



**Mental Health UK**

**Trustees' Report and consolidated financial  
statements**

**For the year ended 31 March 2020**

**Charity number: 1170815**

	<b>Page</b>
Trustee's Report	1 - 13
Statement of Trustees' Responsibility	14
Independent Auditors' Report to the members of Mental Health UK	15 - 18
Statement of Financial Activities	19
Balance Sheet	20
Statement of Cashflows	21
Notes to the Financial Statements	22 - 32

### **Name and Nature of the Charity**

Mental Health UK was formed on 19 December 2016 and is registered with the Charity Commission of England and Wales as a Charitable Incorporated Organisation. Its governing document is its constitution.

Mental Health UK was established 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 2019/20 the Trustees were:

#### **Chair of the Board**

Paul Jenkins

#### **Members of the Board**

Anne Doherty  
Lyn Paweleck  
Frances Simpson  
Alun Thomas  
Mark Winstanley

#### **Appointment of Trustees**

Each of the Chief Executive Officers of our founding Charities are chosen to represent their charity on the Board. Independent Trustees were approached at inception.

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 Senior Executive Officer and the Chief Finance Officer of the Charity each has clearly defined areas of responsibility and accountability.

Chief Executive Officer: Brian Dow

Senior Executive Officer: Katie Legg

Chief Financial Officer: Kelly Brown (Resignation July 2020)

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

**Auditors**

Crowe U.K. LLP  
Black Country House  
Rounds Green Road  
Oldbury, B69 2DG

**Bankers**

Natwest Commercial Office  
2nd Floor, 39 Queen Square  
Wolverhampton  
WV1 1TL

**Solicitors**

Bates Wells  
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 14 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 continued to receive support from volunteers from some of our corporate partners. This year we have benefitted from over 1,250 people volunteering providing over 9,000 hours of strategic support.

Volunteers have also supported Mental Health UK through skills, activity and cause-based volunteering, such as sharing content from our young people's programme, mentoring and supporting our signature events.

We would like to thank Lloyds Banking Group, ISG and Merkle Periscopix in particular for their support this year.

## 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 health problems include the delivery of:

1. Key mental health support services, including the provision of information and advice
2. Local and national peer support

These activities are core to our charitable purpose of ensuring everyone has the advice, information and support they need to live their best possible lives.

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.

At Mental Health UK we deliver our charitable objectives through raising funds, predominantly through corporate partnerships, and distributing these to our four founding charity members. These funds are used to respond to some of the biggest societal needs, delivering new and existing services and programmes in each nation to respond to the local needs of people affected by mental health problems. This aligns with 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 we are proud to have launched Bloom, a young people's mental health resilience programme. This programme enables young people to access the information they need to support their mental health. 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 who together have over 40 years of expertise of improving life for people affected by mental health problems. Our approach means that we are able to fund the vital core work of our founding charities responding to new needs as they arise.

We have come a long way in improving attitudes and opening conversations about mental health and illness<sup>1</sup>. Attitudes have improved in over 5.4 million people since 2016 and have enabled more open, supportive conversations about mental health. Despite this however, two thirds of mental health problems still go untreated as many people do not seek help<sup>2</sup>. A large proportion of adults also continue to find information relating to health and wellbeing difficult to understand<sup>3</sup>. It is therefore imperative that we continue to improve mental health literacy by providing people with the clear, accessible information which enables them to seek the support which is right for them.

---

<sup>1</sup> [Time to Change](#) - 5.4 million people have improved attitudes since the campaign began in 2016

<sup>2</sup> [World Health Organisation](#)

<sup>3</sup> [Mental Health Foundation](#) - 61% of working age adults in England find it difficult to understand health and wellbeing information

The importance of access to information extends to those who face mental health and money problems. The link between mental health and money is well documented: four million people in the UK have poor mental health and struggle with their financial wellbeing, with a further four million in financial difficulty who are therefore at greater risk of developing poor mental health as a result<sup>4</sup>. This correlation can be cyclical with one challenge exacerbating the other. Alongside this, waiting times for mental health support continue to grow and telephone advice services are stretched, with demand often outstripping resource<sup>5</sup>. This year our flagship UK-wide Mental Health and Money Advice service and our Rethink Advice and Information Service in England continued to address this need by serving thousands of people seeking advice relating for themselves or others.

