



CHANGE

MOMENTUM SUCCESS

QUALITY CHALLENGES

SUPPORT VALUE DEVELOPMENT

COLLABORATION PARTNERSHIP

EMPLOYMENT EDUCATION

COMMUNICATION FOCUS

TRANSFORMING

AWARENESS DYNAMIC

SUCCESS INNOVATIVE

LIVES

MOTIVATED SUPPORT VIBRANT

PIONEERING ENERGETIC

LEADERSHIP

MOMENTUM

DYNAMIC

DEVELOPMENT

PROGRESSIVE



action mental health

Action Mental Health aims to enhance the quality of life and the employability of people with mental health needs or a learning disability.

At AMH we provide our clients with many opportunities to be as active as possible, physically, socially and mentally. We encourage them to adopt a healthier lifestyle and to widen their social networks. We also provide them with the tools to build a better future, set personal goals, learn coping skills, and become more employable.

We are committed to promoting positive health and wellbeing. We are supporting our clients to lead

independent lives by providing services that meet their needs. We are helping them build a positive and meaningful future. We are promoting the positive links between health and work and helping people with mental health issues to find and stay in employment.

We are giving those who lack work experience, the opportunity to develop confidence and skills in a work environment through employment programmes, volunteering and supported work environments.

Our Services

AMH New Horizons helps people to overcome the effects of mental ill health and in many cases return to work. We offer a range of recognised qualifications and provide training, personal development programmes and social and recreational activities. We operate the New Horizons service in AMH units across Northern Ireland and increasingly deliver a variety of courses in community based venues.

Located in Lisburn, **AMH Accept** offers training on a part-time basis including work preparation, guidance, support and access to training, leading to qualifications for people with mental health needs. Based in the same unit, **AMH The Junction** is a service for young people with mental ill health between the ages of 18-30 exclusively and focuses on their social and vocational needs. The programme comprises of both drop in and organised activities.

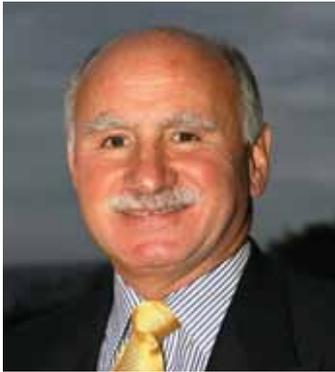
AMH Promote in Bangor is a training centre which delivers training to adults with learning disabilities, with a view to progression to employment options, social inclusive groups and/or further education.

AMH Works is our consultancy and training service. Specialising in positive mental health and wellbeing we provide a range of training and consultancy services which helps organisations in the private, public and voluntary sectors, build healthy, resilient and productive workplaces. More information can be found on our website www.amh.org.uk

AMH MensSana supports young people and their key contacts in the area of mental health and emotional wellbeing through a range of activities tailored to suit group needs. AMH MensSana operates across the Southern Trust and Library Board area.

AMH aims to source and support employment opportunities, training placements and further training for people engaging in the **AMH Employment Programme**. There are many options available to employers and clients. More details can be found on our website www.amh.org.uk

Chairman's Report



The need for mental health services is greater than ever before in these straightened times and as Chairman of AMH I'm really pleased that we are at the forefront of helping people recover from a range of mental

health conditions. We are also making significant impact on raising the issue of stigma with the wider public and we're delighted to be nominated as the NI Assembly's first ever Charity of the Year for the 15 months to June 2013 which will allow us to take this message to our decision makers.

The Board faced many challenges this year not least a Governance Review which will help us to renew our membership and update our processes. Difficult decisions have been agreed and these have had far reaching impacts on clients, staff and our estate. However our Strategic Review has given us a firm direction for future services and we plan to grow AMH in a sustainable but more diverse way. Some of the organisational changes are already bearing fruit and we are meeting an increasingly more diverse range of clients and our new work with the prison population is a good example of this.

