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Chair's Introduction

This has been both a busy and interesting year for cavamh, working with our core members across Cardiff and the Vale of Glamorgan, which are:

♦ Third sector groups with an interest in mental health - through the Mental Health Forum
♦ People using mental health services - through Sefyll
♦ People using mental health services for older people and their carers – through Nexus

Staff Changes

This has also been a year of change for the staff team.

Helen Joy started in June 2014 as service user and carer development officer with Nexus, taking over from Dawn John.

Anna Suschitzky, Service user involvement development officer, moved on from Sefyll, Tracy Purnell covering the project admirably, with Jasmin Chowdhury starting on April 2015.

Also Laura Jones, admin officer, started in July 2014, covering maternity leave for Siwan Darling.

On behalf of the Trustees/Directors I would once again like to thank all our staff for the level of energy, passion and commitment they have shown in delivering the continued success of CAVAMH in amplifying the voice of service users, carers and the third sector.

Looking Forward

With an increasing focus on the impacts of austerity there is a risk that the voice of service users, carers and the third sector will become increasingly marginalised. Many of our colleagues in both the third and statutory sectors are faced with remodelling or redesign of services in response to funding cuts.

Cavamh remains committed to:-

♦ Ensuring the voice of service users and carers continues to be heard
♦ Promoting the invaluable role the third sector can play in the provision of innovative and cost effective services
♦ Through promoting this role of provision, play a role in relieving pressure on our statutory partners
♦ Provide viable alternative models of service and thereby deliver savings to the public purse both in Local Authorities and Health.

Richard Bundy
Vision, Values, Aims

cavamh is the Mental Health Development Service for Cardiff and the Vale of Glamorgan, working with third sector groups with an interest in mental health, people with experience of mental health services and carers.

Our Vision

Working to progress mental health services by service user, carer and voluntary sector involvement

Our Principles

To aspire to work within the principles of respect, equality and diversity, promoting the principles of social inclusion and independence, particularly through implementation of the recovery ethos.

Our strategic aims

To support and facilitate networking

To connect our constituency productively with service providers, planners and commissioners

To provide and share relevant training

To support the development of organisations, user and carer initiatives

To sustain and build an effective organisation, ensuring stakeholder involvement in the running of our organisation

Our services

Cavamh operates in three interlinked areas:

- A mental health development service to third sector groups with an interest in mental health via the Cardiff and Vale Mental Health Forum
- Sefyll – an involvement development project for people with experience of using mental health services and
- Nexus – the Older People’s Mental Health Carer & User Involvement Development Project for people, both service users and carers, with experience of older people’s mental health services.
Reflections on the Year
Cavamh supports third sector groups with an interest in mental health through the auspices of Cardiff and Vale Mental Health Forum, providing services in relation to development and consultancy, joint working, information, training, policy development, influencing change, mental health promotion/prevention, service user and carer involvement.

**Building an effective third sector voice**

97 third sector groups and five statutory organisation observers participate in Mental Health Forum networks, including monthly forum meetings to debate good practice, share information and identify unmet needs, and nine other interest groups focusing, for example, on black and minority ethnic issues, housing and mental health, counselling organisations, welfare rights, young people’s involvement.

The Forum communicates with over 400 individuals, with targeted focused information to groups with interest, for example, in carers, older people, children and young people, day opportunities.

**Some outcomes in 2014-15 have included:**

- BME action plan developed with the UHB
- Young People’s involvement group initiated
- Welfare Rights updates provided regularly to members by Riverside Advice, sharing experiences and good practice
- Contribution to Mental Health Action Wales (MHAW) meetings and actions

**Ensuring a voice in the development and delivery of services**

Supported 15 reps elected via the MHF within 10 joint planning groups.

**Ensuring a voice in the development of policy**


**Building Collaboration and Joint Working**, for example – co-ordinating two joint planning groups, re-establishing third sector contact form with CMHTs.
Building Service User & Carer Involvement – through workshops, mapping service user and carer involvement across the sector, co-ordinating development of the Young People’s Involvement Group.

Providing Funding and Development Information – e.g. through advice to individual groups and general information on funding opportunities.