Lack of social connection – both with others, and with local services – can also contribute to a cycle of mental ill health. Adults who are lonely increasingly feel depressed or anxious<sup>6</sup> and carers can be cut-off from society because of the impact of caring and associated stigma. Providing spaces for people to come together through peer support is known to have enormous benefits for those involved<sup>7</sup>, and connecting those experiencing mental ill health to non-medical sources of support in communities can also help contribute to improved mental health<sup>8</sup>. We therefore continue to fund our core peer support work, alongside introducing new models to connect people in their communities.

Our ability to manage our own mental health is only possible with the right knowledge, support and tools. That is why this year we also commenced a key programme of work with young people to support their mental health and resilience. Young people's mental health is an emerging crisis: there has been a 26% increase in referrals to NHS child and adolescent mental health services (CAMHS) in the last 5 years<sup>9</sup> and 75% of mental health problems start by the age of 18<sup>10</sup>. Good, early preventative support can help young people to avoid deterioration in their mental health and equip them for everyday challenges. Through our new programme, Bloom, we are working to equip young people aged 14-18 across the UK with the tools to navigate their life transitions, both now and in the future.

Through our unique way of working, we are able to be responsive and targeted in our approach. Together we will better understand and manage our mental health – and we won't stop until everyone has the advice, information and support they need to live their best possible lives.

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

### **1. Provision of expert advice**

Example - We continued to contribute to the development of the Rethink Advice and Information service in England. These funds have allowed the service to sustainably reach more people by introducing new ways of responding to enquiries faster (such as via chatbot) and increasing their capacity through deploying volunteers.

---

<sup>4</sup> Jenkins R, Bhugra D, Bebbington P, et al (2008) 'Debt, income and mental disorder in the general population.' *Psychological Medicine*; 38: 1485-1494.

<sup>5</sup> Rethink Advice and Information Service

<sup>6</sup> [The Mental Health Foundation](#)

<sup>7</sup> Repper and Carter, 2010

<sup>8</sup> [NHS](#)

<sup>9</sup> Education Policy Institute 2018

<sup>10</sup> [The Children's Society](#)

## **2. Provision of peer support**

Example – Our support groups across the UK are a vital element of our peer support work in communities: they help to reduce the isolation and loneliness that can come from having a mental illness. With support from our funding partners, we contributed to the continued delivery of over 200 support groups across the UK for those affected by mental health problems.

We also funded the continuation of Hafal's online mental health community in Wales called 'Clic'. Rooted in peer support, this service reduces isolation by offering an online space for people affected by mental health problems to connect and support one-another. With this additional funding, Clic reached over 2000 people this year.

## **3. Provision of mental health information**

Example - We continued to fund the delivery and development of the National Information Service in Scotland. This has enabled the service to respond to information enquiries faster by increasing headcount and deploying a new triage system.

Following success in the previous financial year, we also continued to distribute our information guides entitled 'How does it really feel?' to GP surgeries and hospitals throughout the UK, reaching an additional 300,000 people. The guides aim to increase mental health literacy and encourage those who need it to seek help.

## **4. Community navigation**

With support from our partner Johnson & Johnson, we were able to begin the development of a new model for community-based mental health care in the UK. The 'Community Navigator Programme', delivered by our founding charities, aims to transform the way that care is delivered to people with severe mental illness. The three-year partnership will see 'Navigators' in each nation, commencing first in England (Grimsby) and Wales (Bridgend) in 2020. This pilot is in its early stages, therefore impact will be reported in the next financial year.

## **5. Support to young people's resilience**

In October 2018 we were successful in securing a third year of partnership with Lloyds Banking Group, whose staff voted for us to design and deliver a new mental health programme for young people aged 14-18. This year we developed 'Bloom' which launched as a pilot in schools across the UK in September 2019. The initial outcomes of Bloom delivery this year are promising. Further impact data will be available from October 2020.

## Mental Health Training

In addition, during this period we also developed and delivered 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. This year we trained over 1,300 people through our suite of workplace mental health training programmes.

