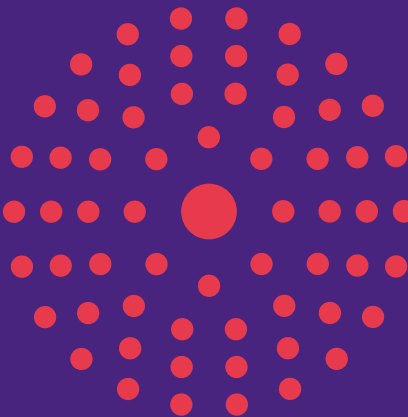
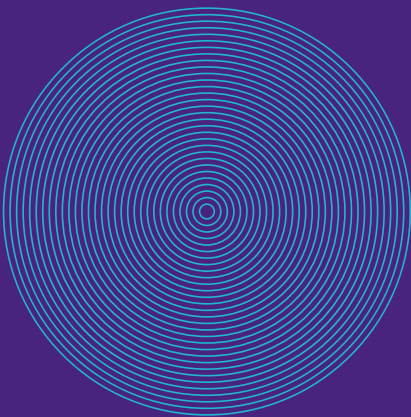
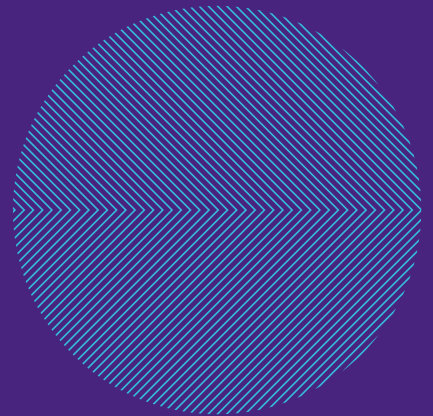
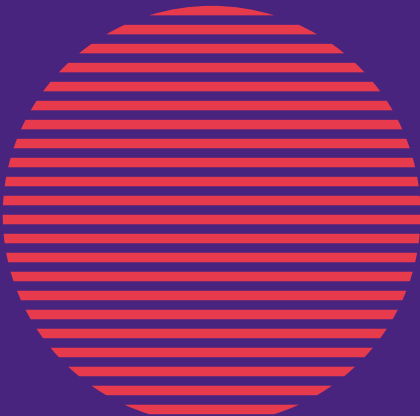
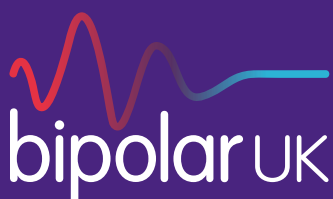


Our community. Our charity.

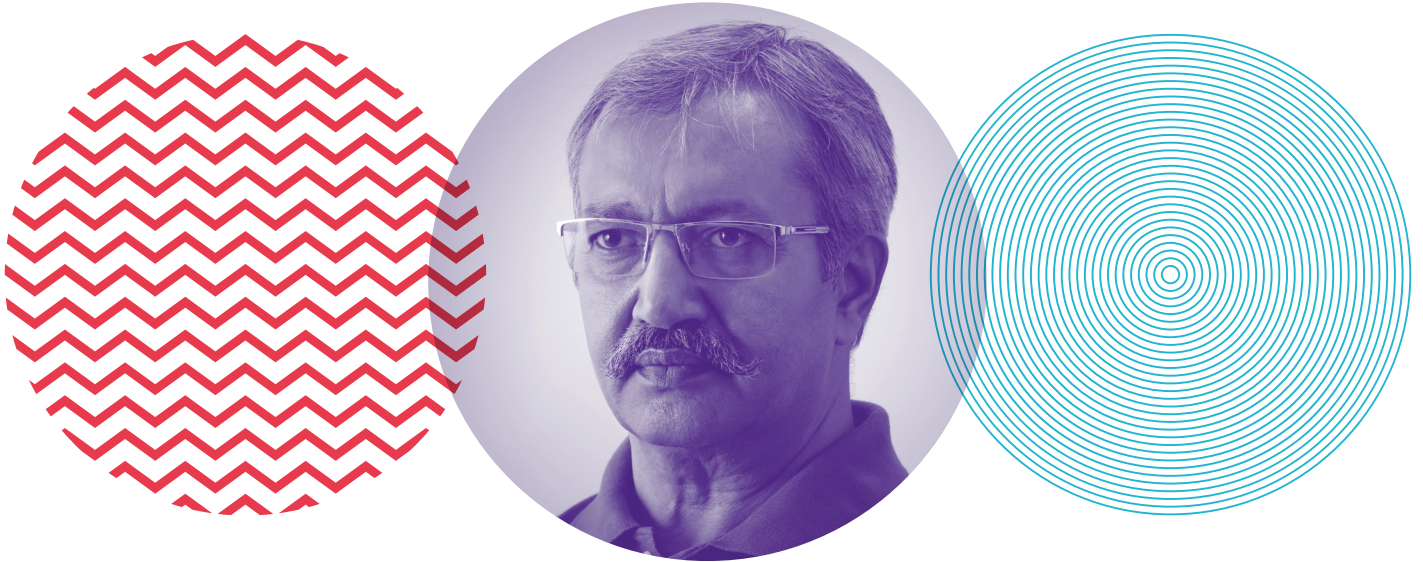


**Our mission is to
empower everyone
affected by bipolar
to live well and fulfil
their potential.**

**We will achieve it by
growing a community
of support that connects
people through
lived experience.**



A bit about bipolar.



Bipolar is a severe, long-term mental illness. It's characterised by significant mood swings – from manic highs to suicidal depression. And it can affect both males and females of any age, from any social or ethnic background.

There are an estimated 1.3 million people in the UK with the condition. It's calculated that 16-24 year olds are 8.5 times more likely to screen positive for bipolar as people aged 65-74.

Within our circles of families, friends, colleagues and acquaintances, we're all likely to know several people who are affected by bipolar. Shockingly, it takes an average of nine years to receive a correct diagnosis of bipolar in the UK. This means people are missing out on potentially life-saving treatment and support.

People with bipolar are more likely to live alone and be dependent on disability benefits. Bipolar increases the risk of suicide by up to 20 times, with an estimated three people with bipolar completing suicide every day in the UK.

Bipolar doesn't just affect those who have it. Families and friends are often the first port of call for care and support. This can put them under immense stress.

But there is hope. With effective treatment and self-management, people can lead full and productive lives with the condition.

Legal & Administrative Information.

Who's who.

Trustees

Alice Alphandary
Melissa Barnett (joined October 2019)
Jeremy Clark
Derrick Dale QC (joined October 2019)
Sarita Dent
Tamasin Little (end of term October 2019)
Mohini Morris
Guy Paisner
Robert Print
Hilary Samson-Barry
Nadia Silver (joined October 2019)
Jennifer Trent-Staves
Bill Walden-Jones
Prof Allan Young

Chair

Guy Paisner (as of October 2019)
Hilary Samson-Barry (until October 2019)

Vice Chair

Hilary Samson-Barry (as of October 2019)
Mohini Morris (as of October 2019)

Treasurer

Sarita Dent

Chief Executive

Simon Kitchen

Charity Number

293340

Company Number

1955570

Principal address & Registered office

11 Belgrave Road
London, SW1V 1RB

Accountants

Haysmacintyre LLP
10 Queen Street Place
London, EC4R 1AG

Bankers

CAF Bank
25 Kings Hill Avenue
Kings Hill
West Malling
Kent, ME19 4JQ

National Westminster Bank plc
5 Market Place
Kingston Upon Thames
Surrey, KT1 1JX

Solicitors

Carter Bells
Kings' Stone House
12 High Street
Kingston Upon Thames, KT1 1HD

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CEO Message 2019/20.

A word from Simon.



