

Charity number: 1170815

MENTAL HEALTH UK

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2019

Name and Nature of the Charity

Mental Health UK was established in 2016 to offer relief and support to people affected by mental illness, and to advance research and education into causes, consequences and management of mental illness. Mental Health UK also offers advice, assistance and promotion of best practice in the field of mental health and welfare.

Reference and administrative details

Registered office

15th Floor
89 Albert Embankment
London
SE1 7TP

Registered Company Number (England and Wales): CE009425

Registered Charity number: 1170815

The Trustees of Mental Health UK are the Charity's Trustees under Charity law and the Directors of the charitable company. During 2018/19 the Trustees were:

Chair of the Board

Paul Jenkins

Members of the Board

Edward Gorringe (*Resigned October 2018*)

Lyn Paweleck

Frances Simpson

Alun Thomas

Mark Winstanley

Anne Doherty (*Appointed October 2018*)

The day-to-day management of Mental Health UK is led by the Chief Executive Officer on authority delegated by the Board of Trustees. The Chief Executive Officer, the Chief Finance Officer and the Senior Executive Officer of the Charity each has clearly defined areas of responsibility and accountability.

The Charity's main professional advisors during the year were:

Auditors

Crowe U.K. LLP
St Bride's House
10 Salisbury Square
London, EC4Y 8EH

Bankers

Natwest Commercial Office
2nd Floor, Trinity Court
Wolverhampton Business Park
Broadlands, WV10 6UH

Solicitors

Bates, Wells & Brathwaite
10 Queen Street Place
London
EC4R 1BE

Insurers

Zurich Municipal
Zurich House
2 Gladiator Way
Farnborough
GU14 6GB

Employees and Volunteers

Mental Health UK has 15 seconded employees from its four founding charities and draws on their vast experience to deliver the charity's objectives. This model has not only proved efficient and cost effective, it has also enabled Mental Health UK to establish and deliver at pace.

We have received support from volunteers at Lloyds Banking Group as part of our Charity of the Year Partnership.

Lloyds staff each have 1 day per annum assigned to use on volunteering. During this reporting period, we have benefitted from over 12,000 strategic volunteering hours from Lloyds staff. These have been immensely helpful to Mental Health UK in multiple ways across all four nations, from supporting local event promotion to remotely moderating our Welsh online peer support service called 'Clic'.

Volunteers have also supported Mental Health UK through skills-based and activity-based volunteering, such as delivering specialist ICT workshops and providing professional mentoring to Mental Health UK staff.

Public Benefit and Disclosure

Mental Health UK brings together four national mental health charities working across the UK: Rethink Mental Illness in England, Support in Mind Scotland in Scotland, Hafal in Wales and MindWise in Northern Ireland. Together, the main activities which are delivered by Mental Health UK to support those affected by mental illness include the delivery of:

1. Key mental health support services, including information and advice services
2. Local voluntary support groups

These activities are core to our charitable purpose of connecting people and organisations to provide mental health information, advice and support that makes a difference.

The Trustees have had due regards to the guidance issued by the Charity Commission on public benefit. They have considered the requirements of the public benefit text and are satisfied that the Charity's activities meet these criteria.

Mental Health UK delivers its charitable objectives through raising funds, predominantly through corporate partnerships, and distributing these to our four founding charity members to respond to local need. By using these funds to deliver new and existing key services in each nation, this model supports our charitable objectives which are defined as enabling 'people across the UK to access support for their own mental health and for friends and family members who are affected by mental illness'.

This year, this has included Mental Health UK scoping and designing a new UK-wide young people's programme. This aligns with our charitable aims by enabling those both affected and at risk of mental health problems to access the information and advice they need to lead mentally healthy lives. This was made possible through an extension to our existing partnership with Lloyds Banking Group, taking us into a third year of partnership.

Objectives and Activities

Mental Health UK brings together four national mental health charities working across the UK. We bring together over 40 years of expertise to improve life for people affected by mental illness in England, Scotland, Wales, and Northern Ireland.

We are working together to raise funds so that more people across the UK can access information, advice and support for their own mental health and for friends and family members who are affected by mental illness.

The mental health conversation has increased over the last 5 years, with more people than ever talking about mental health¹. There have been some really positive outcomes of this, including a decrease in levels of discrimination reported by those affected by mental illness². Despite this however, there is a lack of parity in mental health services and a continued underfunding of services in some areas³. This

¹ [See Me Scotland](#) & Time to Change England

² Time to Change England

³ [The Kin's Fund, 2018](#)

means that support can be lacking, and that people seeking help for their mental health are often left to a system which is stretched to adequately meet their needs.

Alongside this, despite the positive trend in people talking about health, 37% of people still feel uncomfortable having a conversation with someone, and more than half worry they might embarrass or offend them⁴. As such, many people still do not seek any advice from their GP, leaving more people with the potential to reach crisis point without support.

For those who do seek help, it is well documented that waiting times for treatment (such as talking therapies) continue to be worryingly lengthy - one in ten people wait over a year for access to treatment⁵. We know from our experience in England and Scotland that telephone advice services are also stretched with demand often outstripping resource⁶. These waiting lists are a growing concern as delays to advice and treatment can cause mental health problems to worsen, which can in turn affect relationships and ability to stay in employment⁷. We have seen that a breakdown in these social connections can contribute to a cyclical issue of loneliness and isolation.