## Highlights and Achievements and Performance

### **Highlight: We have supported over 5,537 people with bespoke 121 mental health advice and case work support**

There is significant ongoing demand for telephone and advice services<sup>11</sup>. That is why we continue to fund and further develop our flagship telephone advice services to meet this growing need.

### **Mental Health & Money Advice**

This year 948 people were supported through dedicated one-to-one phone advice via Mental Health and Money Advice to feel more able to manage their money and break the cycle of financial and mental health problems. The average client is now over £3,900 better off as a result of working with us to manage their money and increase their income.

Mental Health & Money Advice is the UK's first advice service addressing a dual challenge: that mental health and money problems often 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 problems<sup>12</sup>.

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](http://www.mentalhealthandmoneyadvice.org). Our casework approach 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.

### **This service has supported people like Mike in Scotland:**

*"I would describe depression as a demon that haunts you all the time. It's always following you. [...] I was drinking from when I was 14, right up to when I was 40. I needed some structure to help me through the mess I was in with my bills. There's an organisation called Mental Health & Money Advice. I literally phoned them up. I had my creditors on the phone all the time 24 hours a day phoning me all the time 'where's our money, where's*

---

<sup>11</sup> Rethink Advice and Information Service

<sup>12</sup> Money and Mental Health Policy Institute: Debt and mental health: A statistical update, 2019



*our money [...] and you're able to stop that because the evidence you give them they pass on to the creditors and that gives you a bit of a breathing space. After my first call [it] took a weight off my shoulders. If I didn't have charities like Mental Health UK, we would be in a very difficult place. Yes I'm in a good place. It's not perfect, but this is where I am, and I like it."*

## Information

Highlight: Our information has been accessed over 5.2m times

As awareness of mental ill health grows there is also a growing demand for easy to access information on information services. Through the year we have worked to ensure that all of our information online and in hard copy is up to date, informative and easy to read. From a standing start in 2016-17, readership of the conditions pages on the Mental Health UK website alone has grown to over 970,000 this year.

Despite this two thirds of mental health problems also still go untreated as many people do not seek help<sup>13</sup> or find information relating to health and wellbeing difficult to understand<sup>14</sup>. As such, following our success last year, this year we distributed a further 300,000 copies of our information guide, entitled 'How does it really feel?' to 5,000 General Practice surgeries and 150 hospitals UK-wide, bringing our total distribution to date to over 900,000 guides.

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. Our guide also had a consistent 13% higher pick-up rate than other campaigns in the same period, with most people taking the guide for themselves, as well as for their partners.



<sup>13</sup> [World Health Organisation](https://www.who.int/news-room/fact-sheets/detail/mental-disorders)

<sup>14</sup> 61% of working age adults in England find it difficult to understand health and wellbeing information  
<https://www.mentalhealth.org.uk/a-to-z/m/mental-health-literacy>

---

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

### Support

#### Highlight: Over 12,000 people have accessed our peer support services

Loneliness can contribute to a cyclical link to mental ill health - adults who are lonely increasingly feel depressed or anxious<sup>15</sup> and carers can also be cut-off from society because of the impact of both caring and the stigma associated. Peer support reduces the isolation and loneliness that can come from having a mental illness and can provide a lifeline particularly in areas where mental health services are stretched.

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.

Our groups provide a safe space for people to speak openly and without discrimination. With support from our funding partners, we contributed to the continued delivery of over 200 local support groups, with an estimated reach of over 10,000 people.

Steve, from our Machynlleth Carers Support Group highlights how the group has helped him:

*“My entire day is geared around somebody else’s needs. So pretty much as a carer, your life’s on hold. You know, death of a lost child and caring for an elder who is 90 with heart failure, you’re dealing with life and death. When my baby died people don’t really know how to respond so you kind of feel like you’re stunned by the community so you feel quite alone in that process. I’m working towards trying to find a way to keep my dad in good health, he’s 90. So for me the stress of all of that is sort of through the roof. I can feel the grief of it here in my throat. Hafal is a venue which gives us a potential drop-in, somewhere to give a support where I wouldn’t get that on my own. It gives me a sort of help in an emotional way. **If you’re sharing a little bit of woundedness in your life, whatever that could be, or something that’s joyful for you, there’s a vulnerability in that. Somehow the wounding shared gives a little bit of fortitude”***

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

In the last year, we continued to fund ‘[Clic](#)’ – an online peer support community in Wales. Clic provides people with a safe space to share their experiences and build new social connections. It is moderated 24 hours a day to ensure that the community remains supportive and safe.

