



**West Wales Action for Mental Health
Gweithredu Gorllewin Cymru Dros Iechyd
Meddwl**

**Annual Report
2018/19**

***Working together with service users, carers, voluntary organisations,
statutory providers and commissioners to improve the standards of
mental health throughout West Wales***

**Registered Charity No: 1045123
Company Limited by Guarantee No: 3030938**

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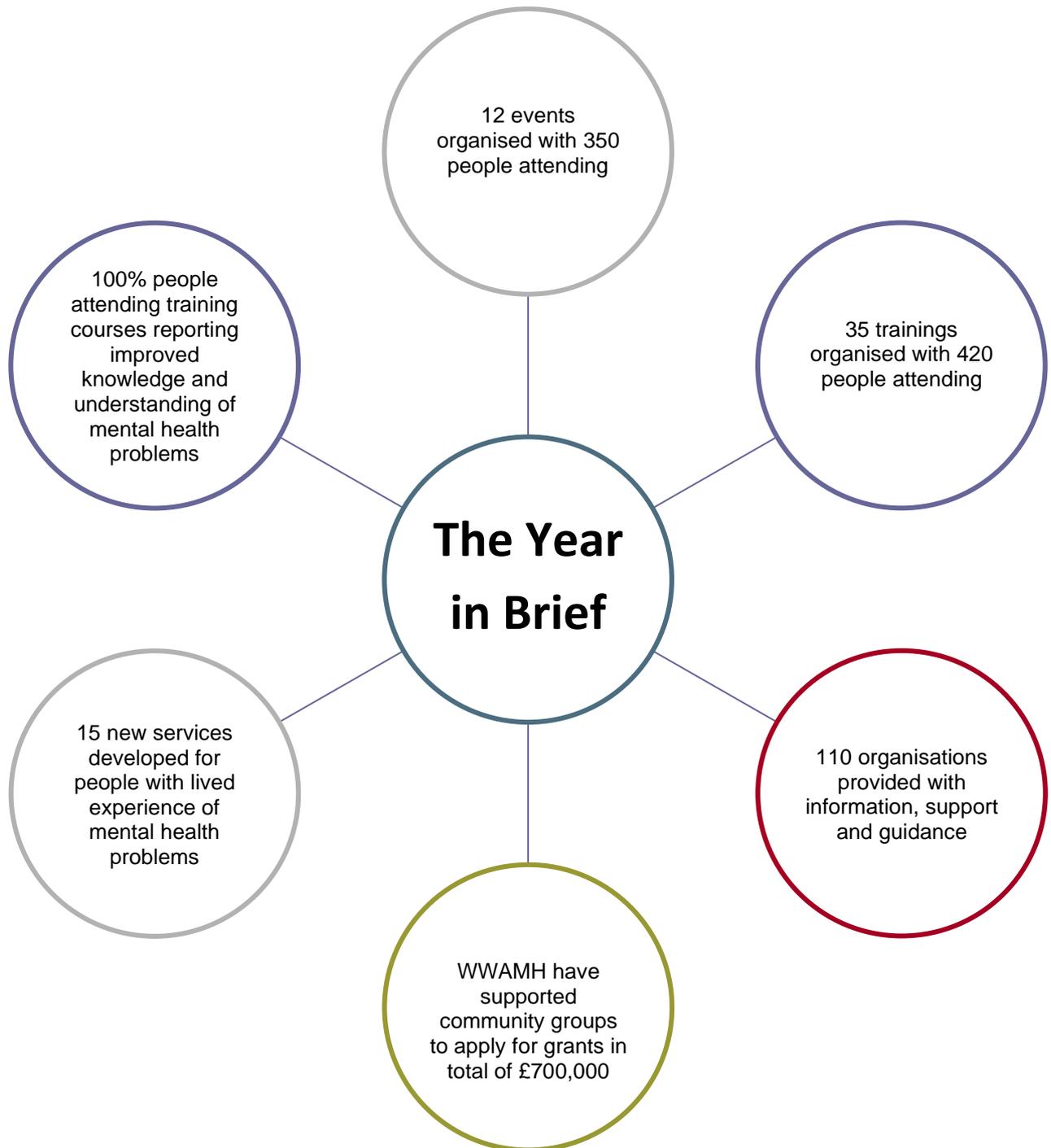
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WWAMH Vision, Mission and Values

WWAMH is a voluntary organisation, a charity, and a company limited by guarantee which supports voluntary organisations with an interest in mental health.

