful in terms of learning and development as I move into private practice."*

*■ "My journey to becoming a trainee counsellor for Meeting Minds was informed by lived experience. I had a post-natal mental health crisis 26 years ago during which I was sectioned and spent two weeks in the mother and Baby Unit. Although I recovered quickly from post-natal psychosis and was discharged from mental health services within a few months, this experience was life changing. Becoming a parent, separated from my daughter's father inspired me to look differently at myself and my life choices and to take my mental health seriously. Counselling and psychotherapy and career changes left me keen to take up training and volunteer to listen. I felt that being heard (and listening to myself!) was the most important part of improving and maintaining good mental health."*

#### **Staffing and management**

Emma Brech - Chief Executive Officer - is a qualified counsellor and Clore 2016 Fellow. Bristol Mind's senior team includes two other roles: Head of Finance and Central Services -Andrew Joyce, qualified accountant and member of CIMA with 30 years' experience in a variety of finance roles; and Head of Clinical Services – Liz Sorapure- a qualified counsellor with 20 years' experience as a clinical services manager / supervisor.

The senior team manage our culturally diverse staff and volunteer teams, who have a wide range of complementary skills and qualifications. This includes Microsoft 365 expert Sam Conybeer (Office & IT) and commercial/ project manager Caitlin Scott (clinical administration). Last year we appointed three new Service Managers (Meeting Minds, Mindline and Community Wellbeing), each qualified and experienced counsellors or psychotherapists bringing clinical and trauma informed expertise to support our teams.

During the year they managed eight Coordinators, two Clinical Administrators and three Lived Experience Advocates (Refugees). Our team of 20 staff worked closely together from delivery, through to administration and management,

ensuring the smooth and efficient running of all our services with a focus on high quality, trauma-informed support for our beneficiaries.

Our Counselling team consisted of 35 counsellors offering online and face to face counselling. The majority of these are trainees, supervised by qualified practitioners and supervisors. Trainees complete placements with us whilst on accredited courses. We include specific lived-experience counsellors for LGBTQIA+ and Neurodivergent clients. Counsellors are well supported via clinical supervision in line with the British Association of Counselling and Psychotherapy's ethical framework and guidelines, as well as regular staff meetings and routes through to employment opportunities as they arise in-house. We partner with reputable training providers including Bath Centre for Psychotherapy and Counselling; UWE – the Doctorate in Counselling Psychology; UWE – Masters in Counselling; University of South Wales; Metanoia; and Heartwood College. All staff and volunteers are subject to Safer Recruitment procedures and enhanced DBS checks in line with government guidance.

### **Infoline**

Infoline is our information and signposting service, open three mornings per week. Last year we supported 871 callers requesting information and signposting. The main reason for calls were enquiries about talking therapies (33%) and advocacy and legal advice (9%), with cited reasons including depression (7%), housing or homelessness (5%) and anxiety (5%).

### **Meeting Minds**

Our affordable one-to-one counselling service is designed to reach a diverse range of people in Bristol and South Gloucestershire with a bespoke, personalised service. We offer clients up to four months of weekly sessions (50 minutes a time) at our office (and online as suits the person), with the option to extend if appropriate. Beneficiaries pay for counselling sessions, but at a vastly reduced rate of between £5 and £35, dependent on the person's income.

Our team responded well to the disruption caused by moving premises last year, delivering 3,674 sessions of talking therapies to 336 clients. We adopt a trauma-informed approach to our work, which includes supporting all counsellors with clinical supervision, practice-based learning meetings, database training and ongoing safeguarding training/ support. Our service model includes a mix of trainee and qualified associate and paid counsellors. This means that whilst we primarily support clients with 'mild-moderate' needs, we can also support clients with 'moderate/severe' needs.

Our clients included 179 female, 138 male and 19 trans or non-binary people. We respond to enquiries using a person-centred approach, thinking carefully about presenting needs, identity and modality to match clients with the right counsellor. 37 clients identified as LGBTQIA+ and 50% of these identified as neurodivergent; where possible, these clients were matched with lived experience counsellors. Ages ranges included 15% under 25; 56% aged 25-34; 13% aged 35-44; 6 aged 45-54; 8% aged 55-64 and 2% were aged 65 or over.

### *Counselling outcomes*

From a sample of our 50 counselling clients, we tracked PHQ9 (depression) and GAD7 (anxiety) scores from the beginning and end of therapy, usually 16 sessions in total.

**PHQ9:** The data showed that 70% of clients started sessions with scores indicating moderate depression or higher, and 38% started sessions with scores indicating more severe depression symptoms.

› By the end of sessions, 90% of clients reported an improvement in feelings of depression and hopelessness; 58% reported over a 20% improvement. 28% of clients moved from severe to moderate or mild scores.

**GAD7:** The data showed that 62% of clients started sessions with scores indicating moderate anxiety or higher and 28% started sessions with scores indicating more severe anxiety symptoms.

› By the end of sessions, 86% of clients reported an improvement in feelings of anxiety; 38% reported more than a 20% improvement and 32% of clients moved from moderate-severe to moderate or mild scores.

### Counselling case study

This case study shows how a fairly short intervention of 12 sessions can help a young adult to increase insight and resilience at a key transitional stage in their life. It shows how with empathy and acceptance from their counsellor, Ellie learns to trust in her own feelings and insights, let go of past experiences/ limiting beliefs, and find a way of being in the world which better aligns with her identity and values.