*“Since joining Clic I have felt less alone because everyone is supportive of each other. I feel part of a community because the fears that I’ve*

---

<sup>15</sup> [The Mental Health Foundation](#)

*experienced in my worst times were also experienced by other people on the site.*

*Joining an online community has been better for me in some ways than meeting in a traditional group. Sometimes my anxiety was too bad to attend group meetings, socialising can be really overwhelming so being able to leave the website when I'm ready takes a lot of the pressure off me.*

*Also because meetings were at specific times, if I wasn't feeling up to it by that time I would just have to miss out. I'd also sometimes feel disappointed that I'd have to wait a whole month until my next meeting. **I find it really comforting that Clic never closes. I can log on any time of the day or night and someone will be there to chat.***

- Delilah, Clic user

### **Young People's Mental Health - Bloom**

**Highlight: We educated 1,391 young people to manage their mental health and resilience**

With support from Lloyds Banking Group, this year we developed and launched Bloom - a UK-wide programme which supports young people's mental health resilience. Delivered in schools and colleges, Bloom equips young people with the tools and knowledge to maintain their mental health through life's transitions, both now and in the future.

Delivered over 8 sessions, Bloom is taught through scenario-based discussion and relatable topics, such as 'social pressures' and 'exam stress'.

Core to the Bloom model is co-delivery: the content of Bloom is taught alongside teachers whose role is to support and train teachers in the course content and application of teaching resources. Participating schools therefore commit to delivering Bloom beyond the eight-week delivery, ensuring the sustainability and legacy of Bloom in future.

In this reporting period we launched and delivered Bloom across the UK in 32 schools, trained 113 teachers and reached 1,391 young people.

We also began to diversify our portfolio of delivery to meet the evolving needs of schools and developed new resources for parents and carers of young people to support them in having open conversations about mental health.

The qualitative feedback from schools and students so far has been overwhelmingly positive and a formal impact report will be made available from October 2020.

### Plans for Future Periods

Our priorities for future periods focus on sustaining our key services, not just by securing new funding but influencing and demonstrating the best case for our practise to be adopted into policy and service delivery.

There is a real opportunity to be working with more financial institutions and the Government to embed Mental Health and Money Advice and to scale Bloom such that the proof of concept can evolve into a regular programme that sits in or alongside the curriculum.

We will continue to respond to the needs of our four founding charities who are likely to experience an increase in demand for their services with lockdown and social distancing. We need to ensure we work efficiently to release as much funds as possible and develop new partnerships.

### COVID-19 response

The crisis, which began to build in February 2020 before a total lockdown in March, has had a devastating impact on those living with mental illness. We have sought to understand and mitigate this impact as much as possible.

We were in contact very quickly with our major funders to ascertain the security of our partnerships and our future. We adapted our approach to forming partnerships and our asks for support. We also ran a critical eye over our expenditure to ensure our structure was appropriate with the risks of the current climate in mind.

### Fundraising

Mental Health UK raised £4,387,545 through fundraising activity in 2019/20. Of this, £3,237,425 was restricted income, largely generated through the partnership with Lloyds Banking Group. The £1,150,120 unrestricted fundraising income came through partnerships, including ISG and the PureGym Relay and through individuals either giving donations or raising funds through event participation.

Investment in fundraising was £384,244 including staffing, professional fundraising agency fees, event places and other direct costs to support the generation of funds.

Mental Health UK worked with a number of professional fundraising organisations during the year, including payroll giving providers. The organisations we work with adhere to the Association of Payroll Givers Code of Conduct which ensures that donors are treated with respect and not put under any undue pressure to donate.

As a charity we are regulated by the Fundraising Regulator which means all of our fundraising activities are compliant with the Code of Fundraising Practice.