Mental health exists on a spectrum and can vary across a person's lifetime – it can therefore affect any one of us: each year, 1 in 4 people experience a mental health problem⁸. It can be influenced throughout life by a change in circumstances - times of high stress or money worries for example are included in the potential triggers of mental ill health⁹. It is therefore essential that we provide the right support at the right time to best manage what life may throw at us.

With over 40 years of combined experience, we are well placed to address this need by connecting people and organisations with mental health information advice and support to make a difference.

In the reporting period, the main activities undertaken to achieve our purpose pertains to three areas:

1. **Furthering the impact of the four founding charities through the distribution of restricted and unrestricted funds:**

Restricted:

Our two-year charity partnership with Lloyds Banking Group exceeded all fundraising expectations. As such, we were able to distribute restricted funds to the four founding charities in line with our shared vision. This enabled the founding charities to develop their work in three areas:

- I. **Advice**

We invested in the development of two advice services in the founding nations: Rethink Advice and Information Service in England and the National Information Service in Scotland.

⁴ Lloyds Bank & Mental Health UK Research, 2018

⁵ [We Still Need to Talk, 2018](#)

⁶ There is significant ongoing demand for phone and email advice services. Rethink's Advice and Information Service alone spoke to 38.22 % of callers in this reporting period who were able to get through to the service queuing system. The average waiting time to speak to an Advisor is over 10 minutes.

⁷ [Royal College of Psychiatrists, 2018](#)

⁸ [Mental Health Foundation, Key Statistics about Mental Health](#)

⁹ Money on Your Mind, Money and Mental Health Policy Institute 2016

These funds have allowed the services listed above to continue and to develop sustainably to reach more people with advice and information who need it.

II. Information

We have developed, designed and distributed a new mental health information guide across four nations. This guide aims to increase mental health literacy and encourage those who need it to seek help in their respective nations through practical signposting. This guide has also been developed as an interactive story-led digital platform to reach more people in remote communities and signpost people to help where needed at the local level.

III. Support

Support groups are a vital element of our combined work in communities: they help to reduce the isolation and loneliness that can come from having a mental illness and provide a safe space for people to speak openly without discrimination. Restricted funds from Lloyds Banking Group have enabled the four founding charities to launch 25 new support groups in response to local need. More support groups are due to open in the next reporting period.

We have also invested in two key services in the founding charities which offer support in remote communities. In Wales, restricted funding has enabled the continuation of Hafal's online mental health peer support community called 'Clic'. This service brings people together in a virtual space who may be isolated or geographically dispersed, with a view to reducing the loneliness which can come from mental illness. In Northern Ireland, funds have enabled MindWise to double their capacity to deliver a service to expectant mothers experiencing perinatal depression. This service has long waiting lists as is delivered in a remote county with few existing support services. Funding has increased MindWise's ability to support more women through 1-1 casework.

Unrestricted

Unrestricted funding has freed up resource in the four founding charities, enabling them to increase their local impact. Listed below are some of the areas of work, which this funding has enabled:

Scotland

- Significant engagement with over 100 rural organisations in Scotland with a reach of over 500,000 people (which is half of Scotland's rural population). This work has increased access to mental health information and advice for agricultural and rural workers and signposted them to support available locally.
- Open Badge accreditation for advice staff, enabling Advisors to stay up to date with key issues affecting service users. This has ensured that staff at Support in Mind Scotland continue to deliver the best possible service to clients of the National Information Service.

Northern Ireland

- Ongoing development of service user participation and engagement, which is vital to ensuring that those affected by mental illness have their say in the development of services.
- The expansion of existing carers services at MindWise in partnership with the Northern Irish Health and Social Care Trust.

Wales

- The development of two new Carers Groups in Wales to meet the needs of carers who have been without local services due to austerity measures.
- Provision of up-to-date information to over 15,000 people who use Hafal's social media feeds through the deployment of a new Digital Communications and Social Media Officer. These channels also support the sustainability of Hafal through the identification of local and national fundraising and other development opportunities.

England

- Support for more than 16,000 people through the delivery of services and support groups at Rethink Mental Illness.
- Provision of 119 online factsheets which were viewed more than 4 million times during 2018/19.

2. Delivery of the Mental Health and Money Advice Service

It is the inextricable link between mental health and money which led us in 2017 to launch our Mental Health and Money Advice Service, with support from Lloyds Banking Group. This service continues to provide advice and information for those who need it most. The service offers a referral-only telephone advice line and website, offering tools and information about topics such as budgeting and access to welfare benefits. The service continues to serve some of the most vulnerable clients who face the combined issues of mental health and money problems.

3. Development of a new young people's mental health programme

In October 2018 we were successful in securing a third year of partnership with Lloyds Banking Group, whose staff voted for Mental Health UK to design and deliver a new mental health programme for young people. We therefore have undertaken an extensive landscape review, commissioned research with young people and worked with education professionals to define this programme. This programme will be launching in September 2019 UK-wide and will support the development of young people's mental health resilience through life's transitions. The impact of this programme will be outlined in the next reporting period.