Promoting MHF organisations and services - e.g. linking to GPs through visiting Primary Care Locality Groups and training days, promoting third sector liaison/information through events and displays, e.g. BME communities, carers, mental health awareness.

Co-ordinating an annual training programme for Forum members, with training courses attended by 100 people. Of these, 98% found the training session useful and 74% will make changes to their practice as a result.

Promoting Mental Health Awareness – supporting the organisation of six events with the support of seven Forum members and many volunteers for World Mental Health Day, developing mental health awareness information.

Circulated information via weekly e-bulletins, quarterly newsletters, twitter & website, covering new initiatives, joint planning developments, policy change, good practice, funding opportunities, as well as focused info via the network mailings mentioned above, and updated information on the Mental Health Services Directory. The website had over 120,000 pageviews over the year.

What has been helpful... some comments

❖ Generating actions to better service user experience, build ideas for projects
❖ Communication with key agencies - creates a meaningful dialogue which has helped resolve areas of concern.
❖ Everything the Forum does has a promotion of mental health element
❖ Opportunity to make contact and expand knowledge of wider provision
❖ Networking and sharing information...Discussion in forum...A range of expertise and opinions...Useful to make links and meet other people that work in the MH area
❖ The Project brings together all aspects of mental health including CAMHs, older people, BME etc and an opportunity to be a partner in these projects

What could be improved...

❖ Influence change by raising voice/profile of services
❖ Provide strategic impact in development of mental health support

Finally-thank you to all members who contributed their time, ideas and thoughts to make this work - your support has been much appreciated!

Linda Newton
Sefyll - Service User Involvement Development Project

Sefyll, as part of Cardiff and Vale Action for Mental Health (cavamh), supports people who use adult mental health services, planners and providers, to come together to design, develop and improve services. 'Together for Mental Health' determines that robust arrangements need to be in place to engage service users and carers in the design of their local services and 'Stronger in Partnership 2' outlines a framework for involvement.

We work closely with both service users and providers to build meaningful involvement. Despite the intensive and involved nature of the project, we maintained contact with 284 service users in Cardiff and the Vale and 371 providers and teams within mental health services.

This year, we increased the number of service users we have direct contact with from 250 to 284. We also made contact with an additional 47 organisations/service areas, taking the total number that we provide information and advice to 371.

Communications

Last year we promoted 69 opportunities for service users to have a say in the planning and delivery of mental health services

Last year, we sent out 12 newsletters to service users and providers, via e-mail, post and online. We have 156 followers on twitter and 153 friends and followers on Facebook

Sefyll has developed its own pages on the cavamh website, with 5359 page views since April 2013.

Representation within Joint Planning Groups

18 trained and active service user representatives from a pool of 35, contributed to 18 planning groups. In order to support representatives, we hold monthly meetings with to share feedback and provide peer support.

Recruitment

Service Users also took part in recruitment interviews for the UHB and for the Doctorate Programme in Clinical Psychology. Representation was supported and co-ordinated through regular steering groups. Some comments were:

"I enjoy doing interviews, it makes me part of something."
Linking to people in their own communities

Following a review with people using services in 2013, we now link to people in their own communities rather than holding central or themed forum meetings. We have started a system of community champions, linking reps to local groups to obtain and share feedback.

This is mirrored by building a network of staff champions’ who can take responsibility for cascading out information circulated by Sefyll.

Training

We co-ordinated 15 training courses for service users in 2014/15. A total of 86 people attended the courses, which covered topics such as Recovery, Care and Treatment Plans and Taking Part in Meetings. Almost 95% of attendees who completed an evaluation form said they were much more confident after attending the course and over 96% were more likely to get involved after attending training.

Feedback Fortnight

One of the key events in July 2014 was ‘Feedback Fortnight’ co-produced with people using service and carers, and co-ordinated jointly with cavamh, Nexus and Hafal Carers co-ordinator. The aim was to obtain qualitative feedback from people about their experience of mental health services, both positive and negative, whether related to housing, health, police services etc. Through online and hard copy surveys and focus groups, with support from service user champions and volunteers, we made contact with a wide range of providers and service user groups, receiving over 120 replies which were evaluated co-productively with service users and staff. A toolkit for running focus groups was devised and circulated to all providers and groups. The results were shared by service users and carers in an event attended by nearly 50 service users, carers, providers and planners with questions to a panel. The results were presented to the Mental Health Partnership Board in the autumn.