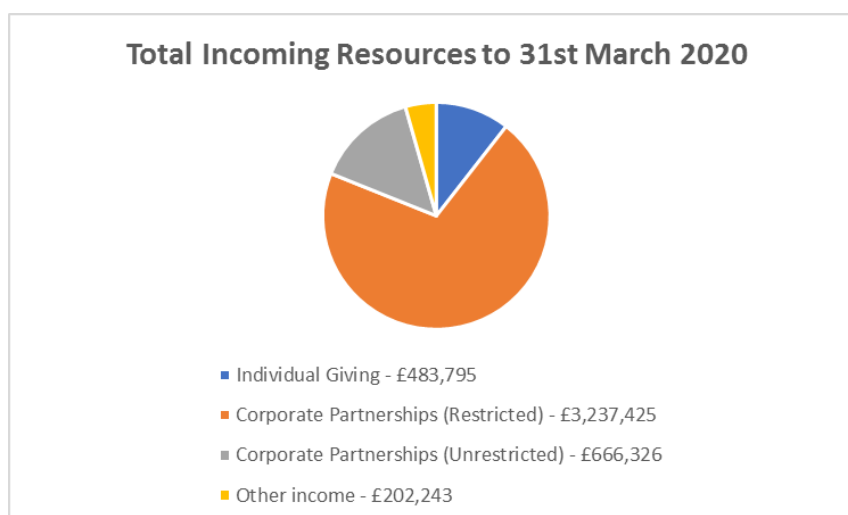
We value our supporters and take great care to treat them with respect and listen to feedback we receive. We have procedures in place to ensure individuals who may be in vulnerable circumstances are not put under any pressure to donate and provide guidance and training to our supporter facing teams on how to recognise and speak with people who may be in vulnerable circumstances.

### Financial Review

These accounts represent the period of operations to from 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020.

The charity generated £4,387,545 of voluntary income thanks to the generosity of our donors, which exceeded our expectations again for the second year.

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.



### 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 5-9 of the accounts.

### Key Risks and Uncertainties

In relation to the overall financial control procedures, the Charity has in place a 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.

Risks are assessed by the Management Team and escalated to the Board accordingly. Trustees are provided with assurance that the major risks which are identified have been reviewed and evaluated on a programmatic basis, taking account of internal controls, systems and other actions pursued to mitigate them. 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 are considered to be:

- The ability to continue to generate sufficient income, accentuated by the Covid-19 pandemic, to continue to develop our programmes of work beyond the terms of our existing corporate partnership agreements. As previously indicated we have a clear strategy in place to secure the long-term sustainability of Mental Health and Money Advice beyond the length of the Lloyds Banking Group partnership to ensure that we manage this risk appropriately.
- The long-term change in corporate fundraising. Whilst mental health continues to be a highly relevant cause for big corporations, the way in which businesses are entering partnerships with charities is changing. We are tracking this trend closely and are developing new multifaceted ways of working with big businesses.

### 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	523,906
Restricted funds	3,301,241
Total funds	3,825,147

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 2020 were £523,906, all of which represent free reserves against a target this year of £135,000. This is sufficient to cover any residual liabilities and redundancies within the support services provided by Rethink Mental Illness as a result of winding up.

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 2020 are shown in note 14 to the financial statements.

### Going Concern

The Trustees have a reasonable expectation that the Charity has adequate resources to continue its activities for the foreseeable future.

The Covid-19 crisis, which began to build in February 2020 before a total lockdown in March, has had a devastating impact on those living with mental illness. The Board have sought to understand and mitigate this impact as much as possible. The potential impact on the financial reserves of the Charity were considered at the beginning of the year, the draft annual budget was amended and then approved. The budget is reviewed by the Senior Executive Team and reported to Board as necessary during regular board meetings.

The areas considered most at risk are noted above.

Cashflow projections and forecasts have been prepared covering at least 12 months which support the continued operations of the Charity.

Accordingly, they continue to adopt the going concern basis in preparing the financial statements as outlined in the Statement of Trustees responsibilities.

## Statement of Trustees' Responsibilities

Year Ended 31 March 2020

---

### 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 20<sup>th</sup> October 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.