Through forging large-scale UK-wide partnerships, we continue to invest income to grow the impact of our four founding charities. By doing so, we seek to enable people who are affected by mental illness to access the information and support they need. Where appropriate, we establish new activities as Mental Health UK – such as the Mental Health and Money Advice Service - with the aim of tackling issues we know affect people affected by mental illness across the UK. This is the case with the young people's programme, which is currently gaining excellent momentum and is due to launch in September 2019. The impact from this programme will be outlined in the next annual report

Through our partnership with Lloyds Banking Group we have also started to develop and deliver some mental health training for corporate partners. By encouraging colleagues to open up about mental health, as well as by working with employers to address cultural change, we recognise that training is an additional method for us to achieve our charitable goals.

Grant Making

Restricted

The distribution of restricted income is divided in two ways:

1. According to requests from the donor. For example, one corporate partner has requested that funds are distributed in line with where the income was generated.
2. Dependent on need to deliver the programme of work.

Unrestricted

Unrestricted income received by Mental Health UK is distributed to the four founding charity members according to a Grant Framework Agreement. Distribution pertains to the population size of each nation. The percentage distribution for each nation is therefore as follows:

	Estimated no of people in 2015/million (Source: ONS)	Split of Nations %
England	54086	84.2%
Scotland	5282	8.2%
Wales	3066	4.8%
NI	1830	2.8%
Total UK	64265	100.0%

This framework contributes to the achievement of our charitable aim by ensuring that UK-wide impact of financial distribution is fair and proportionate.

Achievements and Performance

Advice

Mental Health & Money Advice Service

Mental health and money problems go hand in hand. Mental health issues can cause money problems, and vice versa. 50% of people in debt experience mental health problems and one in five people with mental health problems are also likely to have money problems¹⁰.

The Mental Health & Money Advice Service is the UK's first advice service addressing this combined need. There are two core elements to the service: a referral-only advice line for those looking for personalised advice, and a website offering wider support, regional information and signposting: www.mentalhealthandmoneyadvice.org.

The service continues to serve some of the most vulnerable clients through our website or via case work over the phone. Casework can often be complex, with Advisors working closely with people who

¹⁰ Money and Mental Health Policy Institute: Debt and mental health: A statistical update, 2019

may be struggling to engage with the advice process due to mental health problems. The average time an Advisor will spend on a case is 3.6 hours. Our service is unique in that it gives clients multiple avenues and opportunities to engage with us, enabling us to work towards reaching the best outcome for clients.

In the last year the service has supported 272,558 people via our website, and over 1,600 people on our phone advice line to feel more able to manage their money and break the cycle of financial and mental health problems. The average advice phone line client is over £1,500 better off as a result of working with us to manage their money and increase their income.

This service has supported people like Ian, who told us:

"I was almost certain it was their mistake not mine. But when you're on your own, you feel like you're fighting the whole system.

When I contacted the service, they calmed me down and talked me through my problems. Just having someone with the time to listen was key.

I had the same adviser all the while. She kept me informed of all the stages. I wasn't passed from one to the other, so it gave me confidence that it would get dealt with properly.

I feel a lot happier now: I don't have this thing hanging round my neck. They did a wonderful job for me."

Sustainability

Sustainability is at the centre of our continued delivery of the Mental Health and Money Advice Service. The funding to deliver this service ends in 2020. We have developed a robust strategy for securing the long-term sustainability of this service beyond the length of the Lloyds Banking Group partnership. This includes exploring opportunities for relevant public sector contracts, funded partnerships and commercial relationships, as well as broadening our potential stakeholder partners to support vulnerable customers.

National Advice Services

The Rethink Advice and Information Service in England, and the National Information Service in Scotland, support people over the phone and email as well as offering access to resources and information. These services offer practical help on a wide range of topics such as The Mental Health Act, community care, welfare benefits, debt and carers rights and signposting to other services where appropriate.

Across England and Scotland, these services combined have supported over 7,300 people across its phone line and email support.

There is however significant ongoing demand for telephone and advice services. In England, only 14% of callers who currently reach the queuing system go on to speak with an Advisor due to long waiting times. Scotland has also seen a notable increase in enquiries with demand often outstripping resource.

In light of these challenges, during the reporting period we funded the review and development of new advice delivery models with a view to enabling these services to sustainably reach more people

over time. Both services carried out a significant strategic review into the needs of their users and explored a range of suitable options to address the increased need in each nation.

In England, this has resulted in the recruitment of a new member of staff whose role will include recruiting and utilising volunteers to help answer a greater number of enquiries. In Scotland this has resulted in the doubling of staff in the service in order to increase the number of people it can support. This will also enable the service to develop best practice in monitoring and responding to enquires and growing the existing suite of information available for signposting. This will go on to support more people who find it challenging to find the information they need.

"I, like many others who suffer with mental health and anxiety conditions, seek help with issues one may not understand or cannot sort out alone and I have sought help from Rethink on several occasions. These issues are always difficult for me to ask for help for. The telephone advisers at Rethink have always, without exception, been polite, helpful, informative and patient."