The economic environment is forcing us to tackle issues in different ways and our closer collaboration with other partners is particularly beneficial. Our work on the Government's work programmes is meeting an increasing need for quality services, based on outputs, delivered by the third sector and we see a growing market for these. Our partners and funders in the Health Trusts continue to recognise the quality of recovery services provided by AMH and continue to match fund our European funding. Increasingly we

are meeting the need in the area of prevention and our joint work to deliver the Protect Life strategy is evidence of this. This builds on our well established MensSana project which is in demand more than ever.

Changes within the organisation have been far reaching and elements of service delivery have been changed but our staff team have handled them extremely well. In spite of a challenging funding background, there has, in fact, been an increase in client numbers and outcomes this year which is very pleasing.

The Board met on 5 occasions and the Finance & General Purposes Committee held 6 meetings over the year. The year end results were very satisfactory given the turbulent environment. The Board was assisted by the Audit Committee whose advice was greatly valued and I am very grateful to all the members of our Committees and the Board, and also all our volunteers, for their time and expertise which they contribute to AMH.

David Babington has been Chief Executive for just over 18 months and in that time has brought progressive fresh thinking to the organisation. His ability to motivate the staff, guide them sensitively through considerable change and create a new staff structure, empowering them towards progress, have all resulted in AMH being fit for the challenges that may lie ahead. His lobbying skills and connections have made our voice heard where it counts and enhanced the image and profile of AMH generally.

I would especially like to thank all our staff for their resilience and dedication to our clients through these difficult times, and for their positive approach to all the changes that they have helped to achieve with such success. The future will doubtless bring new challenges but I have confidence that they have the skills and abilities to face them.

H W R Kohner
Chairman

Chief Executive's Report



'There is nothing permanent except change'. While reflecting on the last year there is no doubt that AMH retained the momentum for change established in the previous year. The Board, staff and clients were

involved in a continuing process of transformation. However the key measure of success of our work is delivering outcomes for clients and I'm pleased that these have increased with fewer resources, and quality has been maintained and raised. Issues such as welfare reform, the Health and Social Care Board's Transforming Your Care report and pressures on public spending provide a challenging backdrop for coming years but I believe we are now much better placed to adjust to them.

Key developments included a governance review and a strategic review which resulted in a loss of staff as well as substantial redevelopment of our estate, including selling one site in Newry and redeveloping others. We established a new Belfast city centre presence and Central staff moved into newly refurbished offices on AMH's site in Ards. Other important aspects of the review included establishment of a new business development function and the establishment of a new Training and Consultancy enterprise, AMH Works, to support employers and this exciting development is now helping employers deal with the effects of mental ill health with their staff.

Our engagement with politicians has continued in order to bring the issue of mental health issues to key decision makers, especially in the run up to the Election.

This important role was recognised when AMH was announced as the Assembly's first ever Charity of the Year for 2012/13, a role we are delighted to be taking on and AMH was also chosen to assist the Speaker of the Assembly with turning on the Christmas lights at Stormont.

A continuing theme has been greater collaboration and partnership and as a result numerous successful programmes and projects have been launched. One notable example is our leadership, with the Cedar Foundation, of the Supported Employment Solutions consortium of seven charities delivering Government employment programmes.

In terms of quality Craigavon New Horizons, Fermanagh New Horizons and Promote all gained 100% compliance on their Customer Service Excellence (CSE) health checks. Importantly our biennial staff survey showed a substantial increase in satisfaction with communications and consultation. Having our new strategy in place AMH is now well placed to deliver better outcomes for our clients but also to increase the number and type of clients through different types of service. Our funding continues to diversify to increase sustainability and I am grateful to the Directors for their continued support through these turbulent times. Likewise I would like to thank our patrons, supporters and volunteers.

Having been with AMH for a busy 18 months now I am very proud of the commitment and dedication of the staff, they are AMH's strongest asset and will ensure we deliver improved outcomes in coming years. I'd like to thank them and I'm delighted to be working with them.