Aims

WWAMH provides information, training and development, and we facilitate individual and carer involvement in mental health change and services. We currently support over 110 projects across West Wales and facilitate 7 Networks. A key part of the work we do is facilitating and promoting partnership working and innovation in mental health development.

Mission Statement

“To work with service users, carers, voluntary and statutory organisations to improve mental health across West Wales.”

Our Main Areas of Work

- Development and consultancy
- Facilitating partnership working
- Information and training services
- Health promotion
- Service user and carer involvement

Who Are Our Customers?

- Voluntary organisations
- Statutory agencies
- Service users and carers
- Wider community
- Primary care services
- Private business
- Funders

Core Values

WWAMH has a number of core values which drive the work we do. These are commitment to the following:

- Good governance
- Service user, carer and voluntary sector focus
- Importance of value and respect
- Democratic, transparent, listening

- Importance of equality and diversity
- Partnership working
- Self sufficiency
- Recovery, a belief that individuals can and do recover
- Inclusion – non-discriminatory
- Compassion
- Social justice

Public Benefit Statement

We review our aims, objectives and activities each year. This review ensures our work delivers our aims. It looks at what we have achieved and the outcomes of our work in the previous 12 months. It looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help.

The review also helps us ensure our aims, objectives and activities remained focused on our stated purposes. We have referred to the Charity Commission’s general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

How Our Activities Deliver Public Benefit

All our charitable activities focus on the preservation of mental health and are undertaken to further our charitable purposes for the public benefit.



Chair's Report



It is great news that more organisations as well as prominent individuals everywhere are talking more about mental health, and in West Wales, WWAMH continues to demonstrate the commitment of everyone in its team through successful outcomes and achieving real change. This last year WWAMH has provided information, support and guidance for 110 organisations and supported community groups in their applications for grants totalling over £700,000. All attendees of the many training courses WWAMH has run have reported improved knowledge and understanding of mental health problems.

There have of course been difficulties, and the wider world is facing change and many uncertainties, but the individuals employed by and volunteering with WWAMH have offered so much to provide a positive approach and beneficial actions in the face of challenges. Innovative new projects have emerged and WWAMH continues to support a huge range of varied and exciting approaches to supporting mental health and wellbeing across Pembrokeshire, Ceredigion and Carmarthenshire.

In closing, I must thank the Director and all the staff, volunteers and fellow trustees for their continuing commitment and hard work over this as well as previous years. I would also like to thank them for the support I have had in the role of chair and look forward to what we can all do as WWAMH progresses further.

Rob Bamforth

Director's Report



What a wonderful and varied year! We have had a rollercoaster of a year, like so many people at the moment! We have had some difficult times working through challenges, and some amazing magic moments! I am so inspired by all the people I get to meet through this fantastic work. I am awed by the strength and courage of the people I meet and what they overcome to recover and thrive. This year we have been discussing a lot with people with lived experience about acknowledging and living with our vulnerabilities, and how this is part of our strength: to live with, feel and accept being vulnerable and to keep going through and to let other people know this also.

There is so much that is happening in the world at the moment that makes us feel scared, uncertain, and vulnerable. However, there is also so much connection, solidarity and hope for a better world at the same time. We are lucky in WWAMH that we get to see these things in action every day and innovation and compassion thriving.

We have supported so many lovely new vibrant projects this year, ideas that are really pushing the boundaries of what support is on offer for our mental health and of our understanding of mental health. We had Katie Mottram from the #Emerging Proud campaign speak at our World Mental Health Day conference in partnership with Social Care Wales and the Wales School of Social Care Research. Katie and the #Emerging Proud movement are really helping to develop and deepen our understanding of mental health.

We also have new projects around music and mental health, creative writing and metal working! So, lots going on as always!

I am very proud of the WWAMH team who have worked so hard to create innovative ways of supporting people in their recovery from mental health difficulties this year. We are only able to do this thanks to the wonderful individuals, groups and organisations that we work in partnership with. I am hopeful in the future we will all be able to choose from a large menu of diverse options to support our mental health and wellbeing in West Wales.