*'Ellie', aged 20, started counselling with us at a transitional stage – in the lead up to starting her first job and the next stage in her life. During her assessment, Ellie described an OCD 'rabbit hole' of thinking, leaving her feeling insecure and unable to participate in activities she enjoyed. In the past she had self-harmed and had no prior experience of counselling.*

*A previous relationship had caused her to feel guilty and lose trust in herself. We discussed the differences between 'healthy' and 'unhealthy' guilt and shame and explored personal boundaries and 'people pleasing' behaviour.*

*Across 12 sessions Ellie engaged well. We progressed to exploring childhood experiences which had caused her to internalise guilt for many years: Ellie told us she felt "a weight taken off her shoulders", as part of her story was witnessed and validated. A recurring theme was self-doubt and self-deprecation, a core belief in 'I am not right'. As she moved into deeper work Ellie felt able to explore these feelings further - insecurity, guilt and shame - gaining new insights and perspectives.*

*Ellie used the sessions to reflect on her identity, gaining confidence in making decisions which aligned with her values and future plans.*

*By the end of the sessions her depression score had reduced by 78% and her anxiety score had reduced by 50%. Ellie was able to notice the positive scores and changes, such as feeling more compassionate and accepting of herself.*

### New developments in counselling

- › In response to increased referrals for clients with higher needs, i.e., more clients presenting with 'Moderate/ Severe' needs we introduced a pre-initial assessment triage. This ensured that people needing more specialist support were referred on quickly; the numbers referred on doubled from 11 to 22 per quarter by the end of March 2025.
- › In response to the cost-of-living crisis we piloted a new approach to reach people living in financial crisis including debt by offering a £5 per session fee for up to 12 sessions. Between January and March 2025, three clients were seen, and we aim to support 32 clients in total across 2025.
- › We supported ten young clients (aged 18-25) with free counselling for up to 12 sessions, working in partnership with other young people's services such as Off the Record.

### Meeting Minds client feedback

*"My counsellor listened well and challenged my thinking- particularly around my self-image to help develop a more positive self-image. They allowed me the space to feel my emotions and was very positive and encouraging."*

*"Genuinely changed my life and helped me think about things in an entirely different, healthier way."*

*"[My counsellor] helped me to see things that I hadn't noticed before in myself and helped me to see that I needed to prioritise myself more. It has been empowering!"*

### *Developing the next generation of counsellors*

Trainee counsellors end their placement with a reflection on their experience and learning with Bristol Mind. For many, the experience of meeting and supporting a diverse range of people within a safe and affordable counselling service presents a profound opportunity for reflection and greater social connection/ awareness. Last year's feedback included the following comments:

#### **Meeting Minds trainee feedback**

*"I have gained confidence and skills in providing therapy for a range of clients (particularly younger people - late teens / early twenties), and how to make the most of learning from supervision and putting theory into practice".*

*"My time here gave me a window into the counselling/psychotherapy world. A great deal of learning about the processes involved to make the experience professional, productive and safe for clients. Lots of personal and professional support from all the team at Bristol Mind."*

*"Seeing clients grow in confidence and 'come alive' through the course of therapy was truly valuable. Also seeing clients come to some significant new ways of understanding and feeling about themselves and their worlds was a privilege to be alongside."*

### **Mindline**

Our free confidential telephone service offers emotional support from volunteers with lived experience. It operates five evenings every week and last year we recorded 1,861 callers with a 61% repeat call rate. Most people call more than once, and many have been calling regularly over many years. Mindline volunteers receive 6 weeks of specialist training, safeguarding training and weekly supervision. Our volunteers supported 1,762 callers last year with a 63% repeat call rate. On average 62% of callers were female, 22% male, 16% Trans/non-binary/unknown. Where the callers age was known, 19% were aged 18-24, 34% were aged 25-40, 28% were aged 41-60 and 19% were aged 60+.

#### **Mindline caller feedback**

*"Thank you so much for talking to me, you've got me through tonight. I can really hear how much you care...I'm so used to just feeling judged and alone."*

*"Thank you for your listening ear, talking is my medicine."*

*"Thanks for listening. I don't feel I can talk to anybody else about this and say how I'm really feeling."*

*"I'd be lost without Mind."*

#### **Mindline volunteer feedback**

*"Someone told me last night that Mindline has saved their life on several occasions."*

*"Hearing a caller move from extreme distress to a calmer place in that half hour call is a really positive experience. Also listening to other volunteers do their thing and the mutual support on shift I find really inspiring."*

*"A positive experience that was very memorable was when a regular autistic caller with bipolar disorder told me that we (Mindline) had made such a difference to them when they were struggling with a bipolar episode. They said they found it hard to talk rationally and that most people couldn't understand what they said during episodes. They said they appreciated that we never turned them away, that we helped them to get better and they saw us as a useful tool to help them stay well."*

*"I feel privileged that people put their trust in myself and the wider team and proud that we can support so many people in the community. Every shift is different. Many calls are challenging. But to be able to support in that moment is so very rewarding and humbling."*

## Community Wellbeing Services

These services have developed over the past five years in response to increased poverty, isolation and stress within our communities, particularly for those facing exclusion, discrimination or stigma, or living with protected characteristics.

We offer specialist support via a range of services to minoritised communities including asylum seekers, refugees and people from LGBTQ+ backgrounds who often fall victim to hate crime.

Last year, we supported 1,429 service-users across our wellbeing services and increased the number of activities, recording a total of 2,099 attendances. This was driven by an almost doubling of asylum seekers supported compared to YE24. We work closely with Borderlands to deliver drop-in support to residents of 'initial accommodation' hotels – where the government accommodates asylum seekers whilst their claim is being considered. We were commissioned to deliver drop-ins at a third hotel from October 2024.

The Community Wellbeing team use a community development approach, using outreach to find people in need and helping them to identify and advocate for their wellbeing and mental health needs. The team use formulations including 'Cope Comprehend Connect' (CCC) strengths-based support, as well as awareness raising and topical psychoeducational workshops.

Our team are practised in collaborative methods which engage people on their own terms and encourage ownership and co-design of their own journey towards better mental health. For many people, our community wellbeing projects represent a vital first step in recognising need and trusting further or regular support from our Mindline and Meeting Minds counselling services.

Last year we continued with key flagship activities and began piloting new work from January 2025.

### Support to asylum seekers and refugees

This range of projects continued to thrive in response to the need for trauma-informed wellbeing interventions, leading to stabilisation, social connectedness and more timely referrals into NHS mental health services. During the year we worked closely with a range of specialist refugee community organisations and mental health services, including Bristol Refugee Rights, Borderlands, Refugee Women of Bristol, Bridges for Communities and The NHS Hope Trauma Service for Asylum-seekers and Refugees.

#### */ Drop in and signposting support*

Last year we collaborated with Borderlands to deliver drop-in and signposting support to 1,206 residents of three 'initial accommodation' hotels including:

- › Basic needs like SIM cards, clothing, bicycles and pushchairs.
- › Wellbeing activities such as swimming, yoga, football, drama, cookery and volunteering.
- › Medical appointments, counselling and more intensive trauma counselling via The Haven, Vita Minds and NHS Hope Asylum-seekers and Refugee Trauma Service.