Simon Kitchen

Chief Executive Officer
Bipolar UK

There was much to celebrate in 2019/20. We held our first conference in almost half a decade. We were witnessing steady growth in the use of our eCommunity and other peer-to-peer services. And mental illness was finally getting the public profile it so desperately needs.

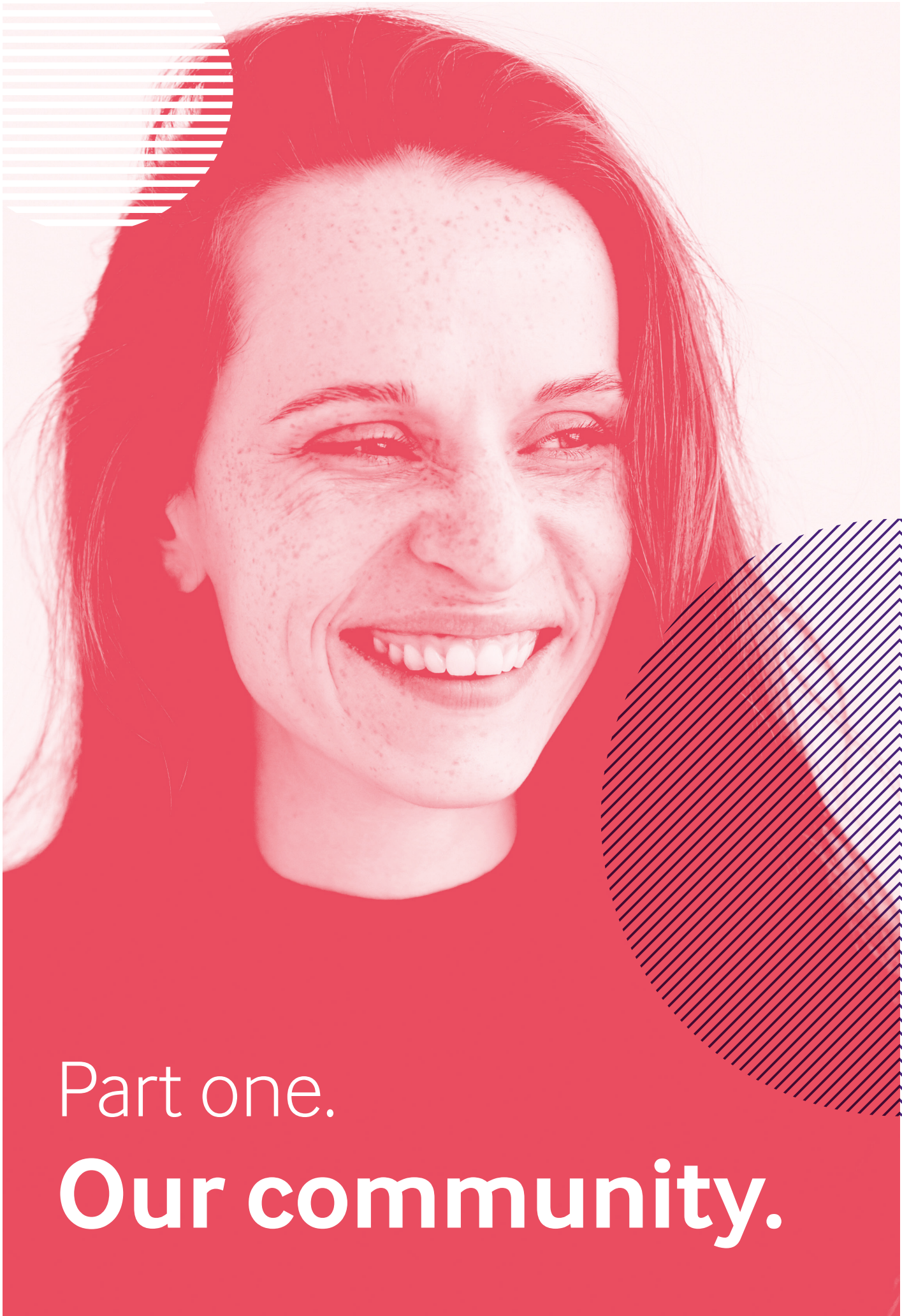
But then the pandemic struck. And, with it, came a traumatic time for many people affected by bipolar. Vital health services were diverted and mania, anxiety, depression and suicidal thinking surged within our community.

Our charity rallied. We moved our face-to-face support groups online, and provided regular digital content from people with lived experience on living well with bipolar during lockdown – lawyers, academics and frontline clinicians all contributed.

As a result of our actions, our dedicated staff, wonderful volunteers and wider community are now empowering over 6,000 people a month to stay well.

We'll be taking this positivity into 2021. Our postponed Bipolar Commission will launch, learning lessons from the pandemic. We want to identify the high impact interventions the health service needs to provide, to give people affected by bipolar a fair chance at living well.

I sincerely believe that through this adversity, as trying and worrying as it is, our community can become closer and stronger as we support each other.



Part one.

Our community.

Trustees' Report*.

A small charity.

A growing community.

Where we started

Our community began in 1982. Sheila Woodland and Philomena Germing, both living with bipolar, made contact through newspaper adverts. They sought others to share their experiences with.

As more people responded, a society was born. The first meeting was held in January 1983 at Church House, Westminster Cathedral. Records show 43 people attended. People, friends and family looking to connect and combat the lack of dedicated services for people with bipolar.

Where we are now

Today, we are a small charity that supports an ever-growing community. In 2019/20 alone, our independent evaluation estimates that we've directly supported an average of **1,045 people a month** to stay well.

Include our website and social media in the equation, and that figure leaps to **over 6,000 empowered people**.

This is only possible through the enormous commitment of our small team of staff, our amazing volunteers and our dedicated supporters.

“

The feeling of understanding and belonging at the group is priceless. Empowering in such a positive way, BPUK has improved my life immeasurably.

Comment from someone living with bipolar

* The charity is governed by the memorandum and articles of association incorporated on 7 November 1985 and amended by special resolution on 7 September 2013 with new Articles as registered with the Charity Commission and Companies House.

Our aims in 2019/20.

The two sides to our story.

1.

Provide a comprehensive set of peer support services for anyone affected by bipolar and increase the reach of our support.

2.

Act as the voice of our community to improve the country's health systems and services, changing attitudes to bipolar throughout UK society.

“

I initially emailed and received the most amazing response! I was blown away by the level of help and information that was offered... I am eternally grateful for the kindness and support that was shown to me at such a difficult time.

Comment from someone living with bipolar

How we've brought them to life

We held a conference

We ran our first conference for almost five years. At Bush House in London, we brought together 300 speakers and delegates with lived experience and expertise in bipolar. Speakers ranged from comedian Tony Slattery to frontline clinicians like Dr Karine Macritchie. We also held sessions on medication, suicide prevention, women and bipolar, and support for friends and family.

We reached more of our community

Our peer support services continued to grow. We recorded an average of 2,233 incidents of support a month through telephone, email, the eCommunity and face-to-face groups.

We pioneered new services

We partnered with Futr and Comic Relief to develop a chatbot. The bot enables site visitors to gain quick answers to common questions about bipolar – from what to tell the DVLA, to whether it's hereditary.

The final quarter of 2019/20 also saw some substantial investment in our digital infrastructure. Work has already started on implementing a new IT and Customer Relationship Management (CRM) system.

We started (then delayed) a Commission

We began planning for the launch of our Bipolar Commission. Due to start in March 2020, the Commission aimed to identify cost-effective interventions to reduce suicide amongst people living with bipolar and achieve parity of esteem* in services.

A project board was constituted. Commissioners were recruited. A research methodology and plan were agreed. A launch event was arranged. And then came Covid-19.

* Parity of esteem is defined as 'valuing mental health equally with physical health'.

Channel by channel.

2019/20 in numbers.

Peer Support Groups

Our face-to-face meetings empower the local bipolar community to come together – to find support, offer support and share experiences.