None of this would have been possible without the dedicated, dynamic and passionate WWAMH staff, volunteers and board of trustees and all our partners and funders. We have an excellent range of partners and funders, including Hywel Dda University Health Board, who liaise closely with us to help with all of the work. The staff, volunteers and trustees don't always get the acknowledgement they deserve for all their effort and energy, and this report gives me a chance to do that. Thank you for making a difference and I am so proud to be part of this work.

Angie Darlington

WWAMH Organisational Development Work

- Revised and produced internal policies and procedures to reflect new legislation.
- Worked closely with our accountants Tax Assist in Llanelli who have provided a detailed independent financial report for WWAMH.
- Implemented Trusted Charity [formerly PQASSO (Practical Quality Assurance for Small Organisations)] quality monitoring system. Staff and trustees working through this together. Exploring external assessment options also.
- Updated and improved our website and Facebook and Twitter sites.
- Updated the organisational Strategic Plan based on the evaluation.



Achieving Change

Information Services

Our mental health Information services have provided voluntary sector services and people with lived experience the guidance they need by sign-posting and by making connections and links.

Achievements this year include:

- 110 organisations received information and guidance through print, email, social media and the telephone, while thousands of others access our website.
- Produced 2 Recovery Wall films for the WWAMH website.
- Information produced and updated this year:
 - West Wales Recovery Book for the three counties
 - County Mental Health Directories updated and circulated
 - Mental Health Information Packs distributed and reviewed
 - Website updated
 - Facebook and Twitter updated
 - Information disseminated

Development of IAWN website with NHS

WWAMH worked closely with Hywel Dda University Health Board to develop a Primary Care Mental Health Support Service website:

www.iawn.wales.nhs.uk/home

This site provides information on all aspects of Primary Care Mental Health including information on the Stress Control and Activate courses. It provides a range of information leaflets on topics such as anxiety, depression, sleep problems. These are available in a range of formats including audio and film.

The website has been developed to provide information on the local primary mental health support service (LPMHSS) in Carmarthenshire, Ceredigion and Pembrokeshire.

“The beauty of what you have managed to create through WWAMH, grassroots connections built on trust, meaningful relationship and mutual respect.”

Development and Consultancy

WWAMH Development Worker Role

- To ensure the effective provision of a development service for the mental health voluntary sector, users and carers, in line with WWAMH Strategy, Business Plan, Policy and Procedures.
- In consultation with users, carers, voluntary and statutory organisations, to identify development needs across West Wales, prioritise work and develop new and existing projects for the benefit of people with mental health problems and their carers.
- To develop, maintain and update an information resource covering all aspects of mental health for people with mental health problems, their carers, voluntary and statutory organisations.
- To provide a development service to local mental health voluntary groups based on their needs.

Our free development and consultancy services have helped existing projects and organisations to grow and have supported new projects to develop. We have helped with aspects of development from project and needs mapping to business planning and funding guidance.

Achievements this year include:

- WWAMH have supported over 110 projects with guidance and information about developing services.
- We have provided 30 organisations with a high level of support for new and ongoing projects.
- We have helped groups apply for £700,000 of additional income and grants during the last financial year.

Feedback from some of the organisations we support

“I would like to thank you for always being at the end of the phone and giving us support and guidance.”

“This project would not have happened without your great leadership, you are a diamonds.”



West Wales Motorcycle Club

The Club is a community group that promotes the mental health benefits of motorcycling. WWAMH have supported this group from idea to delivery and continue to provide regular and ongoing support. It constituted as a community organisation in June 2017.

The club works with people to learn about motorbikes, including repair and riding skills. Members are learning about and renovating motorbikes for people to use. It enables people to come to together and support each other as bikers and build new friendships. The Club members also go on visits and trips to motorcycle-related places and activities.

Having an interest such as motorcycling helps support people in improving mental health and self confidence. Motorcycling gives people many skills and the Club want this to help support people's recovery from mental health problems.

The motorcycle community is very welcoming and supportive and this can be hugely beneficial to people who have experienced mental health problems.