A handwritten signature in black ink that reads "Paul Jenkins".

Paul Jenkins

Chair of the Trustees

11<sup>th</sup> November 2020



### Opinion

We have audited the financial statements of Mental Health UK (the 'charity') for the year ended 31 March 2020 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).

In our opinion the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure 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 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) and in other respects 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, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance 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.

### **Opinion on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In the light of our knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

### **Responsibilities of Trustees**

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements 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.

**Independent Auditors' Report to the members of Mental Health UK**

**Year Ended 31 March 2020**

---

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](http://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 Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the 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 UK LLP*

Crowe U.K. LLP

Statutory Auditor

Black Country House

Rounds Green Road

Oldbury, B69 2DG

Date: 12 November 2020

	Note	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
<b>Income from:</b>					
Donations and legacies	3	1,150,120	3,237,425	4,387,545	3,529,944
Charitable activities	4	202,243	-	202,243	64,171
<b>Total income</b>		<b>1,352,363</b>	<b>3,237,425</b>	<b>4,589,788</b>	<b>3,594,115</b>
<b>Expenditure on:</b>					
Charitable activities	5	1,115,572	3,164,616	4,280,188	3,568,923
<b>Total expenditure</b>		<b>1,115,572</b>	<b>3,164,616</b>	<b>4,280,188</b>	<b>3,568,923</b>
<b>Net income/(expenditure)</b>		<b>236,791</b>	<b>72,809</b>	<b>309,600</b>	<b>25,192</b>
<b>Transfers between funds</b>	<b>14</b>	<b>13,908</b>	<b>(13,908)</b>	<b>-</b>	<b>-</b>
Net movement in funds		<u>250,699</u>	<u>58,901</u>	<u>309,600</u>	<u>25,192</u>
<b>Reconciliation of funds:</b>					
Total funds brought forward		273,207	3,242,340	3,515,547	3,490,355
Net movement in funds		250,699	58,901	309,600	25,192
<b>Total funds carried forward</b>		<u><b>523,906</b></u>	<u><b>3,301,241</b></u>	<u><b>3,825,147</b></u>	<u><b>3,515,547</b></u>

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 22 to 32 form part of these financial statements.

## Balance Sheet

As At 31 March 2020

	Note	2020 £	£	2019 £	£
<b>Current assets</b>					
Stock	10	9,412		-	
Debtors	11	2,079,678		2,028,737	
Cash at bank and in hand		2,436,551		1,668,399	
		<u>4,525,641</u>		<u>3,697,136</u>	
<b>Creditors:</b> Amounts falling due within one year	12	(700,494)		(181,589)	
				<u>3,515,547</u>	
<b>Net current assets</b>			3,825,147		3,515,547
<b>Total assets less current liabilities</b>			<u>3,825,147</u>		<u>3,515,547</u>
<b>Total net assets</b>			<u>3,825,147</u>		<u>3,515,547</u>
<b>Charity funds</b>					
Restricted funds	14	3,301,241		3,242,340	
Unrestricted funds	14	523,906		273,207	
<b>Total funds</b>			<u>3,825,147</u>		<u>3,515,547</u>

The financial statements were approved and authorised for issue by the Trustees on 11 November 2020 and signed on their behalf by:



P Jenkins

(Chair of Trustees)

The notes on pages 22 to 32 form part of these financial statements.

## Statement of Cash Flows

Year Ended 31 March 2020

---

	Note	2020 £	2019 £
<b>Cash flows from operating activities</b>			
Net cash used in operating activities	<b>16</b>	768,152	69,225
<b>Change in cash and cash equivalents in the year</b>		<u>768,152</u>	<u>69,225</u>
Cash and cash equivalents at the beginning of the year		1,668,399	1,599,174
<b>Cash and cash equivalents at the end of the year</b>	<b>17</b>	<u><u>2,436,551</u></u>	<u><u>1,668,399</u></u>

The notes on pages 22 to 32 form part of these financial statements.

## 1. General information

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.

## 2. Accounting policies

### 2.1 Basis of preparation of financial statements

The financial statements 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 2015), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

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.