 **85**

On average, we held **85 GROUPS PER MONTH** throughout England, Wales and Northern Ireland. There has been a reduction over the year due to the natural closure of groups and the decision to focus on improving the quality of existing groups before opening new ones.

 **5,734**

The overall reported attendance has increased from **5,198** in 2018/19 to **5,734** in 2019/20.

2 

We trained and supported over **200 VOLUNTEER CO-FACILITATORS** who are either living with bipolar or are close to people with bipolar.

 **40**  **160**

By October 2020, up to **40 ZOOM GROUPS** were being run a month – attended by **OVER 160 PEOPLE**.

We hope to keep growing these groups. We're also exploring specific groups for communities of interest, such as young people, ex-service personal, woman and BAME.

Peer Callback and Email Service

Our peer support line and email service provide practical information, support and advice from people with lived experience.

5,000

During 2019/20, we delivered **OVER 5,000 INCIDENTS OF SUPPORT**, responding to 2,646 calls and 2,394 emails over the year. We helped thousands of people speak to someone else with lived experience, often for the first time.

 **538**  **1,154**

Since lockdown in March 2020, there has been a slight dip in people support. This is mainly due to our reduced capacity. Even so, the charity still responded to **538 CALLS** and **1,154 EMAILS** from April to August.

To support these services, we also pioneered a new online booking system, using our chatbot. This provides greater convenience and accessibility to service users.

With the new CRM system, we also hope to develop a 'call whispering' system. This will allow us to reinstate the volunteer callback system, even if remote working becomes standard practice.

The eCommunity

Our online forum for anyone affected by bipolar.
A safe, secure and welcoming space to share experiences and find support.

 **4,883**

The eCommunity grew from **1,872 TO 4,883 USERS** over the course of the year, with over 1,862,300 pages viewed.

 **1,376**

Since March 2020, the eCommunity has gone from strength to strength. Another **1,376 MEMBERS JOINED** between the start of April and the end of August 2020.

Promoting the eCommunity will be a priority in the latter part of the current year. Campaigns on Facebook and in print media will help to raise awareness of the community amongst other people affected by bipolar.

Information and combating stigma

Our website and digital channels are key tools in our mission to share information about bipolar and reduce stigma within society.

103,059 

In 2019/20, **103,059 UNIQUE VISITORS** used our website to get practical advice on the condition and to access further support. The website also included stories on lived experience to reduce stigma on the condition.

20%

Since March, web traffic has **INCREASED BY 20%** – driven in part by new content on how to manage during lockdown, as well as lived experience stories.

10,000

Our social media channels have been a vital life line. Our Facebook Lives and Instalives have been **VIEWED BY TENS OF THOUSANDS OF PEOPLE**, helping to build a community of support.

We're also proud to have supported the #SpeakOutLikeBrenda campaign. This engaged a range of celebrities to improve understanding and reduce stigma around the bipolar condition.

Then came Covid.

The impact of coronavirus on the bipolar community.

It's impossible to look back at the past year without addressing the significant impact of Covid-19. Not just on the operations of our charity, but more importantly on the mental health of our community.

We conducted an online survey to explore the impact of the Covid-19 crisis on people affected by bipolar disorder. Here's what we found.

The sample

Our survey was conducted between 30th April and 13th May 2020. We received 1,751 responses, 90% of who live with a diagnosis. The remaining 10% either did not have a diagnosis but believed they may have bipolar, or were close family or friends of those impacted by the condition.

What did we ask?

A wide range of questions – from access to services, to the specific ways in which people's mental health has been affected.

Findings: exposure to Covid-19

Initially, the direct physical impact of the virus was limited within our sample with only 13 respondents (0.78%) testing positive.

However, since the survey, we have sadly lost at least one valuable member of our community to the virus.

Findings: impact on our community

Covid-19 has had a devastating effect on our community. In May 2020, only 42% reported being in a stable mood, with dramatic increases in depression, anxiety and even mania. That's almost 351,000 more people living with bipolar at risk of relapsing. Alongside that, almost a third reported having increased suicidal thoughts.

The main cause of the growing ill health was anxiety over catching the virus. Though almost twice as many respondents to our survey reported being hospitalised for suicide attempts as for Covid-19 symptoms.

Findings: the repercussions

The detrimental effects of the Covid-19 crisis on the mental health of people with bipolar disorder are readily apparent. And the urgent need for further research cannot be understated.

There are clear indications that the impact will last longer than the immediate crisis itself, with people requiring ongoing and potentially intensive support to rebuild their lives.

Given that people with bipolar disorder are 20 times more likely to complete suicide than the general public, these findings are extremely worrying and require urgent attention.

“

I had Covid-19 when I was actively suicidal and everything seemed to be a darker shade of black. I fought for my life.

Comment from someone living with bipolar

Life during a pandemic.

Our response.

Following the announcement of a UK-wide lockdown in March 2020, the charity had to make some rapid decisions about its services and programmes. Here was our response.

The Bipolar Commission was postponed until 2021

By this time, it's hoped that face-to-face meetings can resume and our community – and the broader health community – would be more receptive to it.

We went remote

The whole team went to remote working and face-to-face support groups were paused. Our peer support callback service went from volunteers making calls from the office, to staff with lived experience doing this from home.

The financial uncertainty driven by the virus and the lockdown meant that the charity had to furlough five staff in April and May, taking the core staff team down to seven – dramatically reducing capacity when the community were in most need.

We joined the nation on Zoom

To support as many people as possible, we rapidly piloted and evaluated Peer Support Groups on Zoom. This proved as effective as our face-to-face groups.

We also revamped our website and social media, providing the latest advice on living well with bipolar during the crisis.

A productive summer

The charity used the summer to complete several infrastructure projects, upgrading our IT systems so staff could work more effectively remotely, transferring to a new CRM system (Salesforce) to support better integration across fundraising, finances and services.

The charity also conducted research into the impact of Covid-19 on our community – which was shared with NHS England to highlight the devastating impact the crisis was having on our community's mental health.

“

Having Bipolar in these times is more difficult than ever. My head's spinning around constantly trying to keep track of what and how to do everything. If this is stressing people in general, then imagine how it's affecting people who already struggle daily.

Comment from someone living with bipolar

Supporting a community at risk.

Our impact.

As well as revealing the devastating impact of Covid-19 on the mental health of people affected by bipolar, our evaluation also suggested that the charity and its response to the pandemic was helping to alleviate some stresses.

Suicidal thoughts

One third of people with bipolar reported that they had more suicidal thoughts since mid-March due to the impact of the pandemic; as a result of using Bipolar UK, 30% of people agreed they have fewer suicidal thoughts

Self-management

60% reported increased challenges in self-management of their condition during lockdown – thanks to the charity, 71% more felt more able to manage their condition.

Crisis intervention

One in four were finding it impossible to access their crisis team, a third found it harder to access their psychiatrist.

Thanks to Bipolar UK, one in four users also agreed that they needed fewer interventions by the statutory health services.

And, when users did seek contact with a health professional, as a result of accessing the charity, the vast majority agreed that the contact was more helpful.

Day-to-day relationships

People affected by bipolar were struggling with their relationships, with isolation, with living their daily lives: three-quarters of the people who used the charity since the crisis started were given a sense of belonging, and half reported better relationships with the people around them.

Supporting the NHS

As well as having a major impact on those using our services during the crisis, we've also helped to protect the NHS. With one in four users having fewer interventions, that's potentially 2,500 people each month who didn't need to use health services during this period of the pandemic.

Bringing hope

We worked with TV presenter Leah Charles-King who hosted a panel on 'Being your best with Bipolar'. Almost 400 people tuned in to her discussion with five inspiring individuals who, like Leah, were living with bipolar and had managed to overcome the challenges of the condition to fulfil their potential.



The right help at hand.

Our services.