#### */ CCC Emotional Support Conversations*

During the year we piloted a 6-session model of emotional support conversations using the NHS-approved 'CCC' formulation to help stabilise newly arrived residents who are feeling overwhelmed, experiencing distress and isolation. When people are feeling like this, it can be difficult for them to take the steps needed to seek and engage with formal mental health services.

37 service users accessed this support between January and March 2025. Early findings indicate that the conversations helped people to feel calmer and regulate their emotions, which will help them to engage better with specialist mental health services.

*/ Parent and Child after School Club*

Between March and July, two weekly family clubs (for parents with children aged 0-6 and 6-12) were delivered at the Mercure Brigstow benefiting 132 parents and children with the focus on positive relationships through creativity and play. Due to a lack of funding, this activity finished in July.

*/ Football for asylum seekers*

Between October and March, 57 service users (95% male, 5% female) benefited from weekly football sessions at St. Pauls Community Sport Centre. Due to a lack of funding, this activity finished in March.

St Paul's Community sport centre was chosen as it is central to two of the hotels. The objective was to reduce service user's isolation and loneliness, foster healthy mental wellbeing, and encourage physical fitness, confidence and leadership skills through participation in sports.

Service user feedback, supported by happiness-isolation data from a sample of 12% of service users, highlighted significant improvements in mood, social interaction, and overall mental health. Our team observed enhanced social interaction between participants, improved physical health/ fitness and a stronger sense of belonging/ community between participants from different nationalities/ ethnicities.

*/ Counselling for female asylum seekers (Women without Borders)*

73 clients were supported to attend what we call 'Brief Solution Focused Counselling', which we deliver in partnership with Refugee Women of Bristol. Due to a lack of funding, this activity finished in March.

We offered six sessions of one-to-one counselling in 6-week cycles with our Counsellors working on outreach where women are. We choose places to support women which help women to feel at ease. As well as seeing women within the Hotels where they are accommodated by the government, we supported them by meeting them at Bristol Old Vic.

Over 60% of clients also accessed wellbeing support via a fortnightly group session. Our team facilitated discussions on stress and anxiety, depression, sleeplessness and coping strategies for staying well.

Clinical outcomes were measured using the Short Warwick Edinburgh Mental Wellbeing Scale. Outcomes from the sample gathered were:

- › 83% felt they had improved coping skills, resulting in being able to get through the day.
- › 68% felt they managed their mood better.
- › 65% felt more confident asking for help and support.
- › 56% felt an improved connection to others.
- › 52% experienced improvement in sleep.

***Asylum seeking women counselling feedback***

*"I feel a bit more confident about my thinking and decision making; things are clearer in my mind."*

*"Counselling has made me more relax and to think about other things that I can do."*

*"Talking to someone has helped me to feel stronger, I have hope to carry on day by day. Many people like me applying for asylum need this service in the hotel."*

*"When I see counsellor, I am good, I feel to come to UK is good for me, I have hope for future and not so sad in my head."*

### / Greenspace

Greenspace aims to reduce social isolation for people seeking asylum by inviting them out of hotel accommodation and into nature spaces where they can connect, find support and learn new skills which support wellbeing and resilience.

111 service users were supported over 36 sessions of cooking and orientation walks for wellbeing, delivered at St Werburghs City Farm. Almost three quarters of these service-users went on Wellbeing walks in Bristol and South Gloucestershire, facilitated by our partnership with Bridges for Communities.

#### **Greenspace service user feedback**

*"I sincerely appreciate the amazing opportunity you've given us to come together, share our cultures, enjoy delicious food, and take part in fun activities."*

*"It's been a refreshing experience – breathing fresh air, tasting fresh food, and connecting with wonderful people."*

*"I want to thank the chefs for the delicious Syrian dishes – we truly enjoyed every bite."*

*"Thank you so much for letting me share this amazing experience with you. It was a beautiful day, and I am so glad we got to share it together. Everything, from the planting, watering to the food- was just perfect. Grateful to everyone who made it special."*

#### **Greenspace case study**

V. is a woman from Nigeria who arrived in the UK seeking asylum with her husband and 3 young children. Placed in initial accommodation, she faced a range of challenges which affected her physical and mental wellbeing. She found it difficult to engage with her new environment and could not digest the food provided in IA Hotel. This culture shock left her feeling unwell and isolated, with frequent stomach-aches and an intense longing for home. Her anxiety grew to the point where she was unable to leave the IA Hotel.

V. was signposted to Bristol Mind for talking therapies and within her assessment it was identified she would be well supported by Greenspace, where she could cook her own food and gradually reconnect with a sense of safety and community. V was initially hesitant, finding the idea of a group overwhelming. The Coordinator met with her 121 and encouraged her to co-shop and cook a special dish from home. This activity proved a turning point as V connected with a familiar experience and was celebrated by others for her cooking: she described a feeling of familiarity and joy in being able to share this with others. By the second session, V's mood had improved as she began to smile and open up to others in the group. By the 6<sup>th</sup> session, V was a regular member of the group and felt confident to be signposted to Refugee Women of Bristol, where she has since attended further health & wellbeing workshops and volunteered in the kitchen.

Today, V feels more confident, connected and hopeful. She continues to attend wider community events and is planning to visit St Werburghs City Farm with her children.

### / Support for victims of Hate Crime & Discrimination

We offer victims of hate crime and discrimination mental health casework and practical and emotional support including one-to-one advocacy, acting as a companion for difficult meetings or court proceedings. We also facilitate group workshops and events.

The service is for people with mental health as a disability, or people with protected characteristics whose mental health is affected by their experience of hate or discrimination. We work in partnership with five other agencies in Bristol and South Gloucestershire within the Bristol Hate Crime and Discrimination Service.

#### › 1:1 casework

Last year we supported 19 people with specialist 1:1 casework during the period April 2024 and March 2025. Demographic data gathered showed the following: Gender: 9 female, 10 male, 0 identified as Trans or non-binary. Ethnicity: Asian – Pakistan 2, Black/Black British – 2, Middle Eastern – 4, Mixed/Multiple Ethnic Group – 2, White British -9. The majority of service users were from the 50-64 age group.