David Babington
Chief Executive

Snap shots of 2011/2012



Fundraising

AMH were delighted to be the nominated charity for many individuals and groups who took part in fundraising events throughout the year. A big thank you to all those who gave of their time, your generosity is appreciated. We would also like to acknowledge those individuals who have kindly included Action Mental Health as a beneficiary in their wills.

AMH's work is made possible by generous support from Health and Social Care Trusts and the European Union. AMH also wish to acknowledge the generosity of the many trusts, foundations and funding bodies who give so generously, a full list of which can be reviewed within our statutory accounts.

You can donate to AMH using [Just Giving](#) or sign up for one of our fundraising events www.amh.org.uk/fundraising

- 1** Martin McGuinness, Deputy First Minister visits AMH in Foyle.
- 2** Danny Kennedy MLA, Minister for Regional Development, was the special guest at Newry's Certificate Presentation in AMH New Horizons.
- 3** AMH New Horizons Foyle held a fun event in the Foyleside Shopping Centre to celebrate World Mental Health Day.
- 4** Health Minister, Edwin Poots MLA, visits AMH clients at work in Lisburn.
- 5** Lady Sylvia Hermon MP, was the special guest at AMH Promote's annual award ceremony in Bangor.
- 6** Minister Stephen Farry is the special guest at our Seminar – Working for Mental Health.

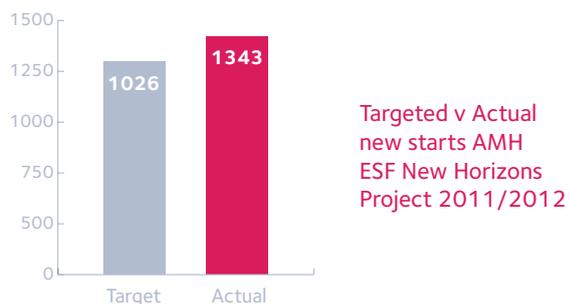
Key Performance Outcomes

2011/2012

Outcomes relative to AMH’s ESF Competitiveness and Employment Programme

1. New clients participating in the project

Over the period 2011/12, AMH’s New Horizons project aimed to deliver training and employment programmes to **1026** clients with mental health needs. The project exceeded the target by **31%** with **1343** clients benefiting from the project.



2. Accredited Outcomes

Over 2011/12, we projected that clients would gain **1170** accredited training outcomes. Actual accredited outcomes over this period were **106% above target** with clients realising **2414** outcomes.



Across all AMH Services

During 2011/12, **2119** clients with mental health needs and/or a learning disability participated in services provided by AMH including New Horizons, Accept, Promote and the Workable programme.

Total Number of Clients who engaged in services during 2011/12 – 2119

AMH New Horizons	1745
AMH Accept	233
AMH Promote	73
Workable	68

Positive Economic Outcomes acquired by clients leaving AMH services – 144

- 52 clients gained paid employment
- 69 client acquired voluntary work
- 23 clients moved on to further education/training or government programme outcomes

Numbers of clients supported by Workable Programme – **68** adults with mental health needs were supported by the Workable programme throughout the year

Number of participants of Long Term Conditions Programme – **20** programmes were provided throughout the year with **189** participants completing the self management programme.

During 2011/12, MensSana’s tenth year of offering a range of mental health promotion and suicide and self-harm prevention programmes across the SHSCT area, the project had **4134** direct beneficiaries.

Treasurer's Report

I am happy to be able to report that for the year ended 31 March 2012 Action Mental Health Limited (AMH) has generated an operating surplus of £165,374 (2011 – deficit £218,903). This result is derived from a total income of £4,614,671 (2011 – £4,796,618). 86% of AMH's income was derived from grants and contracted funding. Of the total resources expended during 2012 of £4,449,297 (2011 – £5,015,522) 65% (£2,906,617) related to staff costs. Other expenditure principally relates to property, client programmes and support function costs. I would however note that again the restricted activities of the organisation traded in deficit (£55,104) and therefore continued to be supported by the charity.