Young People’s Involvement

We worked together with the Mental Health Forum to bring together the Young People’s Involvement group- beginning to develop opportunities for the involvement of young people aged 11-25 in the planning and delivery of services including co-ordination with partners and support for a focus group, workshop and questionnaire.

Feedback from service users and service providers

We sent out questionnaires to 30 of our most actively involved representatives, the 18 chairs of the planning groups and all service providers who linked for service user involvement on
This year we also sent questionnaires out to everyone receiving a copy of the Sefyll Newsletter and ran two online questionnaires. 100% of those who responded stated they read every edition, with News, Events & Opportunities cited as the sections people found most useful. Some of the comments we received were:

"Good summary of mental health issues around Cardiff and the Vale"..."It’s easy and appealing to read"..."It's informative to read about services and help for mental health issues"..."I enjoy reading it and keeping up with what’s going on and what’s available”

Finally the Sefyll Advisory Group, comprising service users, UHB, local authority and third sector providers and planners, held an event to evaluate the work of the project in 2014-15, and establish priorities for action in 2015/16.

The areas highlighted for improvement in 2015/16 and incorporated into the Action Plan include:

- Widening service user involvement within the Vale by continuing the work started in 2014/2015 developing Service User and Service Provider Champions of involvement.
- Increasing the opportunities for service users to get involved by holding regular forum/focus/sample groups with set topics.
- Looking at new ways to engage with service users creatively and socially.
- Exploring how we can work with providers and build opportunities for involvement with PMHSS.

Anna Suschitzky and Tracy Purnell
The year April 2014 to March 2015 represents the second of the four years of the Co-Creating Healthy Change project. Work on the project in this period continued the focus on developing service user involvement opportunities in Community Mental Health Teams. The activities undertaken in the period can be placed in the following categories;

- Building relationships
- Supporting new opportunities

**Building relationships**

After the first period of the project from July 2013 to March 2014, contacts had been made with the integrated managers of 3 Community Mental Health Teams – the Cardiff West (Pendine), Cardiff South West (Hamadryad) and Barry (Amy Evans). In the 12 months following this, more links were made with other staff working in the teams by attending team meetings to talk about the project and to gain staff feedback on important issues relating to service users’ experiences. This has involved surveying teams on their experience of implementing the Mental Health (Wales) Measure and on their existing pathways of service users involvement.

As well as working with CMHTs, links were made with voluntary sector providers. This included attending drop-in sessions at the 4 Winds centre, Mind in the Vale of Glamorgan in Barry and Llantwit Major, Hafod housing projects across Cardiff and the Vale of Glamorgan, Diverse Cymru, Action in Caerau and Ely and Hafal. By visiting all of these projects regularly, contacts were made with people using CMHT services in environments where they regularly go. This was a great opportunity to find out more about people’s relationships with the services they use. Community members have been engaged in the project through previous participants, with people attending training in the past has acted as a ‘champion’, distributing information and explaining opportunities.

In August 2014 the project supported a number of focus groups to gather service user feedback for the Local Mental Health Partnership Board. This ongoing exercise has meant concrete outputs in relation to influencing service provision and delivery for a number of individual service users.

As part of the project, Jack has been regularly visiting CMHTs across the whole of Cardiff and the Vale to talk to service users about involvement and about their interests. A number of people have been signed up for Sefyll’s monthly newsletter through this approach, and a number of people have gone on to take part in recruitment and rep roles as a result.
Supporting new opportunities

Supporting new opportunities involves working with statutory services to encourage involvement in decision making and working with service users to develop their assets and skills. As well as promoting the idea of Service User representation in CMHT staff meetings, the project has been encouraging more people to take part in recruitment panels for selection of new staff. A number of new activities have begun this year, driven by the project’s multi-stakeholder advisory group.

To support service user involvement in collaborative planning, Care and Treatment Plan workshops have been running throughout the year. Starting in June 2014 these sessions have been delivered by people with lived experience of using mental health services. The sessions are based on Welsh Government material to explain to people their rights and what they should expect in creating their plans. A total of 15 people attended these sessions.