The Club would like to recruit more volunteers to support them in a variety of ways, including helping with the motorbike repair and restorations. WWAMH has also supported the group to successfully apply for an Awards for All Wales grant and this has helped to fund the once-a-month Saturday workshop sessions at Coleg Sir Gar Carmarthen Campus. The Club has formed an excellent relationship with the Motor Vehicle department at the college. The group has had 5 bikes donated and members work on these at the workshop sessions. Trips have been organised to the National Motorbike Show at the NEC in Birmingham and also Pembrokeshire Classics.

To find out more please contact the Club on: westwalesmotorcycle@gmail.com



***Some of the Members with one of the bikes donated to the Club
at the workshop at the college***

Training

Our training services have delivered high-quality effective bespoke mental health awareness training across West Wales to a range of individuals and organisations.

Achievements this year include:

- Delivered over 35 training sessions, training 420 people to date across the Three Counties including training for Dyfed Powys Police, Mind, Carmarthenshire LA, Family Centres, MPs and AM staff, GP Practices, Trinity St David's, Coleg Sir Gar, Pembrokeshire College, carers, and community organisations.
- Delivered 6-week self-management training courses to 30 people and taster sessions across West Wales. We have delivered training as part of the pilot Social Prescribing scheme in Llanelli. We have also trained health and social care staff about self-management and recovery.
- Presented 4 Recovery Wall stories at events and relevant service improvement planning meetings across West Wales.

Case study: Peer Support Training

A 9-week Peer Support training course was delivered to 16 people in partnership with Hafal and Helping Groups to Grow.

The course ran from September to November 2018 and was funded by a grant that WWAMH applied for from Awards for All Wales.

The aim of the training programme was to begin to identify and practise the skills needed to give support to peers. It is also provided an opportunity to look at what we can all do to maintain our own mental wellbeing so we can be effective in the role of peer supporter.

Throughout the training it was recognised that we are all individuals and that we will do this at our own pace and in our own way.

The Peer Training programme was created out of conversations Hafal and Helping Groups to Grow had with people in recovery across Wales coupled with carers and experienced practitioners working in the field.

It is a programme for people in recovery that draws on the lived experience of being in recovery.



***One of the participants of the course
receiving their certificate at the end of the course***

Feedback from Training Sessions

“Please can you pass on my thanks to all those involved in the Macmillan Cancer Awareness Training held yesterday at CAVS in Carmarthen.”

“The Course was very informative, and the Facilitator was extremely friendly and knowledgeable. I know all participants got a lot from the day.”

“Hi, I just wanted to say thanks to Terry for coming into uni today to do the training. Terry has such a nice presentation style, it was a pleasure to hear what he had to say.”

“I am writing to provide feedback for the talk that was given by Gareth at our weekly YFC meeting in Ffairfach on the 18th September 2018. He was a truly inspirational man; he delivered well and was well received. I have spoken with many who attended, and they really enjoyed listening to him and what he had to say. They felt he was very informative, frank and honest.”

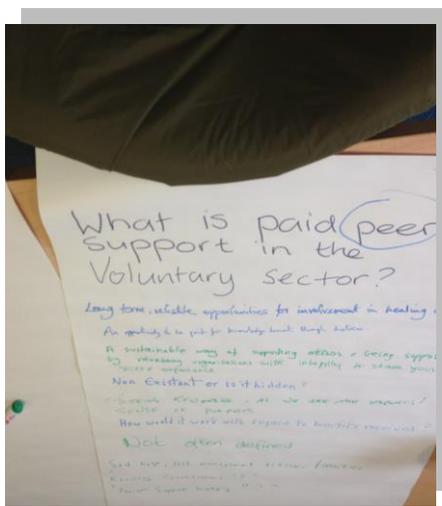
“I would recommend Gareth to anyone wishing to learn more about mental health and Bipolar, the fact he stayed and had a cup of tea afterwards was lovely for some members to have a chat with him.”

“Please can you pass on my thanks to all those involved in the Macmillan Cancer Awareness Training held yesterday at CAVS in Carmarthen.”