As detailed in the Directors' report and financial statements, there have, this year again, been a number of exceptional items. AMH full accounts are filed at Companies House and are publicly available. In recent years AMH has been facing and adapting to the challenging funding environment to which the majority of these items relate, specifically changes to services, premises and staffing. The other factor for these items has been the identification by AMH of an issue with the treatment of the charity's VAT. After significant analysis this matter has been corrected in AMH's accounts and with HMRC. The operating surplus is stated after the followings exceptional items:

	2012	2011
	£	£
Profit on the disposal of fixed assets	(257,037)	-
VAT assessment	204,020	157,070
Redundancy costs	98,072	77,106
Sub-total	<u>45,055</u>	<u>234,176</u>

During this year the organisation implemented its restructuring plan and developed a new longer term strategy. This strategy provides a positive growth forecast for AMH. There has been considerable focus on development of governance within the organisation from operational financial procedures to Board level. Notably from a financial perspective new auditors have been appointed, a positive internal audit has been conducted and external discretionary investment advisers have been appointed.

With Net Assets as at 31 March 2012 of £4,401,984 (2011 – £4,209,035) including relatively liquid assets. AMH is considered a relatively strong position to implement its plan for growth in what is considered a difficult and bleak 3rd sector economic environment. Indeed to move forward with some confidence the maintenance of a robust reserves policy is considered of the utmost importance while continuing to carefully implement and monitor the success of each of the new ventures commercially.

Ross Boyd
Honorary Treasurer

Statement of Financial Activities

For the year ended 31 March 2012

	Restricted Funds £	Unrestricted Funds £	Total Funds 2012 £	Total Funds 2011 £
INCOMING RESOURCES				
Incoming Resources From Charitable Activities				
Grants & contracted funding:				
- Rehabilitation programmes	3,622,404	-	3,622,404	3,859,868
- Employment services	249,188	-	249,188	251,767
- Welfare & education	81,907	-	81,907	49,818
Fees – Employment services	284,379	-	284,379	255,380
Contribution from trading activities:				
- Rehabilitation programmes	-	26,894	26,894	41,236
Incoming Resources From Generated Funds				
Voluntary income	39,654	96,260	135,914	165,549
Activities for generating funds	-	141,705	141,705	154,041
Investment income:				
- Interest	-	7,896	7,896	7,541
- Dividends	-	3,100	3,100	35,082
TOTAL INCOMING RESOURCES	<u>4,277,532</u>	<u>275,855</u>	<u>4,553,387</u>	<u>4,820,283</u>
RESOURCES EXPENDED				
Charitable Activities				
Rehabilitation programmes	3,547,298	-	3,547,298	3,999,943
Employment services	646,655	-	646,655	593,175
Welfare and education services	138,683	-	138,683	106,257
Cost of generating funds				
Fundraising costs	-	21,082	21,082	21,260
Exceptional items				
Profit on Disposal of Fixed Assets	-	(257,037)	(257,037)	-
VAT Assessment	-	204,020	204,020	157,070
Redundancy costs	-	98,072	98,072	77,106
	<u>4,332,636</u>	<u>66,137</u>	<u>4,398,773</u>	<u>4,954,811</u>
Governance costs				
	-	50,524	50,524	60,711
TOTAL RESOURCES EXPENDED	<u>4,332,636</u>	<u>116,661</u>	<u>4,449,297</u>	<u>5,015,522</u>
NET INCOMING (OUTGOING)	<u>(55,104)</u>	<u>159,194</u>	<u>104,090</u>	<u>(195,239)</u>
RESOURCES BEFORE TRANSFERS	<u>(55,104)</u>	<u>159,194</u>	<u>104,090</u>	<u>(195,239)</u>