#### Case study

*'GP' is a White British man, aged 64 years. GP was referred to Bristol Mind in December 2024 for mental health support due to incidents of homophobia and verbal abuse received from a neighbour. The situation was very triggering for GP, as he had experienced this same treatment in the previous address he was residing. His housing association relocated him to his current address after those incidents. GP had severe anxiety, and he did not feel safe going outside his flat.*

*In collaboration with St. Mungo's, the initial referrer, we liaised with GP to set an action plan and advocate with and for him. This included reporting latest incidents, following up on investigations carried out by the housing association, and referring GP to Talking Therapies in order to receive psychological support.*

*This continued to February 2025, when GP reported not having received any verbal abuse or incidents from the neighbour, saying "it had been quiet lately". Additionally, his referral to Talking Therapy came through following a lengthy wait.*

*GP has confirmed feeling safe and able to reach out to the partnership in case of further hate crime. He has stated feeling relieved after his concerns about the neighbour were taken seriously by the housing association.*

#### › Workshops and events- we facilitated four workshops/ events:

- Mental Health and Wellbeing, a joint event in collaboration with Off the Record (OTR) discussed the definition of hate crime, and provided referral details and mental health resources to help people cope with incidents. The workshop was attended by 15 staff and volunteers of OTR.
- Voices of Victims of Hate and Discrimination Biannual. This event was hosted by Stand Against Racism and Inequality and attended by over 95 people. We hosted a table, supported attendees with wellbeing and promoted the long-term underlying emotional and psychological impact of discrimination and hate crime on anyone who experiences it as being a central concern.
- We co-delivered two workshops with Brandon Trust
  - One to the Retired Royal Veteran Army Alms Community attended by 10 veterans
  - The second to the Independent Living Community to raise awareness of Mental Health, Hate and Mate Crime, which was attended by 8 people with varying degrees of learning disability.

## Workplace Wellbeing

In January 2025 we recommenced our Workplace Wellbeing offer, delivering training for local companies and VCSEs in Mental Health First Aid (MHFA), ASIST suicide presentation, and Lunch & Learn sessions on stress and resilience. Between January and March 2025 we delivered 2 training sessions and received 8 enquires for further training in 2025/26.

## Systems Change Projects

At Bristol Mind, we know that the social determinants of poor mental health have deep roots which are hard to untangle. As a local charity, what inspires us is the potential influence we have, based on the relationships we build and the learning we share in questioning, even uprooting, limiting assumptions about what positive mental health means and how we can all benefit from working together to improve our community.

Last year, we were proud to initiate two systems-change projects with several key partners.

### */ Bristol, North Somerset and South Gloucestershire (BNSSG) Psychological Therapies Review Project*

This project explored the gaps in provision for people seeking psychological therapies across BNSSG. With the focus on complex trauma and equity-needs, it brought together key mental health professionals and Lived Experience leaders across VCSE and Statutory services to design a new Integrated Care Model.

Led by ourselves – alongside Womankind and the Avon & Wiltshire Mental Health Partnership - a multi-agency steering group explored differences in VCSE and statutory delivery of Psychological Therapies, including examining assumptions and highlighting synergies. An evidence-based approach was adopted to understand different models of psychological therapies, and how they cater to different trauma and/ or equity needs across VCSE and statutory provision.

Analysis took place of referrals which 'fall through the gaps' – typically between primary and secondary mental health care; in relation to undiagnosed trauma or complex needs; or for people living outside of central Bristol.

We consulted with Lived Experience leaders from the Independent Mental Health Network to understand the impact of disjointed or excluding service provision, and how this can be changed.

We then co-designed a new Integrated Model of Care, designed to promote the collaborative advantage of the VCSE sector in offering psychological therapies. Finally, we developed a research-based Theory of Change and laid the ground for a new Test & Learn pilot to take place in South Bristol during 2025.

### */ Equitable Wellbeing in Asylum Accommodation Project*

This two-year project began in April 2024, seeking to influence positive wellbeing changes for people living in hotel asylum accommodation. Led by ourselves - along with Stand Against Racism and Inequality and the NHS Hope Service – we worked closely with the Bristol Asylum Seeker and Refugee Partnership and other key partners. We explored how influencing can work from grassroots upwards, prioritising the voices and leadership of people with lived experience.

What we achieved included:

- › Setting in motion our Lived Experience Advocate pathway – from a 6-week consultation group to the recruitment of three paid leadership roles.
- › Creating a multi-agency Steering Group with an Influencing Plan based on the changes residents wanted to see within three asylum hotels. Connections were made with the South West Migration Partnership, Bristol City Council, Clear Springs/ Ready Homes and local MPs to galvanise change.

- › Designing a programme of Lived Experience Influencing trainings on LGBTQIA+, Listening Skills and Hate/Discrimination, which were tested on eight VCSE partners, ready for roll out to decision-makers and hotel residents.
- › Co-designing our first pop up Photo Voice Exhibition with artist Aida Silvestri, telling the stories of hotel residents and bringing awareness to the challenges they face.
- › Starting to grow our Lived Experience Volunteer Group, ready for structured community organising mentoring and training in 2025.

## Plans for 2025/26

Last year marked the start of a period of intense development for Bristol Mind. Looking ahead, we will continue to develop our vision for broad-based community mental health and wellbeing support.

In line with our Strategic Plan, we will focus on:

- › Consolidating and diversifying our income generation activities, including rolling out a new Workplace Wellbeing training offer and continuing to develop relationships with local and national grant funders.
- › Finalising the refurbishments necessary from our co-location with Citizens Advice Bristol, ensuring that our staff, volunteers and service-users have an accessible, comfortable and safe environment.
- › Collaborating with one another to respond creatively to our community, using lived experience as our guide. New developments in this area will include developing our services to offer a better 'route through' from volunteering to paid work in mental health.
- › Developing our services and external partnerships to the benefit of people from lower-income and minoritised communities. This will include expanding our low-cost, inclusive counselling and outreach work in key areas relating to mental health, poverty and employability.
- › Developing our reach; continuing to improve our website and digital / online presence as a means of influencing best practice in mental health and wellbeing across Bristol and surrounding areas.

## FINANCIAL REVIEW

### Financial position at year end

The Trustees agreed a budget for the year covering our service areas.

Income in the year was £570,540 (a 13% increase on 2023/24 - £502,965). Expenditure was £552,151 (a decrease of 10% on 2023/24 - £616,792). This left a surplus of £18,389 (an improvement on the 2023/24 deficit of £113,827).