The breadth of our service seems to have ensured that a range of personalities, moods, needs and issues have been well supported – 70% of users (estimated to be more than 7,000 people each month) reported that Bipolar UK has changed their life for the better.

There when we're needed

Together, our services led to roughly two-thirds of all users feeling that they are more able to cope with life, with 10 of the 11 services being helpful to at least 78% of the people using them. Even the least useful service is helpful to half of its users.

Zoom support

Our website is viewed as our most helpful service – it helps the most people – but it's our peer support on Zoom which evidently creates the most positive change.

Our self-management webinars are most effective at keeping people with bipolar well. Though it's not currently clear whether these services are particularly effective despite or because of the pandemic.

Cost per person

Despite a period of unprecedented change, our evaluation suggests that during the pandemic it has cost the charity less than £9 each month to keep a person with bipolar well.

Our challenge for the future will likely be how do we respond to the vast differences in reach and related cost per person helped, between the different elements of the service.

Realising our vision

The research overall found that 57% of respondents have been kept well, and 53% feel they have been able to fulfil their potential. There is room for improvement – and the findings of this evaluation are expected to feed into a wider service review.

But it would appear as if, during this period of the Covid-19 pandemic, Bipolar UK's mission has been accomplished for 6,000 people with bipolar each month.

Looking forward to 2021.

Growing our community.

Our aim for 2021 is simple: to build on this year's strengths and empower more people living with bipolar. The following service delivery targets will help us to achieve this.

01

Increase our spend on fundraising to counteract the anticipated drop in income due to the recession.

02

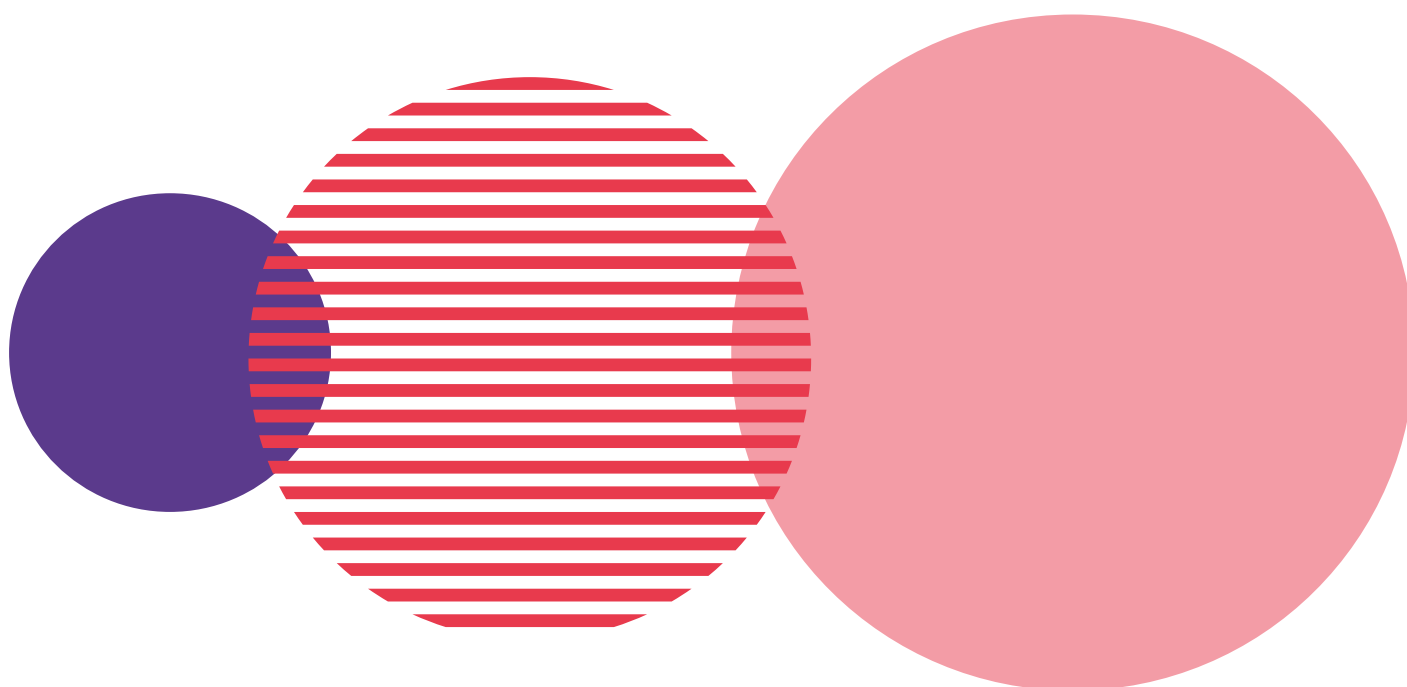
Introduce an incremental growth in services, using technology to increase our outward facing contact.

03

Explore new ways of working, including the need for an office, to free up more take and resources for frontline delivery.

04

Launch our Bipolar Commission.



The difference we make.



THE PROBLEM

More than a million people in the UK have bipolar

Average of 9 years to get a correct diagnosis of bipolar

When receiving a bipolar diagnosis, 72% of people don't know anyone with bipolar

25% of people with bipolar never seek help or treatment

People with bipolar are 20 times more likely to take their own life than people without the condition

Family and friends of people with bipolar often feel useless and unable to help



OUR APPROACH

Create communities that allow people to meet others with bipolar and share lived experiences

Provide evidence-based information about the condition

Empower people to manage the condition themselves

Promote and encourage quality professional intervention

Change and improve systems, attitudes and treatments



THE WAYS WE HELP

Provide a comprehensive peer support service, across a range of channels and approaches

Deliver information and support via a website and other communication channels

Signpost to existing professional services, and highlight where additional professional services are required

Provide support to research studies and highlight the need for increased investment in research