Service User and Carer Involvement

Achievements this year include:

- WWAMH has supported 80 people with lived experience and carers to take part in events to improve mental health services and have their voices heard.
- We have facilitated regular 'spirituality and mental health' service user and carer discussion groups across the Three Counties with 25 people supported over 12 months.
- We developed Peer Mentoring roles in partnership with Hywel Dda University Health Board on Low Secure ward, perinatal services and Gorwellion CMHT.
- We have worked with service users and carers to support them to become active and integral members of the Hywel Dda Local Mental Health Partnership Board.
- We have supported service users and carers to take part in the recruitment of health and social care staff.
- We have supported 15 service users and carers to attend as representatives on the Mental Health Partnership Board, Mental Health Act Monitoring Committee, Police Triage group and Delivery groups.
- We have filmed 2 new Recovery Stories for the Recovery Wall Project which is available on the WWAMH website.
- We developed a Recovery Support group and Gathering to promote understanding and shared learning on Recovery and Self-management.
- Five people with lived experience volunteer with WWAMH on a weekly basis helping with all aspects of the development service.



You Put On that Uniform Poem and Film

WWAMH worked with Amy Tynan to create an amazing poem and film to help build understanding of mental health in the community and the hospital wards.

This film was created and produced by Amy and Hannah Rounding for the following reasons.

"Mental health can affect anyone. I never thought I would suffer as I was a very active hard-working life and soul and then after a 10 month stay in hospital after having a total hip replacement my mental health journey began. This was in 2015 and my first experience on a mental health ward was in 2016. To vent my emotions I wrote songs, poems and drew pictures. I wrote this poem from my hospital bed." – Amy

The link for the film is:

<https://youtube/-vhkGbotTNg>

A film premier was organised, and Amy presented the film to an audience of over 30 people from across the NHS, LA, voluntary organisations and police.

"It has been a pleasure getting to know you all and working on projects with WWAMH. I really have enjoyed working with you and more importantly getting the message out there and reducing the stigma attached to mental health. That video on my social media has been viewed over 13 thousand times and it's still circulating. I have received so many messages saying I have given them hope for the future. That alone is priceless. The You Tube channel for WWAMH has nearly a thousand views: it's amazing how far it's spread. I couldn't have done any of this without your help so thank you so much."

Feedback

"I feel privileged to have the opportunity to work with you and everyone at WWAMH. Knowing you has made a big difference to my life and well-being."

"I just wanted to contact you to say thank you very much indeed for inviting me to your Carers Network meeting on Wednesday 11th July. It was a helpful, interesting and useful discussion. Thank you for facilitating this, much appreciated."

Joint Working

WWAMH staff and volunteers have taken an active role in facilitating and encouraging new and existing partnerships in order to improve joint working.

Achievements this year include:

- Facilitated over 9 different networks, from Mental Health Forums to a 'spirituality and mental health' group.
- Identified innovative ways of delivering projects and supported new partnerships.
- Developed Nature Based Health Services Network, 2 workshops held with 100 people attending over 12 months.
- Worked with Hywel Dda UHB, three LAs, Dyfed Powys Police, and CHC on the Transforming Mental Health Services Programme.
- Worked closely with Dyfed Powys Police including developing training and a film to use in Police training.
- Organised a workshop on peer Support for West Wales.
- Held large event on Magic Moments in partnership with Social Care Wales and Wales School of Social Care Research for World Mental Health day. 120 people attended.



World Mental Health Day October 2018

We held a successful event on Magic Moments in partnership with Social Care Wales and Wales School of Social Care Research for World Mental Health day. 120 people attended. We had a range of speakers from across the UK including Katie Mottram from the #Emerging Proud Campaign.

The #Emerging Proud movement would like to reframe mental distress as a potential catalyst for positive change – very thought provoking and inspiring work.

<https://emergingproud.com/author/katiemottram/>

#Emerging Proud is ultimately a campaign about providing hope; that breaking down does not mean we are broken; it means that we can be amidst a difficult journey to 'breakthrough'. In the same way that the caterpillar completely dissolves before emerging as a butterfly from its chrysalis, the human 'emergence' process can look exactly the same. #Emerging Proud aims to add to the voices aiming to create a society in which it feels safer to speak out about our extreme experiences without fear of being told there is something wrong with us, or that we are "crazy".

The day had a focus on listening to stories and experiences to inform health and social care practice and development.