Recovery training, led by service users, began to be provided as part of the project. The course content and structure is service user designed and the session is service user led. Sessions were delivered in the 4 Winds Centre in this year. These sessions offer service users an opportunity to understand the meaning of recovery and what they can do to support their own recovery. The value of this and other workshops has been demonstrated by the positive feedback of attendees and the knock on impacts that it has had in encouraging people to take up other opportunities, and we hope that providing these workshops will build a foundation for them to continue in some way beyond the lifespan of the project.

Jack Watkins
Solace

Support is given to Solace via painting classes, one in Canton and one in Barry each week.

This provides access to people with dementia and their carers and the concerns that they have. Concerns that may not be so intimately expressed without the context of artistic involvement. These issues are passed on to a number of providers and planners as deemed appropriate.

Forget Me Not Choir

The carers and people with dementia which meet at the Thornhill Community Centre on Monday evenings, now number around 60. Singing is of course widely regarded as having a beneficial effect for those with dementia and the choir continues to attract new members.

Members of the choir use the intervals to bring up issues about which they have concerns. In addition a focus meeting is held, roughly once a term, where concerns can be aired by all and recorded in collaboration with Jaz Williams from the Alzheimer Society.

DEEP

In collaboration with the Memory Clinic, meetings are held every two months with about ten people with dementia where people are encouraged to voice their experiences of mental health and other services. This has the potential to illuminate a number of issues which can assist enormously in shaping the better management of dementia.

Veterans Mental Health Support Group.

Originally conceived as a marketing medium to approach men who had done National Service
or served in the Second World War, this has thrown up a number of unmet needs from people who have served in more recent conflicts such as Northern Ireland, the Falklands, Iraq, Bosnia, Afghanistan. The group consists of veterans and others with direct connections with veterans and meets monthly. The group discusses veterans’ issues and has relationships with a number of service providers, senior officers of the Armed Forces, local authorities, the NHS and Third Sector providers, the Armed Forces Forum, and Vale Armed Forces Covenant. In line with a request from the Armed Forces Forum, Nexus has produced a list of around 30 local providers of services.

**Involvement News**

The readership of this bimonthly publication continues to increase. In addition to the regular posting of around 500 SUs and carers on the database every two months, copies are forwarded to all the members of the various groups with which Nexus is involved. It is now being sent to pharmacies in Cardiff and the Vale as part of a marketing initiative.

**Carers Involvement Group**

Regular meetings continue with speakers from a number of mental health professionals on matters of prevailing interest. Attendance at the meetings continues to be good with about 15-20 per meeting and providing an opportunity for direct contact between carers and providers and planners.

**Matthew Salisbury and Helen Joy**
Admin Report

Staff News
Laura Jones started work in July, providing admin cover during Siwan’s maternity leave [for co-creating healthy change/Sefyll].

Other staff
Nexus - Helen Joy started work in June, and Dawn sailed off on her barge adventure.
Samantha..... started in July as a volunteer with Nexus

In January we said goodbye to Anna, and had a leaving do in Jaspers tea rooms in Llandaff. Anna had been with cavamh/Sefyll for six years, during which time her children, Marlon and Elian, were born.

Office clear-outs – we held three of these during the year – they work well as team events, and it’s good that the office appears tidier for a bit.

Team Meetings - These are held monthly with team events every quarter. In December we held a “Back to Basics” day for the team in Penarth with Anna facilitating. Everyone agreed it was a good day, for team building, and to remind ourselves what cavamh is meant to be about.

On the last day of March we held a half day team event in Penarth Pier pavilion. The afternoon focussed on a review of website. From that day we took a number of actions forward, some of which have been implemented and some are still in progress.

Website
The team event around the website led to some pages being rewritten, extra images being added and an agreement to add in a page on the history of cavamh - the latter is still in progress as it’s quite a big job and Caroline has been trawling through old newsletters and annual reports! There was also agreement to make a few technical changes to enhance the website and they will be completed by the end of 2015/16.

Finances
Regular meetings have been held throughout the year with Linda, and financial reports prepared quarterly for our Management Committee. Carol has been in regular contact with our accountant to prepare accounts for end of year audit.