Champion issues which directly affect people with bipolar

What success looks like for our community



SHORT-TERM EFFECTS

I feel I belong

I seek support from health professionals

I receive a bipolar diagnosis

I have fewer suicidal thoughts

I can cope with life

I can help my friend or family member



LONG-TERM DIFFERENCE

I stay well

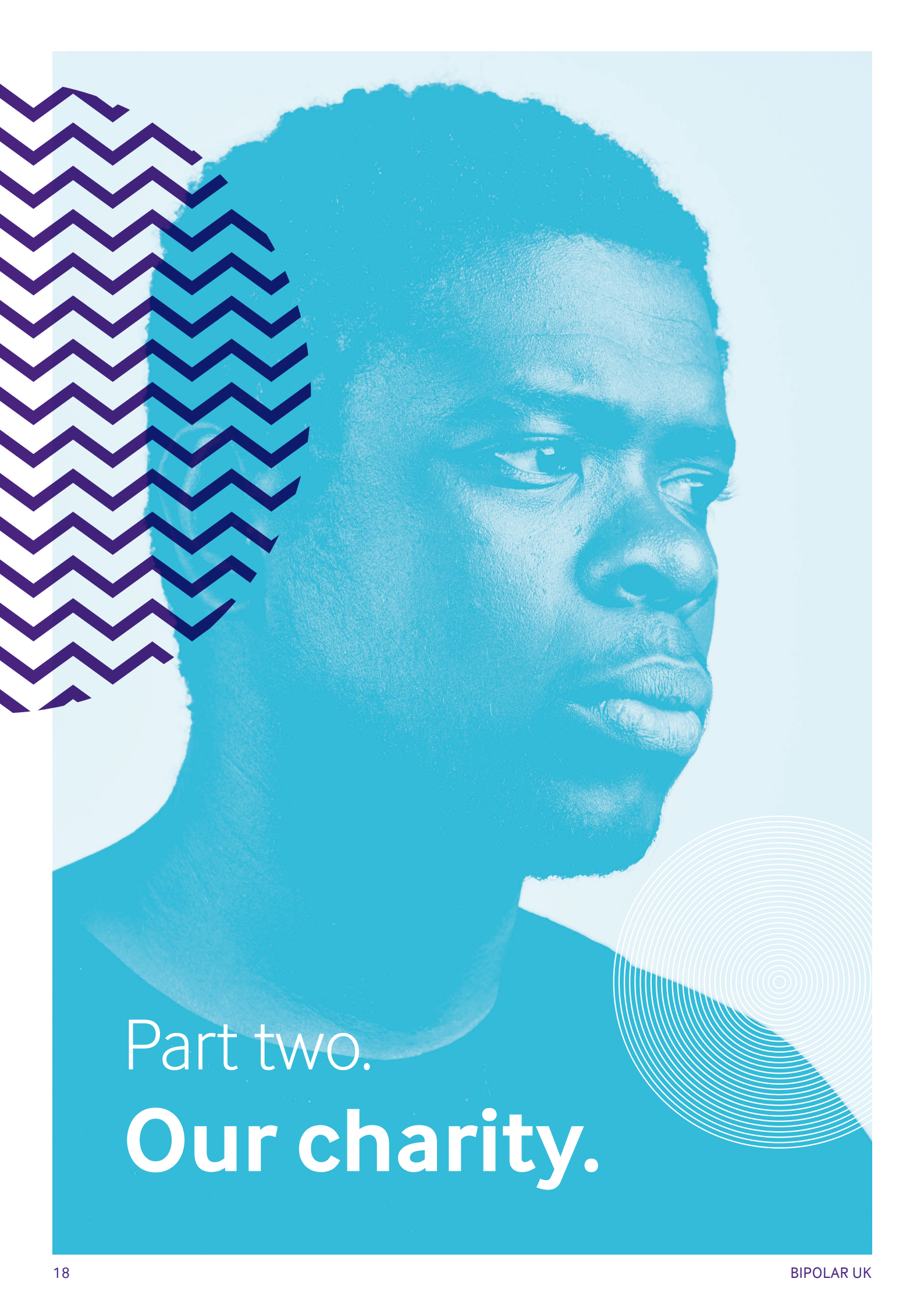
I am not defined by bipolar

I develop and maintain positive relationships

I am able to work or study

I can live my best life

My friend or family member stays well



Part two.

Our charity.

Those who make the difference. Our staff, volunteers and supporters.

None of what you've just read – the impactful services and support delivered in such trying times – would be possible without the hard work, dedication and humanity of our staff, volunteers and supporters.



In particular, our volunteers have played a leading role in sustaining and driving the charity and its community. This includes 200 volunteers who deliver services locally in England, Wales and Northern Ireland.

Indeed, our board itself is made up of 13 volunteer trustees, most of who have a bipolar diagnosis or are directly affected by bipolar in their family.

These people are at the heart of our charity and our community.

Structure, governance and management.

How we operate.

The Board of Trustees is legally responsible for the strategic direction of the charity. It meets every three months and is supported by the Finance Committee, chaired by our Treasurer, which meets on a quarterly basis between Board meetings, and a Remuneration Committee that meets as necessary.

Recruitment and Appointment of Trustees

Trustees are recruited through a combination of national advertisements and personal introductions to ensure specific skill sets are obtained. During the year, three new trustees joined the Board replacing those who had retired. Hilary Samson-Barry stepped down as Interim-Chair and was replaced by Guy Paisner in October 2019. The board was joined by Derrick Dale QC, Nadia Silver and Melissa Barnett.

Trustee induction and training

All new trustees receive an induction and training over the year on the work we do and specific issues. This included a joint Communication Workshop in summer 2019 to look at our messaging and a Development Day in November 2019 which informed our vision and mission statement.

Senior Management Team

The trustees delegate the day-to-day operations of the charity to the Chief Executive and the Senior Management Team (SMT). The trustees have worked with the SMT to produce Board papers to guide the ongoing development of the charity. Responsibility for the implementation of the papers is delegated to the SMT through Action Logs which are updated and reported on quarterly.

Public Benefit

Bipolar UK exists to serve the public and ensure that individuals and families affected by the much-misunderstood illness can benefit from our support. Our evaluation showed that we support over 1,000 people with bipolar to stay well every month. The Board of Trustees understand the requirements as set out in Section 17 of the Charities Act 2011 and believe Bipolar UK completely satisfies all guidance issued by the charity commission with regard to public benefit.

Risk Management

The senior management team and trustees work together to analyse and address the major risks to the charity. This is collated into a Risk Register which is regularly updated by the CEO and a designated Trustee. This includes the assessment of external factors, governance, financial, information technology and operational risks. The Risk Register is reviewed by the full Board during the year.

Sector review.

Challenging times.

The major risks for Bipolar UK reflect those of many small charities experiencing rising demand for their services within a challenging fundraising environment.

Our risk register identifies the following key challenges:

- Unable to raise enough money to meet budget targets.
- Unable to meet our corporate mission/vision to support and empower more people affected by bipolar to live well.
- Demand for the charity's services exceeds our capacity.
- The charity fails to comply with UK charity law or there is a data breach which results in sanctions.
- Keeping safe from the risks of Covid-19 and the mental health challenges of working at home for a prolonged period.
- A major safeguarding incident that we fail to protect people from.

Risk register

In line with Charity Commission guidance, the risk register incorporates a matrix format which allows identified risks to be rated according to their likelihood and impact, with a higher weighting given to impact.

All identified risks are reviewed, with mitigating strategies then put in place to reduce the risk as far as possible. Activities with a high-risk rating are automatically prioritised.

The mitigating strategies for our identified risks include:

- The submission of multiple grant applications for services, applications for multi-year grants, cautious budgeting and substantial reserves.
- Additional oversight of the charity's finances through the finance subcommittee.
- Seeking to maintain and build upon Bipolar UK's public profile as the UK's only charity focussed solely on bipolar disorder and seeking to influence the wider sector through the Bipolar Commission.
- Implementing service models that are scalable – building on the findings of the evaluation that good content on the website is the most cost-effective route to empower more people affected by bipolar.
- Ensuring that there continues to be legal expertise on the Board.
- Ensuring staff have the equipment needed to work from home and ensure regular contact with colleagues through virtual meetings.
- Continuing to have an on-duty safeguarding lead to ensure that all incidents are appropriately handled.

Financial review 2019/20.

Resilient. Responsible.

With our revised peer support model in place, we forecast £653,717 income and budgeted for £650,519 expenditure. Bipolar UK has had a stronger financial year due to both higher than anticipated income at £705,540, and lower than expected costs at £622,331. This was mostly due to higher than expected grant income.

The external environment for charities continues to be difficult, with pressures on fundraising and reputation, and an increased level of requirements in relation to compliance. Small and medium-sized charities are closing frequently. Bipolar UK cannot do everything that we would like it to, and the trustees believe that the charity must continue to be cautious to remain sustainable.

Learning from recent experiences, the trustees are keen to maintain the positive financial situation of the charity. The staff are proposing a realistic core expenditure budget of £700,000 for 2021/22. This allows the charity to take on more fundraising and service staff. The charity will also be spending an extra £80,000 to deliver the one-off Bipolar Commission.

Reserves Policy

At 31 March 2020 the charity held total reserves of £524,822 (2019: £441,593) of which £140,306 was restricted (2019: £141,115) and £7,997 held as designated funds (2019: £9,207).

Reserves are held to provide against any future income shortfall, fulfil working capital requirements and allow funds to be available to support service developments within the approved annual budget.

The Board of Trustees aims to hold free reserves equivalent to between five and seven months unrestricted expenditure at any point in time, with a minimum of three months held in cash. 'Free reserves' are defined as unrestricted reserves, exclusive of fixed assets, and determined on basis of average monthly expenditure for 12 months ahead.