It was a vibrant and dynamic day with a good choice of workshops throughout the day. People with lived experience also gave presentations and workshops during the day about living with mental health difficulties and what made the biggest difference.

Some of the comments from the day included:

“The importance of listening to someone’s story and hearing the essence instead of looking at the problem or need and creating your own narrative about them.”

“Inspired to share my story. Speak up for what I believe.”

“That there are huge opportunities for us to use digital stories in Hywel Dda. Appreciate Magic moments too & capture these.”

“I have made a connection with a part of myself that lies beyond the stories that other people have told me about myself.”

“Remember good memories. Learn to play the ukulele.”

“Renewed old friendships.”

“See crisis as an opportunity to breakthrough and do something different – reconnect with self. Importance of storytelling.”

Feedback

“A really great day with a great opportunity for likeminded people to share experiences and the work they are doing.”

“Enjoyed the storytelling session and how children can learn a number of life skills from growing a simple story.”

*“Wanted to let you know that I thought the event and speakers were excellent, also both the workshops I attended have made me think more about how we can use storytelling in a more meaningful way on a day to day basis within the teams.
I actually went home smiling 😊.”*

“How things are moving, years ago it felt like trying to move a massive tanker to bring change in mental health, now things are moving and changing slowly.”

Transforming Mental Health Services

We have also been very busy working as part of the group to improve mental health services across West Wales. This is called the Transforming Mental Health Services Programme. Transforming Mental Health Services is building on all the years of mental health progress and development. We have also supported people with lived experiences, carers, and voluntary and community organisations from across West Wales to be involved with the work on Transforming Mental Health Services from 2015. We have supported several community engagement events and work streams.

The vision of Transforming Mental Health Services is ambitious, but it can be achieved by working together. In terms of mental health services, the vision means

- **24-hour services** – anyone who needs help to be able to walk into a mental health centre at any time of the day or night, and receive immediate support that meets their needs and keeps them safe
- **No waiting lists** – people will receive their first appointment with NHS and LA services within 24 hours and their subsequent care will be planned at appropriate intervals so that the support they receive is consistent
- **Community focus** – a commitment to move away from admitting people to hospital (when it isn't always the best option) by providing community services where people can stay for one night or several weeks when they need some time away from home, some extra support, or some protection
- **Recovery and resilience** – Transforming Mental Health Services does not want mental health services to focus purely on treating or managing symptoms: we want people with mental health problems to live independent, fulfilling lives with help and support



Health Promotion – Mind Your Heart

The Mind Your Heart programme supports staff in mental health services in the statutory and third sectors to improve the physical health of their clients. Through a combination of free training, advice, support and working with a recovery approach, we help individuals and organisations to better support their own and their clients' health.

We do this by:

- Increasing access to, and engagement in, activities that reduce the risk of cancer and coronary heart disease
- Improving skills and knowledge of health-promoting behaviour of mental health workers and their clients
- Raising awareness in health professionals of poor physical health and needs of people with mental health problems

How are we doing?

We have helped to develop the West Wales Nature Based Health Service Network through a series of events and meetings. Guidance and support were offered to develop further opportunities for healthy activities to mental health organisations in Ceredigion, Pembrokeshire and Carmarthenshire.

We also

- delivered self-management awareness talks and trainings
- distributed and promoted the Recovery Booklet
- worked on several physical health developments including walking, surfing and golfing
- worked with a range of nature-based organisations to promote the benefits of nature and outdoor activity for good mental and physical health
- helped to develop a garden area on the Low Secure Ward in Carmarthen and worked on the development of gardening-based projects
- designed and facilitated a focused conversation for LINKS at their Open Day to gather views about the development of their service
- worked with Macmillan to understand the needs of people with mental health difficulties who also have a cancer diagnosis and improve access to information about cancer and cancer support services to mental health organisations

Feedback

“One of our members came in this morning with a copy of the West Wales Recovery Book. He found it in a charity shop and said that it's really helped him with his mental well being – so much so that he's asked if we can use it as a basis for a positive peer support recovery group here at the hub.”