Total net assets at year-end were £263,072 (2023/24 - £244,683), including £31,941 restricted funds carried forward for spend in 2025/26 (2023/24: £nil). Full analysis of funds can be found in note 12 to the financial statements.

### Expenditure

89% of our charitable activities expenditure was on the costs of delivering our services, and 11% on overhead costs like rent and accountancy. 73% of total expenditure was on salaries for our expert team of staff, 10% was spent on service running costs, 2% was spent on supporting our volunteers and 4% was spent on projects such as Greenspace. We use external support in our service provision for clinical supervision of our counselling staff, and for support with audit, payroll, and finance. Service running costs include advertising, marketing, postage, printing, stationery and telephone.

Fundraising costs represented 7% of total expenditure and 13% of voluntary income raised.

### Income generation

Our performance improved on last year, with a refocus on areas that were likely to generate the highest rates of income return on the expenditure incurred in raising it.

We improved the diversity of our fundraising portfolio with 51% of our income generated via voluntary sources, 47% generated while delivering our charitable activities and 2% generated via investment income.

Breaking that down further, we received 33% of our income via grants from Charitable Trusts, NHS, National MIND and the National Lottery Community Fund. 18% was generated via individual donations and community and corporate fundraising. Local individuals give to us, fundraise for us and attend events like our Blue Monday Comedy Night. Local companies supported us via making us their Charity of the Year. 25% of our income was via public sector contracts and grants from local authorities and the NHS. 22% was generated via counselling fees and training (our renewed offer to companies for paid mental health first aid training).

### Acknowledgements

We recognise the tough economic climate affecting our donors and we thank everyone who gave to us over the last year. We especially wish to thank the following donors: Avon Keep Fit Association, Garfield Weston Foundation, Grace Trust, Hanham Athletic FC, Henry Smith Charity, Home Leisure Direct, La Retraite CIO, Linnet Trust, Lloyds Bank Foundation, National Lottery Community Fund, NFU Mutual, Quartet Community Foundation, Screwfix Foundation, The Steel Charitable Trust, Trent Drains and Woodspring Masonic Lodge.

We would also like to thank all our partners for their much-valued collaboration: A Disorder for Everyone, Avon & Wiltshire Mental Health Partnership, Bath Centre for Psychotherapy and Counselling, Borderlands, Brandon Trust, Bridges for Communities, Bristol Refugee & Asylum Seeker Partnership, Bristol Refugee Rights, Chrysalis, Citizens Advice Bristol, the Haven, Heartwood College, Metanoia, Mothers for Mothers, NHS Hope Asylum-seekers and Refugee Trauma Service, Off the Record, Refugee Women of Bristol, Stand Against Racism & Inequality, St Werburghs City Farm, SOS Property Southwest Trauma Foundation, University of South Wales, UWE, Vita Minds, Womankind and YES Bristol.

### **Reserves policy and position**

The Trustees policy is that unrestricted reserves should enable the charity to continue operating and dealing with any unexpected contingencies for three to nine months following an unforeseen drop in income.

This policy is reviewed annually by Trustees. As we support the most vulnerable of our clients for up to 28 weeks (just over 6 months) through our counselling service, we have no flexibility to use unrestricted reserves against shortfalls.

Our unrestricted reserves position as at 31<sup>st</sup> March 2025 was £231k (2023/24 £245k). This is sufficient to continue operating for five months against the 2025/26 budget of £548,904. The contingency fund of £48k previously set up for property repairs was allocated back into the unrestricted general fund during 2024/25.

Our general fund is held to cover the costs of maintaining our charity's operations for three to nine months in case of any unexpected changes in the financial environment. If difficulties were to arise, then it has been calculated that a minimum level of £137,226 would be required to continue for at least three months. Restricted funds are only available for expenditure as directed by the donor. Trustees remain committed to maintaining the reserves at least at the minimum target level while ensuring that surplus funds are utilised to support charitable objectives.

The Board has reached its policy decision after considering the following:

- › Diverse sources of income
- › Working capital requirements
- › Key risks, their potential impact on reserves and the timeframe in which mitigating actions could be put into action and the impact they would have
- › The changing financial environment and increased level of uncertainty in charity fundraising

### **Going concern**

The accounts have been prepared on the assumption that the charity is able to continue as a going concern. All charity income sources are affected by current economic challenges; including the ongoing cost-of-living crisis and changing financial environment which continues to have a profound impact on the global economy. The Board continues to keep a strong focus on risk and cost controls.

The Trustees have considered the impact of this issue on the charity's current and future financial position. The Trustees consider that the charity has sufficient reserves and cashflow to continue as a going concern for a period of at least 12 months from the date on which these financial statements are approved.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Governing document

The organisation is a charitable company limited by guarantee, incorporated on 13 December 2000 and re-registered as a charity on 22 February 2001. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

### Recruitment and appointment of new Trustees

Under the requirements of the Articles of Association there are a minimum of three and no maximum number of Trustees. The Board commit to recruit several members who have lived experience of mental health services.

### Organisational structure

The Board of Trustees administers the charity. The Board normally meets four times per year. The Chief Executive Officer ("CEO") is appointed by the Trustees to manage the day-to-day operations of the charity. To facilitate effective operations the CEO has delegated authority, within prescribed limits, for operational matters including finance, employment, and service delivery.

### Induction and training of new Trustees

All Trustees are fully inducted into Bristol Mind's governance. Trustees are drawn from a variety of business, HR, legal and finance professional backgrounds and a skills analysis is kept, and annual evaluation undertaken, ensuring Trustees can contribute in full.

### Key management remuneration

The Trustees consider the charity's CEO, and the senior management team comprise the key management personnel of the charity in charge of directing and controlling, running, and operating Bristol Mind on a day-to-day basis. All Trustees give of their time freely and no Trustee received remuneration in the year.

### Risk management

The Trustees have a risk management strategy which comprises:

- › A quarterly review of the principal risks and uncertainties that the charity faces.
- › The establishment of policies, systems, and procedures to mitigate those risks identified in the quarterly review.
- › The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees are responsible for preparing the Trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Board of Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and the surplus deficit of the charitable company for that period. In preparing those financial statements, the Board is required to:

- › Select suitable accounting policies and apply them consistently
- › Make judgements and estimates that are reasonable and prudent
- › State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- › Prepare the financial statements on the going concern basis unless it's inappropriate to presume that the company will continue its operations

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

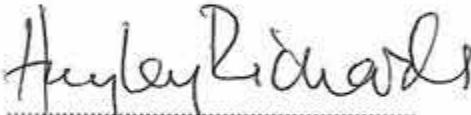
In so far as the Trustees are aware:

- › there is no relevant information of which the charitable company's independent examiners are unaware; and
- › the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the independent examiners are aware of that information.