Mental Health UK meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

### 2.2 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.



### **2.3 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.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

### **2.4 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. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

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.

---

**2.5 Stocks**

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

**2.6 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.

**2.7 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.

**2.8 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 in the Statement of financial activities as a finance cost.

**2.9 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.

## 2.10 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.

## 2.11 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 relevant. Actual results may differ from these estimates.

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

## 3. Income from donations and legacies

	<b>Unrestricted funds 2020 £</b>	<b>Restricted Funds 2020 £</b>	<b>Total funds 2020 £</b>	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £
Donations	1,110,120	3,237,425	4,347,545	186,576	3,343,368	3,529,944
Legacies	40,000	-	40,000	-	-	-
	<u>1,150,120</u>	<u>3,229,806</u>	<u>4,387,545</u>	<u>186,576</u>	<u>3,343,368</u>	<u>3,529,944</u>

## 4. Income from charitable activities

	Unrestricted funds 2020 £	Total funds 2020 £	Unrestricted funds 2019 £	Total funds 2019 £
Educational income	202,243	202,243	64,171	64,171

## 5. Expenditure on charitable activities

	Direct costs 2020 £	Support costs 2020 £	Total funds 2020 £	Direct costs 2019 £	Support costs 2019 £	Total funds 2019 £
Grants	3,779,526	327,905	4,107,481	3,345,121	176,639	3,521,760
Educational costs	157,592	15,115	172,707	43,952	3,211	47,163
	<u>3,937,168</u>	<u>343,020</u>	<u>4,280,188</u>	<u>3,389,073</u>	<u>179,850</u>	<u>3,568,923</u>

## 6. Analysis of grants

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £
Rethink Mental Illness	513,312	2,036,320	2,549,632	52,171	2,250,514	2,302,685
Support in Mind	52,931	434,296	487,227	3,887	363,492	367,379
Hafal	31,573	417,979	449,552	2,275	397,219	399,494
Mindwise	17,144	276,021	293,165	1,327	274,236	275,563
	<u>614,960</u>	<u>3,164,616</u>	<u>3,779,576</u>	<u>59,660</u>	<u>3,285,461</u>	<u>3,345,121</u>

## 7. Analysis of support costs

	<b>Unrestricted funds 2020 £</b>	<b>Total funds 2020 £</b>	Unrestricted funds 2019 £	Total funds 2019 £
Finance, HR and IT	251,728	251,728	107,009	107,009
Events	66,144	66,144	55,466	55,466
Communication	6,636	6,636	4,821	4,821
Auditors' remuneration	9,300	9,300	9,500	9,500
Insurance	5,709	5,709	2,430	2,430
Just giving charges	346	346	314	314
Bank charges	3,157	3,157	309	309
	<u>343,020</u>	<u>343,020</u>	<u>179,849</u>	<u>179,849</u>

## 8. Net income/(expenditure)

	<b>2020 £</b>	2019 £
This is stated after charging:		
Auditors' remuneration	<u>9,300</u>	<u>9,500</u>

## 9. Trustee' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2019: £NIL)

During the year ended 31 March 2020, no Trustee expenses have been incurred (2019: £NIL).

## 10. Stocks

	<b>2020 £</b>	2019 £
Stock	<u>9,412</u>	-

**11. Debtors**

	<b>2020</b>	2019
	£	£
<b>Due within one year</b>		
Trade debtors	31,576	25,850
Amounts owed by members	1,997,919	1,997,471
Other debtors	-	5,416
Prepayments and accrued income	50,183	-
	<u>2,079,678</u>	<u>2,028,737</u>

**12. Creditors: Amounts falling due within one year**

	<b>2020</b>	2019
	£	£
Amounts owed to members	309,437	171,977
Other taxation and social security	2,471	-
Accruals and deferred income	388,586	9,612
	<u>700,494</u>	<u>181,589</u>

**13. Financial instruments**

	<b>2020</b>	2019
	£	£
<b>Financial assets</b>		
Financial assets measured at amortised cost	<u>4,506,046</u>	<u>3,957,136</u>
<b>Financial liabilities</b>		
Financial liabilities measured at amortised cost	<u>328,513</u>	<u>181,589</u>

Financial assets measured at fair value through income and expenditure comprise cash at bank, trade debtors and amounts owed by members.