WWAMH Trustee Board

The Role of a WWAMH Trustee

- To ensure that the organisation complies with its governing document, charity law, company law and any other relevant legislation or regulations.
- To ensure that the organisation pursues its objects as defined in its governing document.
- To ensure the organisation uses its resources exclusively in pursuance of its objects: the charity must not spend money on activities that are not included in its own objects, no matter how worthwhile or charitable those activities are.
- To contribute actively to the board of trustees' role in giving firm strategic direction to the organisation, setting overall policy, defining goals and setting targets and evaluating performance against agreed targets.
- To safeguard the good name and values of the organisation.
- To ensure the effective and efficient administration of the organisation.
- To ensure the financial stability of the organisation.
- To protect and manage the property of the charity and to ensure the proper investment of the charity's funds.
- To appoint the organisational Chief Executive/Director and monitor his/her performance.

Structure. Governance and Management

Good Governance

The organisation is a charitable company limited by guarantee and registered as a charity. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Environmental Impact Statement

WWAMH has a comprehensive environmental policy and we review this regularly. The Environmental policy covers all aspects of WWAMH's operations from good housekeeping measures, such as using both sides of paper prior to recycling, to ensuring that decisions made are environmentally sound. The policy also commits us to promoting suppliers and services which adhere to environmentally sound ways of operating.

Recruitment and Appointment of Management Committee

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Management Committee.

All members of the Management Committee give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in the accounts.

The Trustees are appointed in accordance with the Memorandums and Articles of Association which have been updated in July 2015 with the approval of the Charity Commission.

Members of the Management Committee

All members of the Management Committee, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are set out below.

In accordance with company law, as the company's directors, we certify that:

- so far as we are aware, there is no relevant audit information of which the company's auditors are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

List of WWAMH Trustees 2018–2019

- Helen Morgan Howard
- Katie Bowen
- Alasdair Kenwright
- Mike Daymond
- Maggie Robinson
- Lynette Morgan
- Rob Bamforth
- Sureesh Jaimangel

WWAMH Staff

During 2018–2019 WWAMH have the following staff roles:

- **Director:** Angie Darlington
- **Assistant Director (Finance lead):** Andrea Edwards
- **Carmarthenshire Mental Health Development Worker:** Marie Rocke
- **Ceredigion Mental Health Development Worker:** Shon Devey
- **Pembrokeshire Mental Health Development Worker:** Tim Teeling
- **Mind Your Heart Development Worker:** Jan Batty
- **Mental Health Development Worker bank cover:** Terry Davies
- **Admin bank cover:** Julie Edwards
- **External Consultants & Trainers:** Gareth Richards and Hannah Rounding
- **WWAMH Volunteers:** Jonathan Wilds, Rachel O'Brien, Amy Tynan, Charlotte, Titus, Lucie Soper, Elin Nicolson, Sian Rees Williams, Jayne Thomas, Tony.



The Big Thank You

To all our funders – Hywel Dda University Health Board, Awards for All Wales (the Community Fund), Ceredigion Local Authority, Pembrokeshire Local Authority, Peter Harrison Foundation, Carmarthenshire Local Authority – you have all made this work possible.

To all the individuals that have worked with us over the year – you continue to inspire and motivate us. To all the voluntary and community organisations we work with – you are creating the caring communities that we all strive for. To all the WWAMH staff, volunteers and trustees – thanks for always going the extra mile.

Contact Details



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Angie Darlington
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**Ceredigion
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Mind Your Heart Worker
Jan Batty
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**Bank staff/ Peer
Mentor**
Gareth Richards



**Mental Health
Development Worker
Self Management Trainer**
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For more information please look on our website: www.wwamh.org.uk

Company No. 03030938
Registered Charity No. 1045123

Financial Report As at 31st March 2019

	2019	2018
	£	£
Total Incoming Resources	280,659	261,970
Total Resources Expended	279,934	267,099
Net Movement in Funds	725	(5,129)
Total Funds Brought Forward	65,097	70,226
Total Funds Carried Forward	65,822	65,097
Fixed Assets	0	0
Current Assets	69,679	70,340
Current Liabilities	(3,857)	(5,243)
Net Assets	65,822	65,097

The above does not include Pension Scheme liabilities; these are included in our full independently examined accounts which are available on our website.

Auditors: Tax Assist, 8 Station Road, Llanelli, SA15 1AL