The Board of Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

So far as each Trustee is aware, there is no relevant information of which the charity's independent examiners are unaware. Each Trustee has taken all steps necessary to make both themselves and the independent examiners aware of any relevant information.

Report of the Trustees, incorporating a strategic report, approved by order of the Board of Trustees, as the Company Directors, on 30 October 2025 and signed on the Board's behalf by:



Dr H Richards – Chair

## Independent Examiner's Report to the Trustees of Bristol Mind

I report to the trustees on my examination of the accounts of Bristol Mind for the year ended 31 March 2025, which are set out from pages 20 below.

### Responsibilities and basis of report

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

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

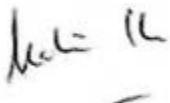
### Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

- 1) accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- 2) the accounts do not accord with those records; or
- 3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
- 4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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



Martin Hobbs BSc ACA

Francis Clark LLP

90 Victoria Street, Bristol BS1 6DP

Date: 4 December 2025

**Statement of Financial Activities for the Year Ended 31 March 2025**  
 (incorporating an Income and Expenditure Account)

	Notes	Unrestricted funds	Restricted funds	2025 Total funds	2024 Restated Total funds
		£	£	£	£
<b>INCOME FROM:</b>					
Donations and legacies	2	152,201	137,587	<b>289,788</b>	235,837
Charitable activities	3	127,916	141,486	<b>269,402</b>	255,586
Investment income	4	<u>11,350</u>	-	<u>11,350</u>	<u>11,542</u>
<b>TOTAL INCOME</b>		<b>291,467</b>	<b>279,073</b>	<b>570,540</b>	502,965
<b>EXPENDITURE ON:</b>					
Raising funds	5	39,076	-	<b>39,076</b>	53,126
Charitable activities	6	265,943	247,132	<b>513,075</b>	563,666
<b>TOTAL EXPENDITURE</b>		<b>305,019</b>	<b>247,132</b>	<b>552,151</b>	616,792
<b>NET INCOME / (EXPENDITURE)</b>		<b>(13,552)</b>	<b>31,941</b>	<b>18,389</b>	(113,827)
<b>RECONCILIATION OF FUNDS:</b>					
Total funds brought forward		244,683	-	<b>244,683</b>	358,510
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>231,131</b>	<b>31,941</b>	<b>263,072</b>	<u>244,683</u>

The notes form part of these financial statements

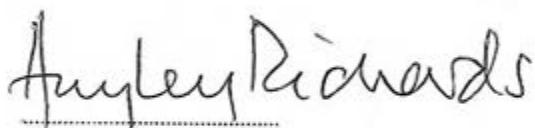
**Balance Sheet as at 31 March 2025**

	Notes	2025	2024
		£	£
<b>FIXED ASSETS</b>			
Tangible assets	8	3,234	4,067
<b>CURRENT ASSETS</b>			
Debtors	9	15,624	54,665
Cash at bank and in hand		284,485	277,900
		<b>300,109</b>	<b>332,565</b>
<b>CREDITORS</b>			
Amounts falling due within one year	10	(40,271)	(91,949)
<b>NET CURRENT ASSETS</b>		<b>259,838</b>	<b>240,616</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<b>263,072</b>	<b>244,683</b>
<b>NET ASSETS</b>		<b>263,072</b>	<b>244,683</b>
<b>FUNDS</b>	<b>12</b>		
Unrestricted funds		231,131	244,683
Restricted funds		31,941	-
<b>TOTAL FUNDS</b>		<b>263,072</b>	<b>244,683</b>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025. The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements. The trustees acknowledge their responsibilities for

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

The Board of Trustees approved and authorised for issue these financial statements on 30 October 2025; signed on its behalf by:



Dr H Richards - Chair

The notes form part of these financial statements

**Cash Flow Statement for the year ended 31 March 2025**

	Notes	2025 £	2024 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	(4,066)	(109,577)
Net cash used in operating activities		(4,066)	(109,577)
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets		(699)	(5,424)
Interest received		11,350	11,542
Net cash provided by investing activities		10,651	6,118
<b>Changes in cash and cash equivalents in the reporting period</b>			
		6,585	(103,459)
<b>Cash &amp; cash equivalents at the beginning of the reporting period</b>		277,900	381,359
<b>Cash and cash equivalents at the end of the reporting period</b>		<b>284,485</b>	<b>277,900</b>

The notes form part of these financial statements

**Notes to the Cash Flow Statement for year ended 31 March 2025**

**1. RECONCILIATION OF NET INCOME / (EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2025	2024
	£	£
<b>Net income / (expenditure) for the reporting period (as per the Statement of Financial Activities)</b>	<b>18,389</b>	<b>(113,827)</b>
<b>Adjustments for:</b>		
Depreciation charge	1,532	1,357
Interest received	(11,350)	(11,542)
Decrease / (increase) in debtors	39,041	(10,110)
(Decrease) / increase in creditors	(51,678)	24,545
<b>Net cash provided by operations</b>	<b>(4,066)</b>	<b>(109,577)</b>

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

	At 01.04.2024	Cash flow	At 31.03.2025
	£	£	£
<b>Net cash</b>			
Cash at bank and in hand	277,900	6,585	284,485
<b>Total</b>	<b>277,900</b>	<b>6,585</b>	<b>284,485</b>

## Notes to the Financial Statements

### 1. ACCOUNTING POLICIES

#### Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

#### Income

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

#### Expenditure

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

#### Tangible fixed assets

Tangible fixed assets are stated at cost, net of depreciation and provision for impairment. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 25% on straight line basis
IT equipment	- 25% on straight line basis

#### Taxation

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

#### Fund accounting

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

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

Further explanation of the nature and purpose of each fund is included in note 12 within the financial statements.