- Client of the Rethink Information and Advice Service

Information

Information Guides

In a context of stretched services, we also seek to increase access to the right information about mental health. There is also a growing demand for mental health information - during the last year in England alone, Rethink Mental Illness's information factsheets were downloaded almost 1.4 million times.

As listed above, a large percentage of people still feel embarrassed to have a conversation with someone about mental health,¹¹ which can leave people feeling unable to speak to their family or friends or to reach out to a GP about seeking the right support.

We therefore developed a new mental health information guide to address this need called 'How Does it Really Feel on the Inside?'. Using real people's stories, the guide outlines six of the most common mental health conditions as well as offering self-help ideas and information about where to seek support in four nations.

To ensure that we have greatest impact, we reviewed potential audiences who could benefit from having access to our information guide. In addition to the general public, we found that poor mental health amongst the student population is on the rise – in a survey of over 35,000 students, 42.8% of students reported feeling always anxious or worried¹².

To date, we have therefore distributed over 700,000 printed guides to both university students and patients of GP surgeries via waiting rooms, which has included guidance for GPs on how to utilise the guide. The total reach of the guide in its first year is estimated to be over 5.4 million people.

Feedback has been overwhelmingly positive, highlighting a positive trend in opening up conversations about mental health: 99% of people said that they found the guide informative. Most users selected the guide in GP surgeries for themselves, and 1 in 5 also selected to share the guide with a partner.

¹¹ Lloyds Bank & Mental Health UK Research, 2018

¹² [Digibox: University Student Mental Health Survey 2018](#)

In order to extend our geographical reach, this guide was also developed into an interactive story-led website which contains a myth-busting quiz (truths.mentalhealth-uk.org). This aims to test people's knowledge of mental health, challenge user perceptions and offer contact information for more support where needed. This has been especially important for extending our impact in more isolated or remote communities. The digital guide has been accessed over 18,800 times since its launch in October 2018.



Our information guide has been distributed to GP surgeries and universities across the UK.

Support

Support Groups

Support groups are core to our work. They provide invaluable spaces for members to come together to share experiences, speak openly about challenges and share information.

Groups help to reduce the isolation and loneliness that can come from having a mental illness and, as listed above, can provide a lifeline particularly in areas where services are stretched.

Loneliness can also contribute to a cyclical link to mental ill health - adults who are lonely increasingly feel depressed or anxious as a result¹³. Carers can also be cut-off from society because of the impact of both caring and the stigma associated with mental illness.

¹³ [The Mental Health Foundation](#)

Our groups provide a safe space for people to speak openly and without discrimination. In the last year, with support from Lloyds Banking Group and unrestricted funds, we have opened 25 new support groups in communities across the UK with a direct estimated reach of over 1,500 people.

Amita's Story highlights the transformational impact groups have on our members:



"My journey started when I was in my early 30's. I felt a darkness in my mind that made me feel unable to cope with daily life. I wasn't taking care of myself – I was too busy looking after my family, children and husband. It made me feel like a failure as it led to financial difficulties.

I felt like I was in a bubble of depression. It was emotionally draining and left me feeling numb. I was physically unable to acknowledge other people as I was in my own bubble.

My daughter was attending a support group for her own mental health, but I hadn't considered that they might be able to help me too. Through the services she was using I was made aware of counselling available to me.

After accessing counselling for the first time I felt like a heavy weight had lifted off my shoulders. I remember feeling as if light was surrounding me, people appeared out of nowhere. I began to feel again, see faces and acknowledge others. Being able to connect with others again left such an impact on me.

Through the counsellor I came to know of other support services they provided, and I joined the Rethink Mental Illness Sangam Support Group in 2015. Joining wasn't an easy process for me. I needed a lot of encouragement to come out of isolation and begin sharing and participating in the group. But I'm so happy that I did. I now wanted to leave the house, meet new people and become less isolated. Group members all have their own issues, but we all come together for support and that's what helped me. I found happiness in making new friends and learning new things.

I enjoyed trying new activities like cake decorating, and I completed health and safety training at the local Adult Education Centre. Taking part in the course gave me new confidence. It made me feel like I was capable of learning and making progress.

In 2016 I was given the opportunity to contribute to devising group activities. I suggested knitting, because it's a hobby of mine, this was supportive for me and involved the group.

The positive impact the group has had on me is huge. I don't feel so isolated any more.

If the support had not been available, I would still be facing depression and loneliness, unable to look after myself and over-thinking things. Rethink services also supported me with practical and emotional support, including obtaining the right benefits for my health.

Something that really helped me was keeping a diary alongside my therapy. I can now look back at where I was in previous months and see how far I've come along."

Online Peer Support - Clic

Much like face-to-face support groups, online communities can also provide a lifeline for people who are isolated or who are affected by mental illness.

In the last year, we funded '[Clic](#)' – an online peer support community in Wales which is delivered by Hafal. Clic provides people in Wales with an online community where they are able to share their experiences with other people, build new social connections and feel less isolated. This continues to

be of particular importance to those who live in remote communities by offering dual language content and a place for people to connect virtually. The Clic platform is moderated 24 hours a day.