In determining an appropriate level of free reserves, the Trustees have identified the key risks and uncertainties facing the charity and seek to provide free reserves sufficient to mitigate those risks. In particular:

- Dependence on voluntary donations and grants for 94% of the charity's income, with only about 17% of that income committed on a multi-year basis
- Unexpected liabilities, outside of budgeted contingencies
- Fluctuations in timing of cash flows which might result in inability to pay staff and suppliers
- Events having a major negative reputational effect on the charity
- Time and expense involved in finding replacement funding or cutting costs if targets or funding commitments are not met or other risks materialise

Based on the above assessment, and mindful of the need for the charity to be able to sustain its core services, the Trustees have estimated that the level of free reserves required to mitigate against the identifiable risks is between £292,711 and £409,795 at 31 March 2020. Free reserves at the balance sheet date are £376,042 and therefore the current level of reserves is within the band considered sufficient to cover the risks the charity is exposed to. Maintaining reserves at least that level is regarded as a priority for the next financial year.

Beyond the current financial period, the Trustees' longer-term aim is to ensure continued and relevant support for individuals affected by Bipolar, whilst a need exists. Should unrestricted reserves exceed the upper limit of seven months, it is the Trustees' intention these funds are invested to generate additional income and promote sustainability of the charity, pending application to sustainable service developments. The Trustees' policy on reserves is subject to an annual review by Finance Committee and formal approval by the Board every two years or following a substantive change.

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company of that year.

In preparing these accounts, the trustees are required to:

- Select suitable accounting policies and apply them consistently.
- Observe the methods and principles of the Charities SORP.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the accounts on a going concern basis unless it is inappropriate to presume that the charity will continue to operate.

The trustees are responsible for keeping accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the directors has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

On behalf of the board of trustees,

Guy Paisner
Chair of Trustees
Date: 5th December 2020

Independent auditors' report to the members of Bipolar UK.

Opinion

We have audited the financial statements of Bipolar UK for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, 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 charitable company's affairs as at 31 March 2020 and of the charitable company's net movement in funds, including the 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 the requirements of the Companies Act 2006.

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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC'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.

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement set out on page 23, 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 being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

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 charitable company'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 Trustees' Annual Report. 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.

Opinions 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' Annual Report (which includes the strategic report and the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the Trustees' Annual Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report (which incorporates the strategic report and the directors' report).

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

- adequate accounting records have not been kept by the charitable company; or
- the charitable company 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.

Use of our report

This report is made solely to the charitable company's members, 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 charitable company's members 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Adam Halsey
(Senior statutory auditor)

Date: 5th December 2020

for and on behalf of
Haysmacintyre LLP Statutory Auditors
10 Queen Street Place,
London, EC4R 1AG

Statement of financial activities.

For the year ended 31 March 2020.

(including income & expenditure account)

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	Total 2020 £	Total 2019 £
INCOME AND ENDOWMENTS FROM:						
Donations and legacies						
Grants		97,530	—	243,325	340,855	320,557
Donations	3	236,198	652	9,710	246,560	307,857
Legacies		72,417	—	—	72,417	43,000
Charitable activities	2	11,537	—	34,064	45,601	18,678
Investments		107	—	—	107	64
Total income		417,789	652	287,099	705,540	690,156
EXPENDITURE ON:						
Raising funds		145,596	-	-	145,596	116,367
Net income available for charitable expenditure		272,193	652	287,099	559,944	573,789
Charitable activities	4	186,945	1,862	287,908	476,715	444,557
Total expenditure	4	332,541	1,862	287,908	622,311	560,924
Net income/(expenditure)		85,248	(1,210)	(809)	83,229	129,232
Fund balance at 1 April 2019		291,271	9,207	141,115	441,593	312,361
Fund balance at 31 March 2020		376,519	7,997	140,306	524,822	441,593

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Balance sheet.

At 31 March 2020.

	Notes	2020 (€)	2019 (€)
FIXED ASSETS			
Intangible assets	8	18,016	5,187
Tangible assets	9	226	5,081
		18,242	10,268
CURRENT ASSETS			
Debtors	10	121,300	72,096
Cash at bank and in hand		600,426	393,688
		721,726	465,784
Creditors: amounts falling due within one year	11	(215,145)	(34,459)
Net current assets		506,581	431,325
Net assets		524,823	441,593
RESTRICTED FUNDS			
	12	140,306	141,115
UNRESTRICTED FUNDS			
Designated funds: Support groups		7,997	9,207
Other charitable funds		376,519	291,271
		524,822	441,593

The financial statements were approved and authorised for issue by the Board of Trustees on December 2020 and signed on their behalf by:

Guy Paisner
Chair of Trustees
Date: 5th December 2020

Statement of cash flows.

For the year ended 31 March 2020.

	2020 (£)	2019 (£)
OPERATING ACTIVITIES		
Net (expenditure)/income for the year	83,229	129,232
Depreciation and amortisation	14,886	10,317
Investment income	(107)	(64)
Decrease/(increase) in debtors	(49,204)	(15,771)
(Decrease)/increase in creditors	180,686	(85,265)
Net cash from operating activities	229,490	38,449
INVESTING ACTIVITIES		
Investment income received	107	64
Purchase of intangible fixed assets	(22,860)	—
	(22,753)	64
Net movement in cash and cash equivalents	206,737	38,513
Cash and cash equivalents at 1 April	393,688	355,175
Cash and cash equivalents at 31 March	600,425	393,688
Cash and cash equivalents comprise		
Cash at bank and in hand	600,425	393,688

Notes to the financial statements.

For the year ended 31 March 2020.

1. Accounting Policies

General information

Bipolar UK Limited is a company limited by guarantee registered in England and Wales (company number: 01955570) and a registered charity (charity number: 293340). Its registered office is 11 Belgrave Road, London, SW1V 1RB.

Basis of preparation

The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP) for Charities 2019, the Companies Act 2006 and applicable accounting standards (FRS102). The charity is a Public Benefit Entity as defined by FRS102.

The principal accounting policies and estimation techniques are as follows:

Going concern

The trustees have considered the impact of COVID-19 on the Charity's activities and finances and consider that there are no material uncertainties regarding the charitable company's ability to continue as a going concern. These financial statements have therefore been prepared on this basis.

Income

Income is recognised when the charity has entitlement, when the amount can be measured with sufficient reliability and when receipt is probable.

Grant income is recognised in accordance with the terms of the grant and when the conditions of receipt have been complied with.

Legacy income is recognised when probate has been granted, receipt is judged to be probable and the value can be measured with sufficient reliability.

Gifts in kind are recognised upon receipt at their estimated financial value to the charity.

Expenditure

Expenditure is recognised when the related liability is incurred.

Charitable activity costs comprise expenditure, including staff costs, directly attributable to each activity. Where costs cannot be directly attributed they have been allocated to activities on a cost-incurred basis.

Support costs have been allocated to each activity based on staff numbers employed in that activity (or on staff time spent on that activity). Governance costs are included within support costs and relate to the management of the charity's assets, organisational administration and compliance with constitutional and statutory requirements.

Expenditure on raising funds comprises costs incurred in encouraging people and organisations to support financially the charity's work. These include the costs of advertising, publicity and of the staging of fund raising events.

Payments in relation to the termination of employment are recognised when the relevant decision-making process has been completed and communicated to all affected parties.

Intangible fixed assets

Intangible fixed assets are measured initially at their purchase cost. Assets under £1,000 are written off to the SOFA.

Amortisation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer software – straight line basis (over five years)

Tangible fixed assets and depreciation

Tangible fixed assets are measured initially at their purchase cost. Assets under £1,000 are written off to the SOFA.

Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer and office equipment – straight line basis (over three to five years)

Financial instruments – assets and liabilities

The charity only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable. These balances are disclosed in notes 9 and 10 respectively.

Cash and cash equivalents

Cash and cash equivalents includes cash in hand and deposits held at banks.