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

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

**Notes to the Financial Statements - continued**

**2. DONATIONS AND LEGACIES**

	2025	2024
	£	£
<b>Donations - restricted</b>	8,941	500
<b>Donations - unrestricted</b>	91,201	120,105
 <b>Grants received - Restricted</b>		
BNSSG ICB Psychological Therapies Review	24,445	-
Gamechanger grant	-	10,000
Linnet Trust	10,000	-
Lloyds Bank Foundation	50,594	-
Mind - LGBTQIA+ grant	1,743	-
Mind - Mental Health Debt Pilot	2,142	-
Mind - Organisational Development fund	-	28,575
Mind - Refugees & Asylum Seekers Mental Health Fund	-	24,533
Mind - Women Without Borders grant	-	20,000
National Lottery Community Fund	14,530	-
Quartet Community Foundation	5,000	-
Screwfix Foundation	5,000	-
The Steel Charitable Trust	10,000	-
Wesport - Greenspace / After School Club	5,192	8,920
Wesport - Better Together	-	2,324
Wesport - Sports Equipment grant	-	850
	<b>128,646</b>	<b>95,202</b>
 <b>Grants received - Unrestricted</b>		
Garfield Weston Foundation	30,000	-
Grace Trust	1,000	-
Henry Smith Charity	30,000	-
Mind - Cost of Living grant	-	20,000
Mind - LGBTQIA+ grant	-	30
	<b>61,000</b>	<b>20,030</b>
 <b>Total donations and legacies</b>	<b>289,788</b>	<b>235,837</b>

This page does not form part of the statutory financial statements

**Notes to the Financial Statements - continued**

**3. INCOME FROM CHARITABLE ACTIVITIES**

	2025	2024
	£	Restated
<b>Public sector contracts and grants</b>		
NHS Mindline	80,407	77,389
Bristol City Council - Hate Crime & Discrimination Service	26,929	25,704
Bristol City Council - Initial Accommodation support	34,150	16,850
South Gloucestershire Council - Initial Accommodation support	-	20,000
<b>Total public sector contracts and grants</b>	<b>141,486</b>	<b>139,943</b>
<b>Income from fees and trading</b>		
Counselling fees	122,395	114,515
Training	1,150	-
<b>Total fees and trading</b>	<b>123,545</b>	<b>114,515</b>
<b>Other income</b>		
Miscellaneous income	4,371	1,128
<b>Total other income</b>	<b>4,371</b>	<b>1,128</b>
<b>Total Charitable Activities Income</b>	<b>269,402</b>	<b>255,586</b>

**4. INVESTMENT INCOME**

	2025	2024
	£	£
<b>Deposit account interest</b>	<b>11,350</b>	<b>11,542</b>

**5. RAISING FUNDS**

	2025	2024
	£	Restated
<b>Staff costs</b>		
Freelance fundraiser	28,496	36,347
Other direct costs	5,486	7,686
	5,094	9,093
<b>39,076</b>	<b>53,126</b>	

All expenditure on raising funds in the current and prior year was out of unrestricted funds.

**Notes to the Financial Statements - continued**

**6. DIRECT EXPENDITURE ON CHARITABLE ACTIVITIES**

	2025	2024
	£	£
Staff costs	373,541	399,126
Staff related expenses	12,804	9,600
Training	5,000	2,663
Freelance workers	8,617	17,583
Volunteer costs	12,684	12,770
Rent and building costs	39,900	59,977
Insurance	6,786	6,200
IT costs	15,580	25,017
Depreciation	1,532	1,357
Office costs	7,703	10,153
Project costs	9,708	12,489
Independent examiners fee	1,710	1,620
Legal and professional	7,588	5,111
SARI Lloyds Bank project payment	9,922	-
<b>Total expenditure</b>	<b>513,075</b>	<b>563,666</b>

**7. STAFF COSTS, TRUSTEES REMUNERATION AND EXPENSES**

	2025	2024
	£	£
Wages and salaries	359,591	391,565
Social security costs	24,021	24,063
Other pension costs	18,425	19,845
<b>Total</b>	<b>402,037</b>	<b>435,473</b>

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

	2025	2024
Employees	<b>17</b>	<b>19</b>

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

Key management personnel comprise the CEO, the Head of Clinical Services and the Head of Finance and Central Services whose combined employee benefits totalled £148,393 (2024: £143,348) including pension contributions.

**Trustees**

There were no trustees' remuneration for the year ended 31 March 2025 nor for the year ended 31 March 2024.

During the year the charity reimbursed trustees' expenses totalling £nil (2024: £nil).

**Notes to the Financial Statements - continued**

**8. TANGIBLE FIXED ASSETS**

	IT Equipment	TOTAL
	£	£
<b>COST</b>		
At 1 April 2024	5,424	5,424
Additions	699	699
<b>At 31 March 2025</b>	<b>6,123</b>	<b>6,123</b>
<b>DEPRECIATION</b>		
At 1 April 2024	1,357	1,357
Charge for year	1,532	1,532
<b>At 31 March 2025</b>	<b>2,889</b>	<b>2,889</b>
<b>NET BOOK VALUE</b>		
At 31 March 2025	<b>3,234</b>	<b>3,234</b>
At 31 March 2024	<b>4,067</b>	<b>4,067</b>

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

	2025	2024
	£	£
Trade debtors	10,525	31,250
Prepayments	2,807	8,283
Accrued income	2,292	7,832
Other debtors	-	7,300
	<b>15,624</b>	<b>54,665</b>

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

	2025	2024
	£	£
Trade creditors	2,146	3,114
Tax and social security	7,220	6,195
Pension liability	2,228	2,332
Deferred grants	22,999	73,293
Accrued expenses	3,753	5,090
Other creditors	1,925	1,925
	<b>40,271</b>	<b>91,949</b>

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**Notes to the Financial Statements - continued**

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

	Unrestricted Funds	Restricted Funds	Total	2025	2024
	£	£	£		
Fixed Assets	3,234	-	3,234		4,067
Net Current Assets	227,897	31,941	259,838	240,616	
	<b>231,131</b>	<b>31,941</b>	<b>263,072</b>	<b>244,683</b>	

**12. FUNDS**

	At 01.04.2024	Net movement in funds	At 31.03.2025	
			£	£
<b>Unrestricted funds</b>				
General fund	196,683	34,448	<b>231,131</b>	
Contingency Fund	48,000	(48,000)	-	
	<b>244,683</b>	<b>(13,552)</b>	<b>231,131</b>	
<b>Restricted funds</b>				
Donations - Big Give	-	6,811	<b>6,811</b>	
Linnet Trust	-	8,962	<b>8,962</b>	
Lloyds Bank Foundation	-	12,933	<b>12,933</b>	
Mind - Mental Health Debt Pilot	-	90	<b>90</b>	
Screwfix Foundation	-	3,145	<b>3,145</b>	
	<b>-</b>	<b>31,941</b>	<b>31,941</b>	
<b>TOTAL FUNDS</b>	<b>244,683</b>	<b>18,389</b>	<b>263,072</b>	

The contingency fund of £48,000 was previously set up to cover potential building repair works. This separate fund is no longer required and has been reappropriated back into the unrestricted general fund.