Practical running of office including:-
Health and Safety - PAT tests on equipment, checking and maintenance of fire equipment, servicing of boiler, staff training for first aid updated – our first aider is Matthew Salisbury.
General Maintenance of property: dealing with any problems that arise, liaising with landlord over maintenance issues, painting of property etc.

Carol Cooke, Caroline Fellows and Siwan Darling
The Mental Health Services Directory had a total of 66,571 pageviews, while Directions had 19,078.

Just over 30% of sessions were from mobile devices.
Cavamh Organisational Activities

During this period cavamh continued to work from its office base at Unit 11, Williams Court, Trade St.

We have continued to maintain and develop our service, and build our service user and carer involvement despite funding reductions

Cavamh has continued to develop and review organisational policies and procedures and links to PQASSO (the Charities Evaluation Services’ quality assurance for the voluntary/community sector).

Staff

During this year, Anna Suschitzky moved on from Sefyll and her position was ably covered by Tracy Purnell until her replacement, Jasmin Chowdhury, was appointed in March.

Siwan Darling left on maternity leave in July and was replaced by Laura Jones who provided an excellent admin service for Sefyll’s Co-Creating Healthy Change Project.

The Future

Cavamh aims to maintain its services and projects which support the three main areas of our work- supporting third sector groups with an interest in mental health, people using services and carers.

Despite the challenging economic times, we are keen to continue to build up resource for all aspects of our work - with Sefyll, Nexus and with the third sector

The basis of our work will continue to be tailored by our constituencies – the third sector, service users and carers and the networks we service and link with. We will continue to work in partnership with service users and carers and colleagues across mental health and in the community to improve services and opportunities for people with mental health needs.

Thanks

We would like to thank all those with whom we have been in contact over the year for their contributions and support, and particularly to those who have given their time freely. Your support has been much appreciated.

We would also like to thank our funders –

Cardiff Council

Vale of Glamorgan Council

Cardiff and Vale University Health Board

Big Lottery Fund (Community Voice- Co-Creating Healthy Change)
Legal & Administrative Information

Officers
Chair: Richard Bundy
Hon. Treasurer: Munir Majid Matar AlTaii (Resigned 30/1/2015)
Roger Bone (from 30/1/2015)

Staff
Director: Linda Newton
Office Manager: Carol Cooke
Admin/Info Officer: Caroline Fellows

Sefyll
Service User Involvement Development Officers: Anna Suschitzky / Tracy Purnell
(interim February/March 2015)
Service User Involvement Officer: Tracy Purnell

CMHT Project, Co-creating Healthy Change, Service User Involvement Officer:
Jack Watkins
Admin officer: Siwan Darling / Laura Jones (maternity cover from July 2014)

Nexus
Older People’s Mental Health Carer & User Involvement Development Officers:
Cardiff: Dawn John (left June 2014) / Helen Joy (started June 2014)
Vale: Matthew Salisbury

Bankers: Unity Trust Bank, Birmingham

Independent Examiners: Haines Watt Accountants, Newport

Cardiff & Vale Action for Mental Health (cavamh)
Registered Charity No. 1148312 / Company No. 8000094
Unit 11, Williams Court, Trade St., Cardiff CF10 5DQ,
Tel 029 2022 2000
Email: mail@cavamh.org.uk
Website: www.cavamh.org.uk
Caragh Trustees

1st April 2014 – 31st March 2015

Roger Bone (Treasurer from 30/1/2015)

Richard Bundy (Chair)

Max Scott Cook

Michael Jones

Susan Jones

Munir Majid Matar AlTaii (Treasurer) (resigned January 2015)

Eileen Wareham
About the Organisation

Cardiff and Vale Action for Mental Health (cavamh) was launched in April 2013, formerly operating as Cardiff and Vale Mental Health Development Project (CVMHDP).

We have been in existence since 1991, originally funded as one of several county mental health development services under the first Mental Illness Strategy of 1989.