	Restricted Funds £	Unrestricted Funds £	Total Funds 2012 £	Total Funds 2011 £
NET (OUTGOING)/INCOMING RESOURCES BEFORE TRANSFERS	(55,104)	159,194	104,090	(195,239)
TRANSFER BETWEEN FUNDS	<u>55,104</u>	<u>(55,104)</u>	<u>-</u>	<u>-</u>
NET INCOMING/(OUTGOING) RESOURCES BEFORE OTHER RECOGNISED GAINS AND LOSSES	-	104,090	104,090	(195,239)
OTHER RECOGNISED GAINS AND LOSSES				
Realised gains on investments	-	72,280	72,280	18,959
Unrealised gains on investments	<u>-</u>	<u>16,579</u>	<u>16,579</u>	<u>127,131</u>
NET INCOMING/(OUTGOING) RESOURCES FOR THE YEAR	-	192,949	192,949	(49,149)
FUNDS AT 1 APRIL 2011 (As previously stated)	-	4,438,673	4,438,673	4,330,752
Prior year adjustments	<u>-</u>	<u>(229,638)</u>	<u>(229,638)</u>	<u>(72,568)</u>
FUNDS AT 1 APRIL 2011 (As restated)	<u>-</u>	<u>4,209,035</u>	<u>4,209,035</u>	<u>4,258,184</u>
FUNDS AT 31 MARCH 2012	<u>-</u>	<u>4,401,984</u>	<u>4,401,984</u>	<u>4,209,035</u>

The statement of financial activities includes all gains and losses in the year.
All of the above amounts relate to continuing activities.

Balance Sheet

at 31 March 2012

	2012 £	2011 (as restated) £
FIXED ASSETS		
Tangible assets	2,425,866	2,352,800
Investments	<u>1,516,579</u>	<u>880,481</u>
	3,942,445	3,233,281
CURRENT ASSETS		
Stocks	13,982	14,628
Debtors	561,122	671,511
Investments – term deposits	301,757	-
Cash at bank and in hand	<u>1,654,896</u>	<u>1,051,230</u>
	2,531,757	1,737,369
CREDITORS: Amounts falling due within one year	<u>(2,072,218)</u>	<u>(761,615)</u>
NET CURRENT ASSETS	<u>459,539</u>	<u>975,754</u>
NET ASSETS	<u>4,401,984</u>	<u>4,209,035</u>
CAPITAL AND RESERVES		
Unrestricted funds:		
General fund	867,303	227,162
Revaluation reserve	16,579	285,169
Designated funds	<u>3,518,102</u>	<u>3,696,704</u>
	<u>4,401,984</u>	<u>4,209,035</u>

A full copy of the audited accounts for the year to 31st March 2012 can be obtained by contacting cchesney@amh.org.uk

AMH is a charity recognised by the Inland Revenue under reference XN47959
The company is registered in Northern Ireland NO. NI5568

Patrons

Lynda Bryans
Fionnuala Cook

Anne McCollum
Nuala McKeever

Board Members

Chairman
Vice Chairman
Honorary Treasurer
Company Secretary
Members

H W R Kohner
R Mowbray
R Boyd
Mrs P J Cross
J L C Thompson, DL
Mrs. K. Canavan (resigned 23/06/11)
M Carson
Mrs. S. Hillan
E. Fee
W B Perceval-Price
T. McKeever
C.B. McMurray
Mrs. R. Strange (resigned 12/09/11)

Management

Chief Executive
Head of Business Development
Head of Business Support
Head of Operations
IT Manager
Human Resources Manager
Communications Manager
Fundraising Manager
Operations Manager

David Babington
Bernadette Best
Ingrid Gallen
Audrey Allen
David Stark
Maria McVeigh
Tricia Browne
Gavin McConvey
Peter Shields

Service Managers:

Mickie Harkin
Colin Loughran
Nadya MacLynn
Robert Owens
Joanne Shroud
Caroline Ferguson
Amanda Barrett
Selwyn Johnston
Brian Hughes

Accepted as a charity by the Inland Revenue under reference XN47959
Registered in Northern Ireland Company Number NI5568

For more information and contact details visit

www.amh.org.uk

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