Financial liabilities measured at fair value through income and expenditure comprise accruals and amounts owed to members.

#### 14. Statement of funds

Statement of funds - current year	Balance at 1 April 2019 £	Income £	Expenditure £	Transfer between funds £	Balance at 31 March 2020 £
<b>Unrestricted funds:</b>					
General funds – all funds	273,207	1,352,363	(1,115,572)	13,908	523,906
<b>Restricted funds:</b>					
Lloyds Banking Group	3,228,432	3,199,727	(3,126,918)	-	3,301,241
Pizza Hut	13,908	-	-	(13,908)	-
Johnson & Johnson	-	37,698	(37,698)	-	-
	3,242,340	3,237,425	(3,164,616)		3,301,241
<b>Total funds</b>	<b>3,515,547</b>	<b>4,589,788</b>	<b>(4,280,188)</b>		<b>3,825,147</b>

#### Restricted funds:

##### Lloyds Banking Group

Our five year partnership has enabled us to establish and continue to deliver the UK's only Mental Health and Money Advice Service. Lloyds Banking Group colleagues voted that in addition we should also establish a resilience programme for young people age 14-18 which launched this year called Bloom.

##### Johnson & Johnson

Over the next three years our partnership will enable us to pilot a navigation programme in primary care in four locations across the UK.

##### Pizza Hut

Unrestricted funding to further the aims of the charity. This had been included within restricted funding within 2019 and has been transferred to unrestricted funds this year.

Year Ended 31 March 2020

Statement of funds - prior year	Balance at 1 April 2019 £	Income £	Expenditure £	Transfer between funds £	Balance at 31 March 2020 £
<b>Unrestricted funds:</b>					
General funds – all funds	305,921	250,747	(283,461)	-	273,207
<b>Restricted funds:</b>					
Lloyds Banking Group	3,184,434	3,319,768	(3,275,770)	-	3,228,432
Pizza Hut		23,600	(9,692)	-	13,908
Johnson & Johnson				-	-
	3,184,434	3,343,368	(3,285,462)	-	3,242,340
<b>Total funds</b>	<b>3,490,355</b>	<b>3,594,115</b>	<b>(3,568,923)</b>	<b>-</b>	<b>3,242,340</b>

**15. Analysis of net assets between funds**

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £
Current assets	545,453	3,980,188	4,525,641	282,231	3,414,905	3,697,136
Creditors due within one year	(21,547)	(678,947)	(700,494)	(9,024)	(172,565)	(181,589)
	523,906	3,301,241	3,825,147	273,207	3,242,340	3,515,547



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

	<b>2020</b>	2019
	£	£
Net income for the period (as per Statement of Financial Activities)	309,600	25,192
<b>Adjustments for:</b>		
(Increase)/decrease in stocks	(9,412)	-
(Increase)/decrease in debtors	(50,941)	(30,70)
Increase/(decrease) in creditors	518,905	74,763
	<u>768,152</u>	<u>69,225</u>

**17. Analysis of cash and cash equivalents**

	<b>2020</b>	2019
	£	£
Cash in hand	2,436,551	1,668,399
Total cash and cash equivalents	<u>2,436,551</u>	<u>1,668,399</u>

**18. Analysis of changes in net debt**

	<b>At 1 April</b>		<b>At 31 March</b>
	<b>2019</b>	<b>Cashflows</b>	<b>2020</b>
	£	£	£
Cash in hand	1,668,399	768,152	2,436,551
Total cash and cash equivalents	<u>1,668,399</u>	<u>768,152</u>	<u>2,436,551</u>

**19. Connected entities**

Rethink Mental Illness, Hafal in Wales, MindWise in Northern Ireland and Support In Mind Scotland in Scotland are all members of Mental Health UK. Mental Health UK is not controlled by any one of these entities. All support costs are recharged from Rethink Mental Illness and total £343,020.

## **20. 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 £93,876, including employers' national insurance and pension contributions were recharged to the charity from Rethink Mental Illness in respect of the Senior Management Team.

## **21. 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.