Debtors and creditors

Debtors and creditors are recorded at the transaction price. Any losses arising from impairment, including bad debts, are recognised in the Statement of Financial Activities.

Stock

In addition to producing our own information, Bipolar UK purchases publications and other materials for resale. Stocks represent the value of such goods held at the year end at the lower cost and net realisable value.

Pensions

Contributions were paid on behalf of employees into their personal pension schemes and are charged to the Statement of Financial Activities in the year in which they become payable. No further liabilities accrue to the charity other than these payments.

Accumulated funds

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the accounts.

Designated funds comprise funds which have been set aside at the discretion of the Members of the Board of Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the accounts.

Significant judgements

In preparing these financial statements, management has made judgements in the application of the charity's accounting policies which affect the amounts recognised in the financial statements. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Key areas subject to judgement and estimation are as follows:

Legacy income

Judgement is applied in the consideration of the likelihood of receipt and reliability of measurement of amounts receivable in respect of legacies to which the charity has established entitlement at the balance sheet date. Subsequent events are monitored to identify those which give additional information about conditions as at the balance sheet date which would warrant adjustment to the financial statements.

2. Income from charitable activities – commissioned services

	Unrestricted funds (£)	Restricted funds (£)	Total 2020 (£)	Total 2019 (£)
2020				
Commissioned services	500	34,064	34,564	18,278
Other income	11,037	—	11,037	400
Total	11,537	34,064	45,601	18,678
2019				
Commissioned services	566	17,712	—	18,278
Other income	400	—	—	400
Total	966	17,712	—	18,678

3. Gifts in kind

Included in unrestricted donations are £17,792 in gifts in kind, comprising £14,200 in advertising services, £3,500 in services received from Jennifer Trent Staves, a trustee, for work undertaken reviewing the Charity's messaging and communications, and £92 in room hire and refreshments provided by Nadia Silver, a trustee.

4. Total expenditure

	Staff Costs (£)	Depreciation & amortisation (£)	Other Costs (£)	Total 2020 (£)	Total 2019 (£)
2020					
Raising funds	100,506	6,868	38,222	145,596	116,367
Charitable Activities					
Service (Direct Costs)	219,108	7,734	157,077	383,919	346,187
Support costs	57,569	284	34,943	92,796	98,371
Total	276,677	8,018	192,020	476,715	444,558
Total expenditure	377,183	14,886	230,242	622,311	560,925
2019					
Raising funds	92,259	5,442	18,666	—	116,367
Charitable Activities					
Service (Direct Costs)	198,492	4,592	143,103	—	346,187
Support costs	57,561	284	40,526	—	98,371
Total	256,053	4,876	183,629	—	444,558
Total expenditure	348,312	10,318	202,295	—	560,925

Support costs include Governance costs, which incorporate audit fees, board meeting venue costs and trustees out of pocket travel and subsistence expenses. Support costs are allocated on the amount of time spent on the relevant services.

5. Services (including support costs)

	Staff Costs (£)	Depreciation & amortisation (£)	Other Costs (£)	Total 2020 (£)	Total 2019 (£)
2020					
Phone and Email Support	53,543	2,733	30,798	87,074	162,797
Peer Support Groups	102,367	1,460	63,363	167,190	136,892
E-Community	58,643	1,397	37,568	97,608	75,583
Employment Support	31,971	151	13,806	45,928	39,124
Policy and Research	30,153	2,277	46,485	78,915	30,162
Total services	276,677	8,018	192,020	476,715	444,558
2019					
Phone and Email Support	104,376	2,798	55,623	—	162,797
Peer Support Groups	69,971	413	66,508	—	136,892
E-Community	39,391	1,432	34,760	—	75,583
Employment Support	26,639	156	12,329	—	39,124
Policy and Research	15,676	77	14,409	—	30,162
Total services	256,053	4,876	183,629	—	444,558

6. Net income / (expenditure)

	Total 2020 (£)	Total 2019 (£)
NET INCOME/(EXPENDITURE) IS STATED AFTER CHARGING:		
Auditors' remuneration		
– for audit	8,300	8,100
Operating lease rentals		
– property	42,510	49,710
– office equipment	14,758	14,425
Depreciation of tangible assets	4,855	4,857
Amortisation of intangible assets	10,031	5,460

No member of the Board of Trustees (or any persons connected with them) received any remuneration or reimbursed expenses during the current year or the prior year.

7. Employees

	2020	2019
THE AVERAGE MONTHLY NUMBER OF EMPLOYEES DURING THE YEAR WAS:		
Charity Management and Administration	1	1
Peer Support Groups	3	2
Phone and Email Support	1	2
E-Community	2	2
Fundraising	2	2
Employment Support	1	1
Total number	10	10
STAFF COSTS (£)		
Wages and salaries	319,325	294,091
Social security costs	28,780	25,352
Employer pension contributions	11,310	9,640
Agency staff	17,768	19,229
Total	377,183	348,312

There are no termination payments included in wages and salaries above for 2020. (2019: £Nil).

There was one employee whose annual remuneration was between £60,000 and £70,000 (2019: No employees who received annual remuneration above £60,000).

The aggregate remuneration of the charity's key management personnel is set out below:

KEY MANAGEMENT COSTS (£)		
Gross salary	117,375	112,043
Employer's national insurance contributions	12,761	11,727
Pension contributions	4,850	3,263
London Weighting	600	1,100
Total	135,586	128,132

8. Intangible fixed assets

Computer software	
COST	
At 1 April 2019	24,679
Additions	22,860
At 31 March 2020	47,539
AMORTISATION	
At 1 April 2019	19,492
Charges for the year	10,031
At 31 March 2020	29,523
NET BOOK VALUE	
At 31 March 2020	18,016
At 31 March 2019	5,187

9. Tangible fixed assets

Computer software	
COST	
At 1 April 2019	92,292
Additions	—
At 31 March 2020	92,292
DEPRECIATION	
At 1 April 2019	87,211
Charges for the year	4,855
At 31 March 2020	92,066
NET BOOK VALUE	
At 31 March 2020	226
At 31 March 2019	5,081

10. Debtors

	2020	2019
Trade debtors	9,893	3,039
Prepayments and accrued income	111,407	69,057
Total	121,300	72,096

11. Creditors: amounts falling due within one year

	2020	2019
Trade creditors	15,791	10,304
Taxes and social security costs	8,751	9,213
Accruals	33,936	14,942
Deferred income	156,667	—
Total	215,145	34,459

12. Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	— MOVEMENT IN FUNDS —				Balance at 31 March 2020 (€)
	Balance at 1 April 2019 (€)	Income (€)	Expenditure (€)	Transfers (€)	
Peer Support Groups	42,017	60,323	(52,044)	—	50,296
Peer Support Services	35,528	128,734	(115,936)	—	48,326
Research and Policy	-	12,733	(12,733)	—	-
Phone and Email Support	29,666	6,030	(31,112)	—	4,584
Employment support	—	13,636	(13,636)	—	—
The eCommunity	33,904	55,650	(52,454)	—	37,100
Bipolar Commission	—	9,993	(9,993)	—	—
Total	141,115	287,099	(287,908)	—	140,306

	— MOVEMENT IN FUNDS —				Balance at 31 March 2019 (€)
	Balance at 1 April 2018 (€)	Income (€)	Expenditure (€)	Transfers (€)	
Peer Support Groups	67,802	48,827	(75,302)	690	42,017
Peer Support Services	2,500	80,427	(47,399)	—	35,528
Research and Policy	—	13,541	(13,541)	—	—
Phone and Email Support	13,334	85,427	(69,095)	—	29,666
Employment support	18,753	4,171	(22,924)	—	—
The eCommunity	27,481	63,925	(57,502)	—	33,904
Total	129,870	296,318	(285,763)	690	141,115

13. Analysis of net assets between funds

	Unrestricted Funds (£)	Designated Funds (£)	Restricted Funds (£)	Total (£)
FUND BALANCES AT 31 MARCH 2020 ARE REPRESENTED BY:				
Fixed assets	477	—	17,765	18,242
Net current assets	376,042	7,997	122,541	506,580
Total	376,519	7,997	140,306	524,822
FUND BALANCES AT 31 MARCH 2019 ARE REPRESENTED BY:				
Fixed assets	10,268	—	—	10,268
Net current assets	281,003	9,207	141,115	431,325
Total	291,271	9,207	141,115	441,593

14. Operating lease commitments

At the 31 March 2020 the charity had commitments under operating leases as follows:

	Property 2020 (£)	Property 2019 (£)	Equipment 2020 (£)	Equipment 2019 (£)
Within one year	42,510	42,510	12,504	5,369
Two to five years	—	42,510	13,004	—
Total	42,510	85,020	25,508	5,369

15. Related party transactions

Other than the gifts in kind detailed in note 3, there were no related party transactions that require disclosure.