In the last year, funding has enabled the platform to continue its impact. It supports over 1,900 active users every year, and those who have benefitted from the site have reported feeling less lonely as a result of being part of the Clic community.

"I like that fact that it's 24/7. I put a post up over the weekend and had several replies to that. It's just talking to someone helps"

- Service user, Clic

Mother's Wellness

It is estimated that 10-20% of women develop mental health problems during pregnancy or within a year of giving birth (referred to as the 'peri-natal period')¹⁴. Women in around half of the UK have no access to specialist peri-natal mental health services and access can be particularly difficult in remote areas.

In Northern Ireland, the Mother's Wellness programme is being delivered in a remote southern county to support women experiencing mild to medium peri-natal mental health problems. Delivered over 10-12 weeks and focussing on Wellness Recovery Action Planning (WRAP), mothers-to-be are supported in their own homes with a 'listening ear'. The programme aims to reduce isolation and increase mothers' and expectant mothers' awareness of mental health; access to services and future mental health resilience. This service also offers mothers a chance to attend local support groups to meet other mothers.

Referrals for this service have been increasing and, with growing waiting lists, the current service has been unable to meet demand.

To increase access and grow impact, in this reporting period we have funded the doubling of this service through the appointment of an additional Children and Families Support Worker. This increases the number of women supported to over 80 per year through 1-1 support and access to local groups.

"The groups were also amazing. I had been feeling really alone before I'd joined them. There's a huge expectation when you get pregnant that you'll be happy about it and everything will fall into place, so I was embarrassed to admit how I was really feeling to my friends and family. It was so lovely to meet other mums who felt the same way I did. The groups felt like a safe place for us to come together and share our experiences, challenges and support each other. I made some real friends there who I still keep in touch with."

"The project definitely helped me through a few dark months and sent me on a journey to recovery. Now I feel more confident and prepared to manage and cope both emotionally and mentally when challenges arise."

- Sarah, New Mum

¹⁴ The Maternal Mental Health Alliance

Fundraising

Mental Health UK raised £3,529,944 in 2018/19, largely through the partnership with Lloyds Banking Group. In addition, the charity received income through corporate partnerships with Pizza Hut and the Co-op and from individuals participating in fundraising events such as the Great Scottish Run. We invested £267,866 in our fundraising activities, largely in employing a team to manage the partnership with Lloyds Banking Group, working with employees to raise funds.

Mental Health UK employed the services of a professional fundraising organisation to recruit payroll giving supporters. This organisation adheres to the Association of Payroll Givers Code of Conduct, which ensures that donors are treated with respect and no undue pressure is put upon individuals to sign a payroll giving pledge.

We are regulated by the Fundraising Regulator and all our fundraising activities are compliant with their Code of Fundraising Practice.

Our supporters are hugely valuable to us and we take great care to ensure they are treated with respect and their feedback is listened to. We received 6 complaints in 2018-19 about our fundraising activities. We have procedures in place to ensure individuals who may be in vulnerable circumstances are not put under any pressure to donate to us including providing training for supporter facing teams on how to speak with vulnerable people.

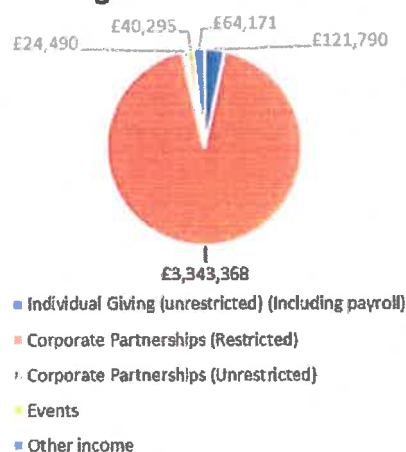
Financial Review

These accounts represent the period of operations to from 1st April 2018 to 31st March 2019.

The charity generated £3.594m of income thanks to the generosity of our donors, which exceeded our expectations again for the second year. This was particularly bolstered by our partnership with Lloyds Banking Group, which we entered into in January 2017. In this financial period they raised £3,319,767 of restricted income.

The pie chart below indicates that the largest area of fundraising income related to restricted funding from corporate partnerships, which have been assigned against the delivery of a series of programmes of work in agreement with our corporate partners.

Total Incoming Resources to 31st March 2019



Expenditure

Our expenditure during this period is primarily made up of grant making activity, with distributions made to our four founding charity members in accordance with either:

- the restrictions placed on the income received by Mental Health UK
- in the case of unrestricted income in accordance with the grant framework agreement.

Grants awarded during this period supported the ongoing delivery of the Mental Health and Money Advice Service, the development of our new young people's programme Bloom, as well as supporting our founding member charities to further their existing programmes and initiatives.

A summary of the breakdown of our expenditure is included in notes 4-6 of the accounts.

Key Risks and Uncertainties

In relation to the overall financial control procedures, the Charity has in place a comprehensive strategic plan supplemented by an annual budget approved by the Board of Trustees. Monthly actual results are reported against budget and projections to year end are reviewed by senior management, and the Board of Trustees at appropriate points in their meeting cycle. The Charity's day-to-day financial processes are governed by financial policies approved by the Board. Assurance around compliance with the financial regulations is overseen by Rethink Mental Illness.