Initially operating under the auspices of first Intervol and then the Vale Council of Voluntary Services, CVMHDP obtained independent charitable status following a special meeting on June 15th, 2000 and an inaugural public meeting on November 18th, 1999. The membership approved the change of name to cavamh, the objects and structure on 13th December 2012 and cavamh, as a new charity and company limited by guarantee, became operational with a transfer of undertakings from CVMHDP on 1st April 2013. A policy for the election of Directors was adopted by the membership on December 13th, 2012.

Charitable Objects

Cavamh’s objects, in accordance with its articles, are to promote any charitable purposes for the benefit of those people experiencing mental health problems within the Locale, and assisting the work of the voluntary organisations, mental health service users and carers acting in the mental health sector.
## Abbreviated Accounts

### Incoming resources

<table>
<thead>
<tr>
<th>Description</th>
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<th>2014</th>
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</tr>
<tr>
<td>Deposit account interest</td>
<td>19</td>
<td>302</td>
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<tr>
<td><strong>Incoming resources from charitable activities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safylan</td>
<td>47,411</td>
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<td>Nexus</td>
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<td>Mental Health Development Project</td>
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<td>86,500</td>
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<tr>
<td>Big Lottery - Community Voice - deferred income b/fwd</td>
<td>2,104</td>
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<tr>
<td>Big Lottery - Community Voice - received in the year</td>
<td>31,023</td>
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<td>Big Lottery - Community Voice - deferred income c/fwd</td>
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<td>(2,104)</td>
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<td>Big Lottery - Alzheimers</td>
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<td>1,598</td>
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<td>Lloyds TSB Foundation</td>
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<tr>
<td>Feed back fortnight</td>
<td>1,000</td>
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<tr>
<td>Training income</td>
<td>1,320</td>
<td>435</td>
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<tr>
<td><strong>Total incoming resources</strong></td>
<td>189,633</td>
<td>192,085</td>
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### Resources expended

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<tr>
<th>Description</th>
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<tr>
<td><strong>Charitable activities</strong></td>
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<tr>
<td>Wages</td>
<td>100,229</td>
<td>107,563</td>
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<tr>
<td>Social security</td>
<td>6,026</td>
<td>7,412</td>
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<td>Pensions</td>
<td>7,353</td>
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<td>Rent and rates</td>
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<td>Insurance</td>
<td>1,566</td>
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<td>Light and heat</td>
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<tr>
<td>Telephone and broadband</td>
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<td>Printing, postage, stationery and publicity</td>
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<td>Repairs and renewals</td>
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<td>Cleaning</td>
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<td>Travel and subsistence</td>
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<tr>
<td>Training</td>
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<tr>
<td>AGM and meetings costs</td>
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<td>1,041</td>
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<tr>
<td>Legal, professional and health &amp; safety</td>
<td>1,978</td>
<td>3,429</td>
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<tr>
<td>Sundry expenditure</td>
<td>64</td>
<td>682</td>
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<tr>
<td>Publications and subscriptions</td>
<td>50</td>
<td>99</td>
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<tr>
<td>Website development</td>
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<tr>
<td>Volunteer expenses</td>
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<tr>
<td>Activities</td>
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<tr>
<td>Feed back fortnight</td>
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<td>Recovery training</td>
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<tr>
<td>Training income costs</td>
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<td>Plant and machinery</td>
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<td>Fixtures and fittings</td>
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<td>Computer equipment</td>
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<td><strong>Total resources expended</strong></td>
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### Governance costs

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<td>Accountancy</td>
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<tr>
<td>Training</td>
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<tr>
<td><strong>Total governance costs</strong></td>
<td>2,830</td>
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### Support costs

<table>
<thead>
<tr>
<th>Description</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
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<td>Finance</td>
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<tr>
<td>Wages</td>
<td>19,836</td>
<td>19,223</td>
</tr>
<tr>
<td>Social security</td>
<td>1,643</td>
<td>1,674</td>
</tr>
<tr>
<td><strong>Total support costs</strong></td>
<td>21,479</td>
<td>20,897</td>
</tr>
</tbody>
</table>

### Total resources expended

<table>
<thead>
<tr>
<th>Description</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>177,257</td>
<td>190,029</td>
</tr>
</tbody>
</table>

### Net income

<table>
<thead>
<tr>
<th>Description</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net income</td>
<td>12,395</td>
<td>2,358</td>
</tr>
</tbody>
</table>