Thank you.

We are only able to provide the life changing services we do because of the incredible generosity of our donors. Over the last year, people have given generously through Trusts, personal donations and wills. All contributions are gratefully received.

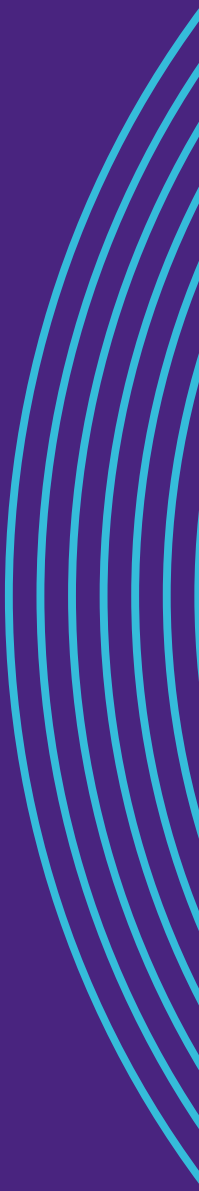
We would though like to say a particular thank you to the following organisations and individuals who have given over £2,000 and have not asked to remain anonymous. Because of you, we have improved the lives of tens of thousands of people affected by bipolar.

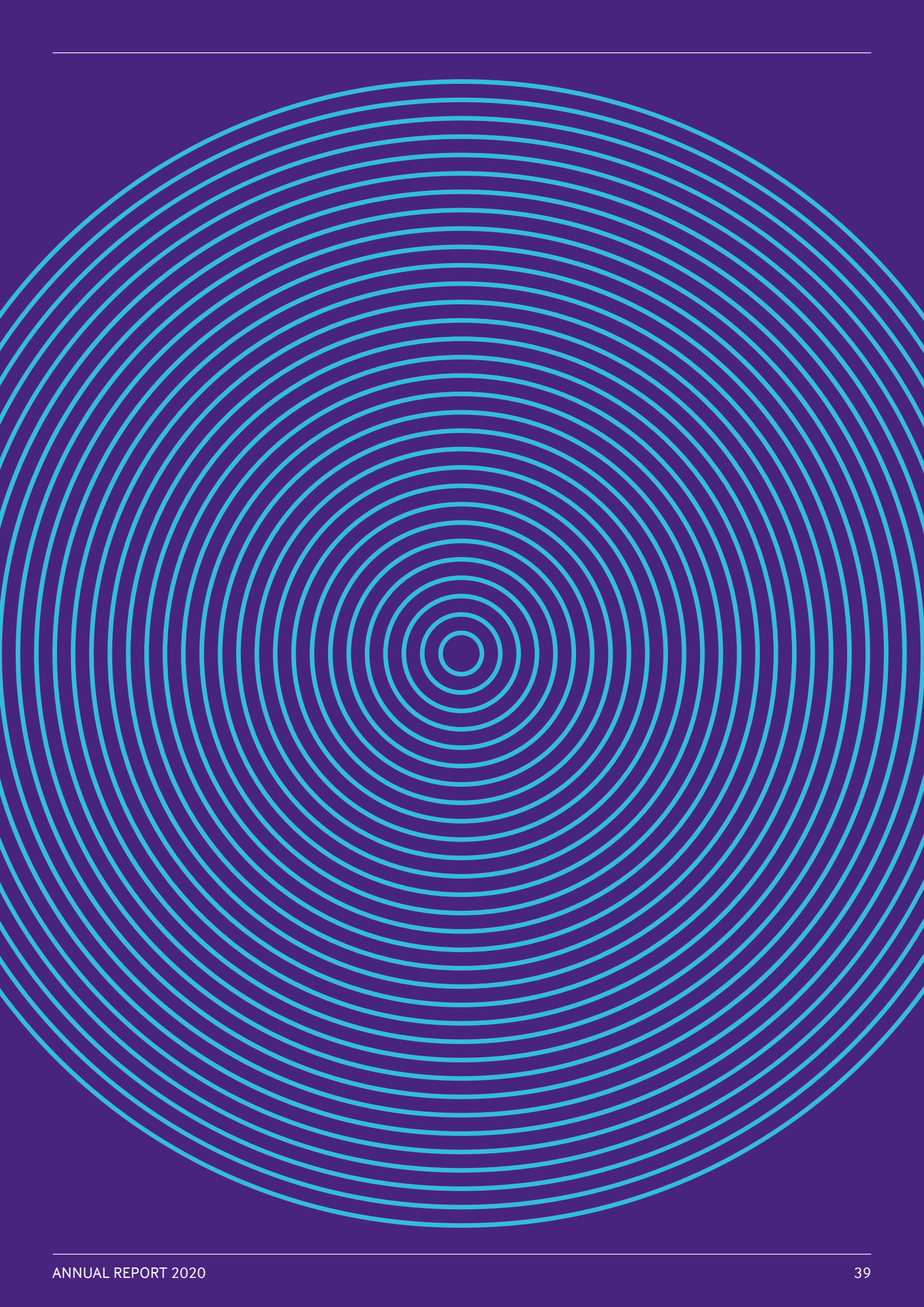
29th May 1961 Charitable Trust
Alice Ellen Cooper Dean Charitable Foundation
Allergan International Foundation
Barbour Foundation
Big Lottery – Awards For All (England)
Bristol Impact Fund
BUPA UK Foundation
Cecil Rosen Charitable Trust
Comic Relief
Dorset Foundation
Ellerdale Trust
Ernest Kleinwort Charitable Trust
Essex Community Foundation
Evan Cornish Foundation
February Foundation
Garfield Weston Foundation
Homelands Charitable Trust
Janssen-Cilag Ltd
John Ellerman Foundation
Mary Kinross Charitable Trust
Masonic Charitable Foundation
Monument Trust
Pilkington General Charity
Porticus UK
Roger & Douglas Turner Trust
St James's Place Foundation
Sir Charles Jessel Charitable Trust
Sobell Foundation
Souter Charitable Trust
Sovereign Healthcare Trust
Swire Charitable Trust
Tamasin Little
Valentine Charitable Trust
Walter Guinness Charitable Trust
William Allen Young

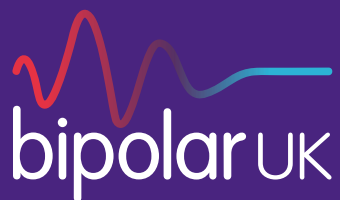
Never forgotten.

This document is dedicated to all the people with bipolar who lost their lives to suicide in 2019/20.

Their memory will never be forgotten and will drive us to work harder, reach further and give more in our support of the bipolar community.







bipolaruk.org

REGISTERED CHARITY NO:
293340

COMPANY NO:
01955570

REGISTERED OFFICE:
11 Belgrave Road
London, SW1V 1RB