The Board has a programme of risk management, which includes ownership of these risks by lead managers. Trustees are provided with assurance that the major risks which are identified have been reviewed and evaluated, taking account of internal controls, systems and other actions pursued to mitigate them.

Risk assessment and evaluation is undertaken regularly across corporate, operational and project activities to embed risk management and to reflect the Charity's risk appetite determined by the Board. In this way, the Board is satisfied that the risk management strategy is appropriate to the Charity and they have gained assurance regarding the effectiveness of the risk management processes adopted.

The key risk currently facing Mental Health UK is considered to be:

- The ability to continue to generate sufficient income to continue to develop our programmes of work beyond the terms of our existing corporate partnership agreements. Our recent extension of the Lloyds Banking Group Partnership mediates our risk in the short to medium term and as previously indicated, we have a clear strategy in place to secure the long-term sustainability of this service beyond the length of the Lloyds Banking Group partnership to ensure that we manage this risk appropriately. Mental Health UK is negotiating with a substantial corporate partner that will maintain similar levels of income through to the end of 2021.

Mental Health UK has also secured partnerships with PureGym and ISG which will diversify sources of income through 2019-20

Future Plans

We will be seeing to extend the range and breadth of partnerships that Mental Health UK establishes widen over the coming years. Following a piece of work with an independent consultancy agency we are developing our longer-term fundraising and partnership strategy.

We will also focus heavily on delivering the Bloom programme in schools following the extension of our partnership with Lloyds Banking Group for a further two years.

Finally, we will be developing a plan to sustain the long term future of the Mental Health and Money Advice service.

Reserves policy

Mental Health UK recognises the importance of maintaining a reserves policy to provide a prudent level of cover to meet future obligations and guard against unforeseen contingencies on a going concern basis.

The reserves of the Charity at the year-end are:

	£
Unrestricted reserves – general funds	£273,207
Restricted funds	£3,242,340
Total funds	£3,515,547

Our reserves policy focuses on the level of our “free” reserves. Free reserves are defined as net assets excluding restricted funds, designated funds and the element of general funds that have been used to acquire fixed assets for the Charity’s own use.

Our unrestricted reserves at 31 March 2019 were £273,207, all of which represent free reserves.

The Board recognise the need to ensure the Charity has the appropriate level of free reserves to enable it to meet its future needs. The board are currently reviewing potential investment proposals and therefore intend to finalise its target level of reserves over the next six months to ensure it provides sufficient funds to respond to grant activities, mitigate against potential risks and any monies required for future investment opportunities.

The Board will keep its reserves approach under regular review to ensure that an appropriate balance is maintained between developing reserves to provide sufficient funds to meet its forward obligation, to provide a reserve against unforeseen events and to provide adequate resources to fund new initiatives in order to promote the charitable objects of Mental Health UK. Further details of reserves held at 31 March 2019 are shown in note 12 to the financial statements.

Statement of Trustees' Responsibilities

Statement of Trustees' responsibilities in respect of the Trustees' Annual Report and the financial statements

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year in accordance with UK Accounting Standards, including Financial Reporting Standard 102, The Financial Reporting Standard applicable in the UK and Republic of Ireland (UK Generally Accepted Accounting Practice).

The financial statements are required by law to give a true and fair view of the state of affairs of the Charitable Company and of the excess of income over expenditure for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company will continue its activities.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that its financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the Charitable Company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the Charity and financial information included on the Charitable Company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This Annual Report of the Trustees, under the Charities Act 2011 and the Companies Act 2006, was approved by the Board of Trustees on the 14 January 2020 including approving in their capability as Directors the Trustees' Strategic Report and Directors' Report contained therein, and is signed as authorised on its behalf by the Chair of the Board of Trustees.

By Order of the Board



Paul Jenkins

Chair of the Trustees

14 January 2020

MENTAL HEALTH UK

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF MENTAL HEALTH UK

Opinion

We have audited the financial statements of Mental Health UK (the 'Charity') for the year ended 31 March 2019, which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

The financial statements have been prepared in accordance with Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has been withdrawn.

This has been done in order for the accounts to provide a true and fair view in accordance with the Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

In our opinion the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2019 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Annual report, other than the financial statements and our Auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance

MENTAL HEALTH UK

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF MENTAL HEALTH UK

conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees are responsible for the preparation of financial statements which give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditor's report.

Use of our report

This report is made solely to the Charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the

MENTAL HEALTH UK

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF MENTAL HEALTH UK

Charity's trustees those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity and its trustees, as a body, for our audit work, for this report, or for the opinions we have formed.