**Notes to the Financial Statements - continued**

**12. FUNDS (continued)**

**NET MOVEMENT IN FUNDS**

	<u>Incoming resources</u>	<u>Resources expended</u>	<u>Movement in funds</u>
<b>Unrestricted funds</b>			
General fund	291,467	(305,019)	(13,552)
<b>Restricted funds</b>			
BNSSG ICB- Psychological Therapies Review	24,445	(24,445)	-
Bristol City Council - Hate Crime & Discrimination	26,929	(26,929)	-
Bristol City Council - Initial Accommodation support	34,150	(34,150)	-
Donations - Big Give	8,941	(2,130)	6,811
Linnet Trust	10,000	(1,038)	8,962
Lloyds Bank Foundation	50,594	(37,661)	12,933
Mind - LGBTQIA+ grant	1,743	(1,743)	-
Mind - Mental Health Debt Pilot	2,142	(2,052)	90
National Lottery Community Fund	14,530	(14,530)	-
NHS Mindline	80,407	(80,407)	-
Quartet Community Foundation	5,000	(5,000)	-
Screwfix Foundation	5,000	(1,855)	3,145
The Steel Charitable Trust	10,000	(10,000)	-
Wesport - Greenspace / After School Club	5,192	(5,192)	-
	279,073	(247,132)	31,941
<b>TOTAL FUNDS</b>	<b>570,540</b>	<b>(552,151)</b>	<b>18,389</b>

The purpose and use of material restricted funds are as follows:

BNSSG ICB Psychological Therapies Review - to review and devise new models of Psychological Therapies provision across VCSE and Statutory agencies.

Bristol City Council - Hate Crime & Discrimination Service - for Mental Health Caseworker / Wellbeing Coordinator.

Bristol City Council - Initial Accommodation support - to support mental health and wellbeing for sanctuary seekers housed in Bristol hotels.

Donations - Big Give - made to support free counselling for 18-25 year olds.

Linnet Trust - to support income deprived clients who are charged £5 per counselling session.

Lloyds Bank Foundation - for Equitable Wellbeing systems-change project for sanctuary seekers living in Initial Accommodation hotels.

Mind - LGBTQIA+ grant - to provide subsidised counselling for LGBTQIA+ clients with a counsellor of shared lived experience.

Mind - Mental Health Debt Pilot - to support people with poor mental health in financial hardship & debt.

National Lottery Community Fund – towards our Community Wellbeing Services for Bristol sanctuary seekers.

NHS Mindline - for our confidential telephone emotional support service, delivered by volunteers.

Quartet Community Foundation - to run an After School Club for sanctuary seeking parents and children in Initial Accommodation Hotels.

Screwfix Foundation - towards building works at our Fairfax Street office.

The Steel Charitable Trust - towards our Community Wellbeing Services supporting sanctuary seekers in Bristol.

Wesport - Greenspace / After School Club - funding for Greenspace Project connecting sanctuary seekers to nature to improve mental health and social connection.

**Notes to the Financial Statements - continued**

**12. FUNDS (continued)**

**COMPARATIVES FOR MOVEMENT IN FUNDS**

	At 01.04.2023	Net movement in funds	At 31.03.2024
	£	£	£
<b>Unrestricted funds</b>			
General fund	301,285	(104,602)	196,683
Contingency Fund	48,000	-	48,000
	349,285	(104,602)	244,683
<b>Restricted funds</b>			
Mind - Women Without Borders grant	7,507	(7,507)	-
Wesport - Better Together	1,718	(1,718)	-
	9,225	(9,225)	-
<b>TOTAL FUNDS</b>	<b>358,510</b>	<b>(113,827)</b>	<b>244,683</b>

**NET MOVEMENT IN FUNDS**

	<u>Incoming resources</u> £	<u>Resources expended</u> £	<u>Movement in funds</u> £
<b>Unrestricted funds</b>			
General fund	267,320	(371,922)	(104,602)
<b>Restricted funds</b>			
Bristol City Council - Hate Crime	25,704	(25,704)	-
Bristol City Council - Initial Accommodation support	16,850	(16,850)	-
Donations - restricted for counselling	500	(500)	-
Gamechanger grant	10,000	(10,000)	-
Mind - Organisational Development fund	28,575	(28,575)	-
Mind - Refugees and Asylum Seekers Mental Health Support Fund	24,533	(24,533)	-
Mind - Women Without Borders grant	20,000	(27,507)	(7,507)
NHS Mindline	77,389	(77,389)	-
South Gloucestershire Council - Initial Accommodation support	20,000	(20,000)	-
Wesport - Greenspace / After School Club	8,920	(8,920)	-
Wesport - Better Together	2,324	(4,042)	(1,718)
Wesport - Sports Equipment grant	850	(850)	-
	235,645	(244,870)	(9,225)
<b>TOTAL FUNDS</b>	<b>502,965</b>	<b>(616,792)</b>	<b>(113,827)</b>

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**Notes to the Financial Statements - continued**

**13. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2025 or the year ended 31 March 2024.

**14. PRIOR YEAR ADJUSTMENT**

Income and expenditure have been restated to better reflect the underlying nature of the transactions in line with the charity's objectives. The impact of these changes is shown below and has not resulted in any change to the previously reported deficit in 2024 of £113,827.

	<b>Original</b> £	<b>Restated</b> £	<b>Difference</b> £
<b>Income</b>			
Donations and legacies	120,605	235,837	115,232
Charitable activities	256,303	255,586	(717)
Other trading activities	114,515	-	(114,515)
<b>Expenditure</b>			
Raising funds	-	53,126	53,126
Charitable activities	616,792	563,666	(53,126)