Crowe U.K. LLP

Crowe U.K. LLP

Statutory Auditor

St Bride's House
10 Salisbury Square
London
EC4Y 8EH
16 January 2020

Crowe U.K. LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

MENTAL HEALTH UK

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2019**

	Note	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
Income from:					
Donations and legacies	2	186,576	3,343,368	3,529,944	5,988,901
Charitable activities	3	64,171	-	64,171	-
Total income		250,747	3,343,368	3,594,115	5,988,901
Expenditure on:					
Charitable activities		283,461	3,285,462	3,568,923	2,498,546
Total expenditure		283,461	3,285,462	3,568,923	2,498,546
Net income / (expenditure) before other recognised gains and losses		(32,714)	57,906	25,192	3,490,355
Net movement in funds		(32,714)	57,906	25,192	3,490,355
Reconciliation of funds:					
Total funds brought forward		305,921	3,184,434	3,490,355	-
Total funds carried forward		273,207	3,242,340	3,515,547	3,490,355

The notes on pages 24 to 31 form part of these financial statements.

MENTAL HEALTH UK

**BALANCE SHEET
AS AT 31 MARCH 2019**

	Note	£	2019 £	£	2018 £
Current assets					
Debtors	9	2,028,737		1,998,007	
Cash at bank and in hand		1,668,399		1,599,174	
		<u>3,697,136</u>		<u>3,597,181</u>	
Creditors: amounts falling due within one year	10	<u>(181,589)</u>		<u>(106,826)</u>	
Net current assets			<u>3,515,547</u>		<u>3,490,355</u>
Net assets			<u>3,515,547</u>		<u>3,490,355</u>
Charity Funds					
Restricted funds	12	3,242,340		3,184,434	
Unrestricted funds	12	273,207		305,921	
Total funds			<u>3,515,547</u>		<u>3,490,355</u>

The financial statements were approved by the Trustees on 14th January 2020 and signed on their behalf, by:


P Jenkins

The notes on pages 24 to 31 form part of these financial statements.

MENTAL HEALTH UK

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2019**

	Note	31 March 2019 £	Period ended 31 March 2018 £
Cash flows from operating activities			
Net cash provided by operating activities	14	69,225	1,599,174
		<hr/>	<hr/>
Change in cash and cash equivalents in the year		69,225	1,599,174
Cash and cash equivalents brought forward		1,599,174	-
		<hr/>	<hr/>
Cash and cash equivalents carried forward	15	1,668,399	1,599,174
		<hr/> <hr/>	<hr/> <hr/>

The notes on pages 24 to 31 form part of these financial statements.

MENTAL HEALTH UK

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

1. Accounting Policies

1.1 Charity status

The Charity was set up on 19 December 2016 as a Charitable Incorporated Organisation (CIO), registered in England and Wales, and treated as a public benefit entity. The first period is a long accounting period to 31 March 2018 to be consistent with the members of Mental Health UK.

Registered Office, 15th Floor, 89 Albert Embankment, London SE1 7TP.

Principal Office, 1st Floor Castlemill, Birmingham New road, Tipton, DY4 7UF.

1.2 Basis of preparation of financial statements

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure has involved following the Charities SORP (FRS 102) published on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and Charities Act 2011.

Mental Health UK constitutes a public benefit entity as defined by FRS 102.

1.3 Going concern

After making enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements as outlined in the Statement of Trustees responsibilities.

1.4 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

MENTAL HEALTH UK

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

1. Accounting Policies (continued)

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and include project management carried out at Headquarters.

Charitable activities and Governance costs are costs incurred on the Charity's educational operations, including support costs and costs relating to the governance of the Charity apportioned to charitable activities.

Grants payable are charged in the year when the offer is made except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attaching are fulfilled. Grants offered subject to conditions which have not been met at the year end are noted as a commitment, but not accrued as expenditure.

All expenditure is inclusive of irrecoverable VAT.

1.6 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.7 Cash at Bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.8 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

1.9 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

MENTAL HEALTH UK

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

1. Accounting Policies (continued)

1.10 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.11 Critical accounting estimates and areas of judgment

In the application of the accounting policies, Governors are required to make judgement, estimates, and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

No significant judgements or estimates have been made in the preparation of these financial statements.

2. Income from donations and legacies

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
Donations	186,576	3,343,368	3,529,944	5,988,901
<i>Total 2018</i>	<i>646,289</i>	<i>5,342,612</i>	<i>5,988,901</i>	

3. Income from charitable activities

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
Educational income	64,171	-	64,171	-

MENTAL HEALTH UK

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

4. Analysis of expenditure by activities

	Grant funding of activities 2019 £	Support costs 2019 £	Total 2019 £	Total 2018 £
Grant making activity	3,345,122	223,801	3,568,923	2,498,546
<i>Total 2018</i>	<u>2,284,431</u>	<u>214,115</u>	<u>2,498,546</u>	

5. Analysis of grants

	Grants to Members 2019 £	Total 2019 £	Total 2018 £
Rethink Mental Illness	2,306,573	2,306,573	1,661,802
Support in Mind Scotland	365,767	365,767	246,561
Hafal	398,546	398,546	217,902
Mindwise	274,236	274,236	158,166
	<u>3,345,122</u>	<u>3,345,122</u>	<u>2,284,431</u>
<i>Total 2018</i>	<u>2,284,431</u>	<u>2,284,431</u>	

6. Support costs

	2019 £	2018 £
Finance, human resources and IT	150,961	180,130
Events	55,466	20,225
Auditors' remuneration	9,500	8,500
Communication	4,821	1,311
Insurance	2,430	1,430
Computer licences	-	180
Just Giving charges	314	2,125
Bank charges	309	214
Total	<u>223,801</u>	<u>214,115</u>

MENTAL HEALTH UK

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

7. Net Income/(expenditure)

This is stated after charging:

	31 March 2019 £	<i>Period ended 31 March 2018 £</i>
Auditor's remuneration - audit	9,500	<i>8,500</i>

During the year, no Trustees received any remuneration (2018 - £NIL).

During the year, no Trustees received any benefits in kind (2018 - £NIL).

During the year, no Trustees received any reimbursement of expenses (2018 - £393).

8. Staff costs

The Charity has no employees other than the Trustees, who did not receive any remuneration (2018 - £NIL).

No employee received remuneration amounting to more than £60,000 in either year.

9. Debtors

	2019 £	<i>2018 £</i>
Trade debtors	25,850	<i>-</i>
Amounts owed by members	1,997,471	<i>1,998,007</i>
Tax recoverable	5,416	<i>-</i>
	2,028,737	<i>1,998,007</i>

10. Creditors: Amounts falling due within one year

	2019 £	<i>2018 £</i>
Amounts owed to members	171,977	<i>97,014</i>
Accruals and deferred income	9,612	<i>9,812</i>
	181,589	<i>106,826</i>

MENTAL HEALTH UK

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

11. Financial instruments

	31 March 2019 £	<i>Period ended 31 March 2018 £</i>
Financial assets measured at amortised cost	3,697,136	3,597,181
Financial liabilities measured at amortised cost	181,589	106,826

Financial assets measured at amortised cost comprise cash at bank and in hand.

Financial liabilities measured at amortised cost comprise amounts owed to members and accruals.

12. Statement of funds

Statement of funds - current year

	Balance at 1 April 2018 £	Income £	Expenditure £	Balance at 31 March 2019 £
Unrestricted funds				
General Funds	305,921	250,747	(283,461)	273,207
Restricted funds				
Restricted Funds - Lloyds Banking Group	3,184,434	3,343,368	(3,285,462)	3,242,340
Total of funds	3,490,355	3,594,115	(3,568,923)	3,515,547

The Lloyds Banking Group restricted funds relate to an agreement with Mental Health UK to establish and run the Mental Health and Money Advice Services across the four member charities, Rethink Mental Illness, Hafal, Support in Mind Scotland and Mindwise.

Statement of funds - prior year

	Balance at 19 December 2016 £	Income £	Expenditure £	Balance at 31 March 2018 £
General Funds	-	646,289	(340,368)	305,921
Restricted funds				
Restricted Funds - Lloyds Banking Group	-	5,342,612	(2,158,178)	3,184,434
Total of funds	-	5,988,901	(2,498,546)	3,490,355

MENTAL HEALTH UK

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

13. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £
Current assets	282,231	3,414,905	3,697,136
Creditors due within one year	(9,612)	(171,977)	(181,589)
Difference	588	(588)	-
	<u>273,207</u>	<u>3,242,340</u>	<u>3,515,547</u>

Analysis of net assets between funds - prior year

	Unrestricted funds 2018 £	Restricted funds 2018 £	Total funds 2018 £
Current assets	315,733	3,281,448	3,597,181
Creditors due within one year	(9,812)	(97,014)	(106,826)
	<u>305,921</u>	<u>3,184,434</u>	<u>3,490,355</u>

14. Reconciliation of net movement in funds to net cash flow from operating activities

	31 March 2019 £	Period ended 31 March 2018 £
Net income for the year (as per Statement of Financial Activities)	25,192	3,490,355
Adjustment for:		
Increase in debtors	(30,730)	(1,933,720)
Increase in creditors	74,763	42,539
Net cash provided by operating activities	<u>69,225</u>	<u>1,599,174</u>

15. Analysis of cash and cash equivalents

	31 March 2019 £	Period ended 31 March 2018 £
Cash in hand	1,668,399	1,599,174
Total	<u>1,668,399</u>	<u>1,599,174</u>

MENTAL HEALTH UK

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

16. Connected entities

Rethink Mental Illness, Hafal in Wales, MindWise in Northern Ireland and Support In Mind in Scotland are all members of Mental Health UK. Mental Health UK is not controlled by any one of these entities.

17. Related party transactions

There have been no transactions with related parties during the period.

18. Key management personnel

Key management personnel are considered to be the Trustees, none of which received any remuneration during the period. The Senior Management Team are also considered to be key management personnel. Salaries amounting to £115,076, including employers' national insurance and pension contributions were recharged to the charity from Rethink Mental Illness in respect of the Senior Management Team.

19. Funds received as agent

During the prior year, Rethink Mental Illness, a connected party (note 16), received funds on behalf of Mental Health UK amounting to £1,998,000.

20. Volunteers

One of the charity's main donors, Lloyds Banking Group Plc, volunteer staff to help the charity in various ways such as running customer feedback workshops and helping to write databases to develop the helpline as well as other general volunteering. Each Lloyds Banking Group staff member can volunteer up to one day per annum.

The Royal Mail also provide staff to volunteer for the charity.

